History Search

> The History Search feature allows administrators to quickly locate and review historical system activities and events. Its primary purpose is to provide a comprehensive log of system interactions, making it an invaluable tool for auditing, troubleshooting, and investigating specific actions related to users, vehicles, or violations. This article is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

This feature is a core administrative auditing tool and does not require specific module configuration to begin logging data.

Admin Side: Administrators must have the appropriate system role permissions enabled to access the **Tools** menu and view the system history logs.

User Side: This feature is strictly a backend administrative tool and is not accessible to end-users on the portal.

Using this Feature

Administrators can use the following instructions to navigate to the search page and locate specific historical records.

Performing a History Search

1. Hover over **Tools** and click **History Search** to open the **History Dump** page.
2. Enter the desired search criteria into one or more of the available fields.
3. Click the **Submit** button.
4. Review the generated list of all system history records that match your entered search criteria.

Available Search Criteria

- **Student/Employee Number:** Enter the specific identification number associated with a student or employee to pull all historical actions related to that account.
- **Violation Ticket:** Enter the specific citation number to track the lifecycle of a ticket.
- **History Description:** Enter keywords or phrases from the description of the historical event. This field allows for broad searches based on the recorded action rather than a specific ID.

> You can perform a search using a single identifier (such as just a ticket number) or a combination of multiple fields to carefully narrow down your results on the **History Dump** page.

Available Actions and Buttons

- **Submit:** Click this button to execute the search query and refresh the page with the relevant historical data.

Best Practices and Considerations

- **Combine criteria for precision: To achieve more accurate and manageable results, especially in systems with extensive history logs, combine search criteria.** For example, you can enter a specific **Student/Employee Number** along with a targeted **History Description** keyword to find exactly when a user's address was changed.
- **Balance broad versus specific searches: Start with specific criteria if you know exactly what you are looking for.** If you are unsure of the exact record, use broader terms in the **History Description** field and then refine your search as you gather more context.
- **Utilize for auditing and troubleshooting: This tool is excellent for auditing user actions, tracking changes, and troubleshooting issues.** It allows administrators to review the exact sequence of events, which is critical for resolving disputes or tracking down data entry errors.
- **Integrate into daily operations: Familiarize yourself with this feature for daily operations.** It can quickly answer questions about past system interactions without needing to navigate through multiple individual user profiles or vehicle records.

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