Troubleshooting Tips

> The Mobile LPR Troubleshooting guide provides solutions for common hardware, connectivity, and application issues encountered while using the OperationsCommander (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.

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.

Revision #5
Created 19 September 2025 14:22:18
Updated 18 August 2026 07:40:34