Locate Application Version (Legacy)

> The Locate Application Version Legacy guide details how to easily find the current software version and unique handheld identifier for the older OPSCOM Parking Validation Enforcement App. Its primary purpose is to help administrators and enforcement staff verify that their mobile devices are running the most up-to-date software, which is critical for troubleshooting and maintaining system compatibility. This article is intended for OPSCOM administrators and field enforcement personnel using the legacy application.

Setup and Configuration

To ensure your enforcement device is running correctly, staff must download and maintain the application via official app stores. No backend administrative configuration is required.

Admin Side (Enforcement Staff):

1. Open the Apple App Store or Google Play Store on your handheld device.
2. Search for the **OPSCOM Parking Validation** application.
3. Tap the application to view its specific store details.
4. Tap the **Update** button if it is visible. If the button displays as **Install** or **Open**, you are either installing it for the first time or already running the latest available store version.

Using this Feature

Enforcement personnel can locate the version details in two different locations within the legacy application, making it accessible whether you are actively logged in or not.

Locating on the Login Screen

1. Open the **OPSCOM Parking Validation** app on your handheld device.
2. Remain on the initial Login Screen.
3. Look directly below the main login box and input fields to find the version details and the unique handheld identifier clearly listed.

Locating via the About Screen

1. Log into the application and navigate to the main menu.
2. Tap **About** to open a pop-up message. This message will display a brief description of the OPSCOM application alongside the exact version number.
3. Tap **OK** on the pop-up to close the message and return to the main menu.

Best Practices and Considerations

- **Keep devices updated: Regularly check the app store to ensure enforcement handhelds are running the latest version of the application.** Running outdated versions can lead to unexpected synchronization errors or connectivity drops in the field.
- **Provide details for support: Always provide the precise Application Version and Handheld Identifier when submitting**

support tickets. Supplying this specific hardware and software information allows the OPSCOM support team to diagnose device-specific issues much more efficiently.

> **Transitioning to Modern Apps** Please note that this article pertains to the legacy version of the OPSCOM enforcement application. If your organization has upgraded to the newer mobile application, the interface and steps to locate version information may differ.

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