Uninstalling the Application

> The Uninstalling the Application process outlines how to safely remove the legacy OPSCOM Parking Enforcement app and its associated data folders from an Android handheld device. Its primary purpose is to guide users through a standard removal or a full clean data purge to prepare the device for troubleshooting or a fresh installation. This article is intended for OPSCOM administrators and IT support personnel.

Setup and Configuration

Before removing the application, it is critical to ensure that all local data has been safely transferred to the core database.

Admin Side: Administrators should ensure the device has an active network connection and verify that all recent patrol data has successfully synchronized to the backend.

User Side (Enforcement Staff): Field staff must log in to the application one final time and check the **Replication Status** page to ensure all records have been pushed to the server.

Using this Feature

The uninstallation process can be completed natively on the Android device. In the event of a full clean install, residual files must also be deleted using the device's file manager or a connected PC.

Standard Application Uninstall

1. Tap **Settings** from the main Android applications menu.
2. Tap the **General** tab.
3. Tap **Applications** under the Device Manager section to view the installed apps list.
4. Tap the **OperationsCommander** application in the list.
5. Tap **Uninstall** to remove the application from the unit.

Full Clean Install with Data Purge

In some cases, OPSCOM Support may ask you to perform a full clean install. This requires removing the app (following the steps above) and manually deleting all associated local files to prevent artifacts from affecting the new installation.

> **Data Loss Prevention** If you are uninstalling the software to reinstall it, do not uninstall the software if the **ViolationTransfer** and/or **VehicleTransfer** tables contain data (viewable under **Replication Status**). These tables must be replicated to the server first to avoid permanent data loss and integrity issues.

Delete Files with Handheld Tools

1. Tap the **App Tray** at the bottom right of the home screen display.
2. Tap the **My Files** application.
3. Locate and Tap and Hold the **OPSCOM** folder from the directory list.
4. Tap **Delete** from the pop-up options window.
5. Tap **OK** on the confirmation screen to remove the folder and all its contents.

Delete Files using a PC (USB Connection)

1. Connect the handheld device to your computer via USB.
2. Open **Windows Explorer** and locate the device under **This PC**.
3. Click **Tablet** (or internal storage) to view the file content of the device.
4. Locate the folder named **OPSCOM**.
5. Right-click the folder and click **Delete** from the drop-down menu to remove the folder and all its contents.

Best Practices and Considerations

- **Always verify replication status before uninstalling: Ensure the ViolationTransfer and VehicleTransfer tables are completely empty.** Uninstalling with unsynced data will result in permanent data loss for the organization.
- **Purge files for persistent issues: If the application is crashing frequently, perform the full clean install with a data purge** before reinstalling the OPSCOM Legacy app. This ensures corrupted cache files do not carry over to the fresh installation.

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