Handheld App Log

> The Handheld Operation Log feature allows the mobile device to record and store data regarding the operations and functions performed on the enforcement unit. Its primary purpose is to help identify and troubleshoot technical issues by providing detailed diagnostic information directly to the support team. This article is intended for OperationsCommander (OPSCOM) administrators and field enforcement personnel using the Enforce application.

Setup and Configuration

The operation logging feature runs automatically in the background of the han dheld application and requires no specialized backend configuration.

Admin Side: Ensure the handheld device is connected to a network and synchronizing regularly to allow for automatic log uploads.

Using this Feature

When technical issues arise, OPSCOM Support personnel may request that you manually send a log file to them. Administrators and field staff can send, view, or extract these logs using the following methods.

Viewing Logs via the Troubleshooting Panel

If you need to quickly review the recent log entries without sending them:

1. Navigate to the main menu.

2. Tap **Troubleshooting** which brings you to select a tool
3. Select **App Logs** to view data

Once in the **App Logs** page you can scroll through recent logs and changes as well as a few other options.

> **Available Actions:** At the top of the page there are three buttons: **Copy, Refresh** and **Exit(X).** Below the **X** there is the option to **"Upload Now"** and to the right is a notice of when the data was last uploaded. The last available action is the drop-down menu to select what data to show/search through by date, time and upload.

Extracting Logs via USB

If the device is completely offline and cannot transmit the log via the application, it can be extracted manually.

1. Connect the handheld device to a computer using a USB cable or a wireless file transfer application.
2. Navigate the internal storage to locate the OPSCOM application folder.
3. Copy the specific log file to your computer.
4. Attach the copied file to an email and send it directly to your support representative.

Best Practices and Considerations

- **Coordinate with support: Only manually push logs or extract them via USB when explicitly requested by OPSCOM Support personnel.** Unsolicited log files without an associated support ticket

may not be reviewed.

- **Maintain device connectivity: Ensure field devices are brought online and synchronized regularly.** Regular synchronization prevents the local storage from filling up and ensures support has access to recent data if an issue occurs.

> **Automatic Log Uploads** Log files are natively designed to automatically upload to the OPSCOM server for review once they are more than one day old. For example, logs created on Monday will automatically upload to the server on Tuesday around midnight, assuming the handheld is online and performs a successful synchronization at some point after the 24-hour mark.

Revision #2
Created 20 July 2026 12:57:32
Updated 2 September 2026 12:36:32