

# Troubleshooting & Useful Info

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# Troubleshooting Tips

The Mobile LPR Troubleshooting guide provides solutions for common hardware, connectivity, and application issues encountered while using the OPSCOM License Plate Recognition system. Its primary purpose is to help administrators and field officers quickly resolve technical interruptions and maintain continuous enforcement operations. This article is intended for OPSCOM administrators and field deployment staff.

## Setup and Configuration

While troubleshooting does not require a traditional initial setup, understanding who is responsible for managing these device interventions is critical for smooth operations.

**Admin Side:** Administrators should ensure field devices are properly provisioned, software is kept up to date, and staff are trained on basic troubleshooting protocols before deployment.

**User Side:** Field officers will interact with these troubleshooting steps directly on their handheld Android devices while actively on patrol.

## Using this Feature

Field officers and administrators can use the following steps to diagnose and resolve common LPR hardware and software issues.

### Hardware and Connectivity

The PL8RDR acts as a bridge to the internet via Wi-Fi or LTE. If you cannot load a browser window, you must verify your signal strength and connection status.

- **For LTE users:** Tap **Status** on the LPR Scanning screen. A signal closer to 0 dBm indicates a stronger, better connection.
- **For Wi-Fi users:** Utilize a free network diagnostic app (such as WifiAnalyzer) to check signal strength, as too many devices on the same channel can adversely affect connectivity.

**Monitoring Database Connection** The connection to the live database is indicated by a colored dot in the top-left panel of the search pages.

- **Green Dot:** You are actively connected to the live database.
- **Orange Dot:** You have temporarily lost the server connection but still have cached data, allowing you to continue working offline.

If the orange dot remains for an extended period, completely restart the application to force a reset of the network connections.

**Resolving Proxy Errors** If you receive an "LPR Proxy is unreachable" or "LPR Proxy Connection Failed" error message on your device, navigate to your app settings and change the camera IP to **10.42.0.1**.

## Application and Device Issues

**Syncing Data** The handheld device automatically syncs when you start the app, log out, or after a set period of idle time.

1. Tap **Synchronize Data** from the main menu to force a manual sync.

A red flashing message will appear at the top of the screen to explicitly indicate that there is offline data pending that needs to be synced with the main database.

**Fixing Incorrect LPR Reads** If the LPR camera system incorrectly reads a license plate during a scan:

1. Navigate to the LPR Scanning screen.
2. Locate the specific incorrect plate read.
3. Tap **Search & Update** to correct the characters. The system will instantly update the read in the database to reflect the correct plate data.

**Clearing Cache** If software issues persist despite restarting the application, try refreshing the app's cache in your Android settings. You can also clear the Google Play cache to ensure you are actively accessing the most recent version of the enforcement app.

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## Best Practices and Considerations

- **Reset units before shifts: It is highly recommended to reset all handheld units before each shift.** Rebooting the tablet refreshes network connections and allows any pending software auto-updates to be installed properly before hitting the field.
- **Shut down completely: Always completely shut down the app rather than simply minimizing it.** Leaving the app minimized can drain battery life and cause background syncing issues.

- **Force a manual sync: Force a manual sync before logging out for the day.** It is very important to properly shut down the tablets at the end of every shift to ensure all recorded enforcement information is successfully synchronized with the main database.

## Additional Guides You Might Find Useful

This resource directory provides a centralized list of supplementary guides and operational documentation for the system. Its primary purpose is to help administrators quickly locate specialized information regarding system customization, hardware integration, and portal management. This article is intended for OPS-COM administrators seeking to expand their operational knowledge of the platform.

### Setup and Configuration

This article serves as a reference index and does not require any specific system configuration to utilize.

**Admin Side:** Administrators can navigate to the respective articles listed below to learn more about specific backend configurations, troubleshooting, and portal management tasks.

### Using this Feature

Administrators can use the categorized lists below to navigate directly to the specific documentation they require. Click on any of the italicized article titles to access the full setup instructions and operational details for that topic.

### Customization and Integration

This section details the hardware parameters and software settings required to ensure seamless integration with the platform.

- [\*Supported Browsers, Handhelds, and Printers\*](#)

## Admin Portal

This section provides targeted instructions for managing daily operations, streamlining administrative workflows, and personalizing the backend workspace.

- [\*OPSCOM FAQs, Tips & Tricks\*](#)
- [\*Quick Search Tool Functionality\*](#)
- [\*Disable Browser Auto-Fill and Auto-Complete\*](#)
- [\*Resetting an Administrator's Forgotten Password\*](#)
- [\*Reports Overview\*](#)
- [\*Rebranding the OPSCOM User Portal with Custom Colors\*](#)
- [\*Understanding & Controlling Active Vehicles\*](#)

OperationsCommander regularly updates the product wiki. If a specific interface or workflow has changed, refer to the most recently updated articles within these categories for the latest system standards.

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## Best Practices and Considerations

- **Bookmark key resources: Regularly bookmark or favorite articles you frequently use.** This ensures rapid access to critical troubleshooting steps or configuration guides during your daily operations.
- **Verify hardware compatibility: Always consult the supported hardware guide before purchasing new equipment.** Reviewing the *Supported Browsers, Handhelds, and Printers* article guarantees compatibility and prevents costly deployment delays for your field staff.

- **Utilize the global search: If you cannot find a specific topic in this list, utilize the global wiki search function.** The knowledge base contains comprehensive articles covering every module within the system, ensuring you can always find the guidance you need.