Best Practices (Enforce)

> The Best Practices guide outlines the recommended daily maintenance routines for field enforcement handhelds. Its primary purpose is to ensure devices remain connected, up-to-date, and synchronized with the core database for optimal performance in the field. This article is intended for OPS-COM administrators and field enforcement personnel using the Enforce application.

Setup and Configuration

Maintaining the handheld devices requires minimal backend configuration, but relies on consistent network availability.

Admin Side: Administrators should ensure devices are properly provisioned with **Apple Store or Play Store** access so they can receive regular application updates.

User Side (Enforcement Staff): Enforcement officers must ensure their device has an active internet connection (Wi-Fi or cellular data) to successfully download updates and synchronize enforcement data.

Using this Feature

Enforcement personnel should regularly interact with the device's update and synchronization features to maintain system health.

Updating the Application

1. Tap the **Play Store/Apple Store** app on your handheld device to open it.
2. Search for **OPSCOM** using the search bar.
3. Tap the red and black **OPSCOM Enforce** application icon from the search results.
4. Tap the **Update** button if there is a new version available.

> **Application Closure Required** Prior to tapping the update button in the store, verify that you have fully closed the active OPSCOM application running in the background.

Synchronizing Data

1. Verify the tablet is in an area with a stable internet connection.
2. Tap **Synchronize Data** from the main menu to force the tablet to sync all local data with the main database immediately.

Visual Cues and Status Indicators

When patrolling, monitor the top left panel of the Search pages to verify your **Database Connection State**:

- **Green Dot:** Indicates a healthy, active connection to the live database systems.
- **Orange Dot:** Indicates that the system has lost its live connection but is currently operating on cached data. The system is still fully usable, but if the orange dot remains for an extended period, it is best to restart the application to reset the network connections.

Best Practices and Considerations

- **Reset handheld units daily: It is highly recommended to restart all handheld units before each shift.** Resetting the unit refreshes network connections and allows any pending auto-updates to be installed. If the app is left running indefinitely, the system cannot auto-update, and you will miss out on recent changes.
- **Kill background applications entirely: Make sure to completely shut down the app, rather than simply minimizing or switching away from it at the end of your shift.** To swipe the app out of memory, access the Recent Apps screen.
- **Clear the application cache for persistent issues: If connection or performance issues persist even after restarting the app, try refreshing the app's cache** through your device's native settings menu.
- **Check your version frequently: It is important to always run the latest version of OPSCOM Parking Enforcement.** Regularly checking the Play Store for updates prevents unexpected bugs and ensures you have access to the latest field features.

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