Reinstalling the OperationsCommander (OPSCOM) App

> The Reinstalling the OPSCOM App process guides users through completely removing the legacy Android application and preparing the device for a fresh installation. Its primary purpose is to help resolve persistent application issues or update the software when automated updates are unavailable. This article is intended for OPSCOM administrators and field enforcement personnel using the legacy Android application.

Setup and Configuration

Before removing the application, it is critical to ensure that the device is prepared and that no local data is left unsynchronized.

Admin Side: Administrators should ensure the device has a stable Wi-Fi or cellular connection to successfully download the new application package once the old version is removed.

User Side (Enforcement Staff): Enforcement officers must verify that all recent patrol data (such as offline violations or chalk records) has successfully synchronized to the backend database before beginning the uninstallation process.

Using this Feature

The uninstallation process is performed natively through the Android operating system's application manager.

Uninstalling the Application

1. Tap **Settings** from your device's home screen or app drawer.
2. Tap the **General** tab at the top of the settings menu.
3. Tap **Applications** under the **Device Manager** section on the left side of the screen to bring up a list of installed apps on the right.
4. Scroll through the list and tap the **OPSCOM** application.
5. Tap **Uninstall** to remove the application and its base data from the unit.

> **Data Loss Prevention** Never uninstall the application while you have active, unsynced data on your device. Removing the application will permanently delete all local cache files, and any violations that have not been pushed to the main server will be lost.

Reinstalling the Application

Once the application has been successfully removed from the Android device, you must download and install a fresh copy.

1. Please refer to the *Manual Update or Installation* article for complete, step-by-step instructions on downloading the APK file and setting up the new application.

Best Practices and Considerations

- **Perform a full clean install for persistent issues: If a simple uninstallation does not resolve application crashes or performance issues, you may need to perform a full clean install.** This involves manually deleting residual OPSCOM folders from the device's internal storage before reinstalling.
- **Keep the operating system updated: Ensure the Android OS is up-to-date before reinstalling the OPSCOM application.** Installing

a fresh version of the app on an outdated operating system can lead to unexpected compatibility issues.

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