Retrieve Local Tablet Backups

> The Retrieve Local Tablet Backups process allows organizations to access and extract offline violation data directly from an Android handheld device's internal storage. Its primary purpose is to recover locally stored violations in the event of a synchronization failure, accidental application uninstallation, or database error before the records are successfully uploaded to the server. This article is intended for OperationsCommander (OPSCOM) administrators and IT support personnel.

Setup and Configuration

Extracting these files requires physical access to the device and a wired connection to a workstation.

Admin Side: Administrators must have a physical USB connection cable and a PC to access the device's internal file system.

User Side (Enforcement Staff): Ensure the Android tablet is powered on and actively unlocked before connecting it to the computer.

> **Locating a USB Cable** If you do not have a dedicated USB data cable, check the tablet's charging unit. Most charging cables feature a detachable USB plug that can be removed from the wall adapter and plugged directly into your PC.

Using this Feature

Administrators must connect the device to a PC, locate the specific application data folder, and transfer the files to OPSCOM support for recovery.

Connecting the Tablet to a PC

1. Connect the tablet to your computer using a compatible USB cable.
2. Unlock the tablet screen so the PC can authorize the connection and read the internal storage.
3. Click the USB connection notification on your PC, or navigate manually through **File Explorer** to **This PC** and open the tablet's internal storage drive.

Locating and Copying Backup Files

1. Navigate through the tablet's internal storage to the following folder path: **Android\data\com.operationscommander.handheld\files\Backups**.
2. Select all backup files located within this folder (or the specific files requested by support).
3. Copy the selected files.
4. Paste the files into a new, temporary folder on your local computer's desktop (e.g., "Tablet Backups").

Sharing Backups with Support

Once the files are secured on your local computer, they must be shared with the support team to complete the recovery.

1. Open a web browser and navigate to Google Drive.
2. Click **New** and select **Folder Upload**.

3. Select the temporary backup folder you created on your desktop to begin the upload.
4. Wait for the upload status window in the bottom right corner of the screen to confirm all files have successfully uploaded.
5. Share the uploaded folder with support@ops-com.com and notify the support team that the files are ready for retrieval.

> You may also email the backup files directly to support if the overall file size is small enough to attach.

Best Practices and Considerations

- **Unlock the device before connecting: Always ensure the tablet screen is unlocked before plugging it into the USB port.** PCs cannot read the internal file system of a locked Android device due to native security protocols.
- **Clean up temporary files: Delete the temporary backup folder from your local desktop once the support team confirms successful receipt.** This keeps your PC free of unnecessary files and protects sensitive organizational violation data.

Revision #3
Created 30 April 2024 07:24:45
Updated 21 July 2026 10:28:32