

Handheld Operation Log

This article describes the handheld logs and how to access them, or send them to support for troubleshooting an issue.

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Log Overview

From time to time OPS-COM support personnel may request you send a log file to us so that we can better assist you. The log file sent allows us to view the data logs the handheld stores when any operations/functions are performed on the handheld itself and generally helps us determine what may be causing issues.



Log files are normally automatically uploaded to our server for later review once they have become more than 1 day old. However, this assumes the handheld is online and performs a successful synchronization at some point after any log files on the device are older than 1 day. For example, logs created on Monday should be uploaded to our server Tuesday around midnight, assuming the handheld is online and synchronizes Tuesday around or after midnight.

Send Log to Tomahawk

To send the log to perform the following steps.

Login to the Android app and select Replication Status from the main menu:

OperationsCommander [OPS-COM]



Device is in Preview Mode
Syncing with a preview system



Search Vehicles
Search for known vehicles



Person Search
Search for known people



Permit Search
Search for registered permits



LPR Scanning
LPR scanning with PL8-RDR



System Settings
View and configure settings



Synchronize Data
Force data synchronization



Replication Status
View replication status



Message Alerts
View recent alerts



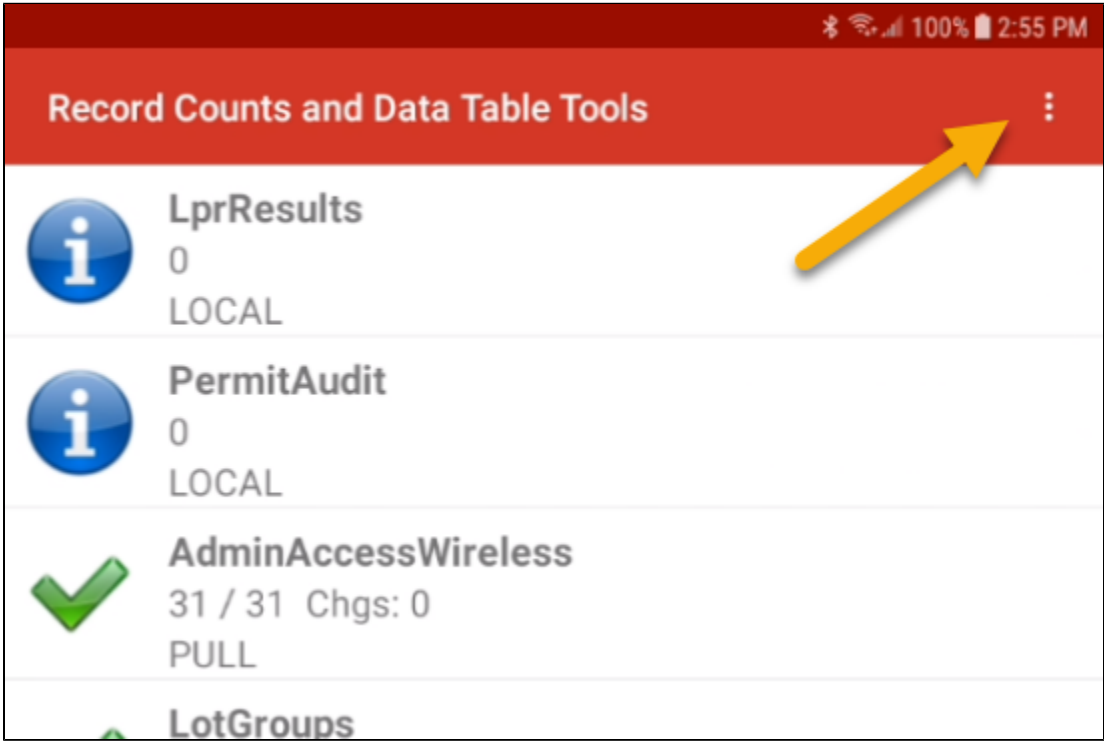
OPS-COM on the Web
OperationsCommander on the web

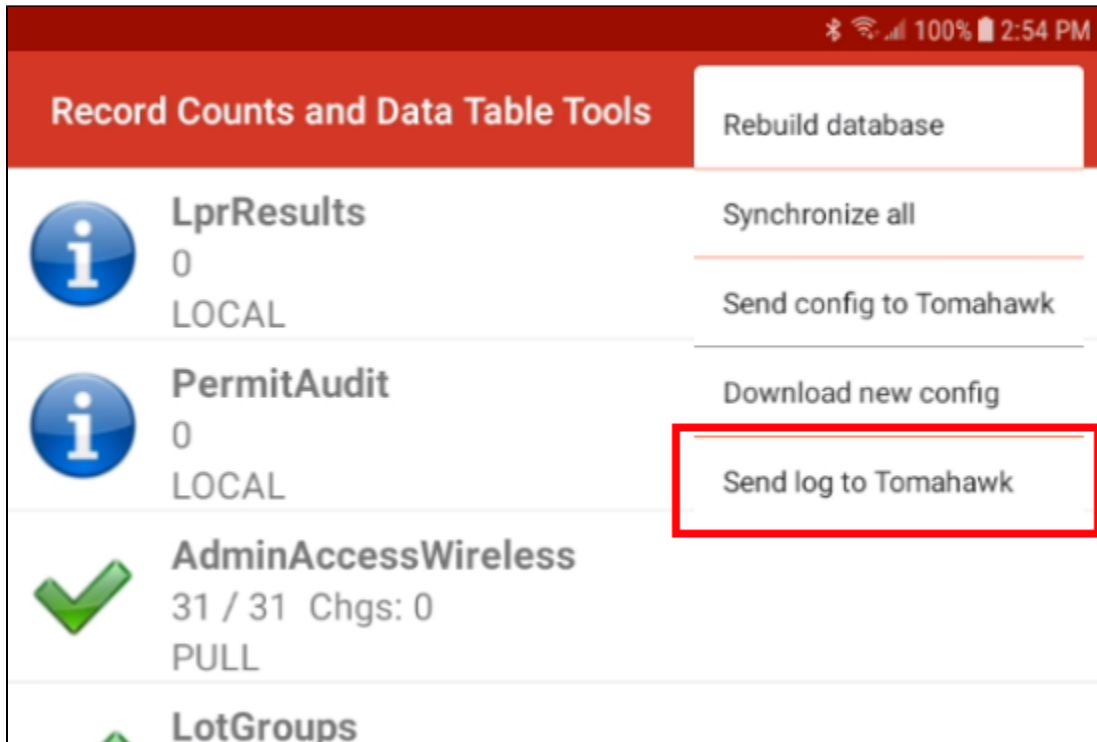


Application Log

Select the additional options dialog icon along the top right of the replication status area (1), then click Send Log to Tomahawk (2):

i If you don't see the 3 dots as shown below you may have a tablet that has an "overflow" button on it which is usually located near the home and back button.
Look for and click the one that appears to be 3 lines/dots for additional context settings.





About Panel Log

The log can also be reviewed on the About panel.

About OPS-COM



This application exists to offer remote query access to the OperationsCommander (OPS-COM) web solution.

OPS-COM is a complete parking and security management solution.

Visit <http://ops-com.com> for complete details.

Internet connection is: ACTIVE

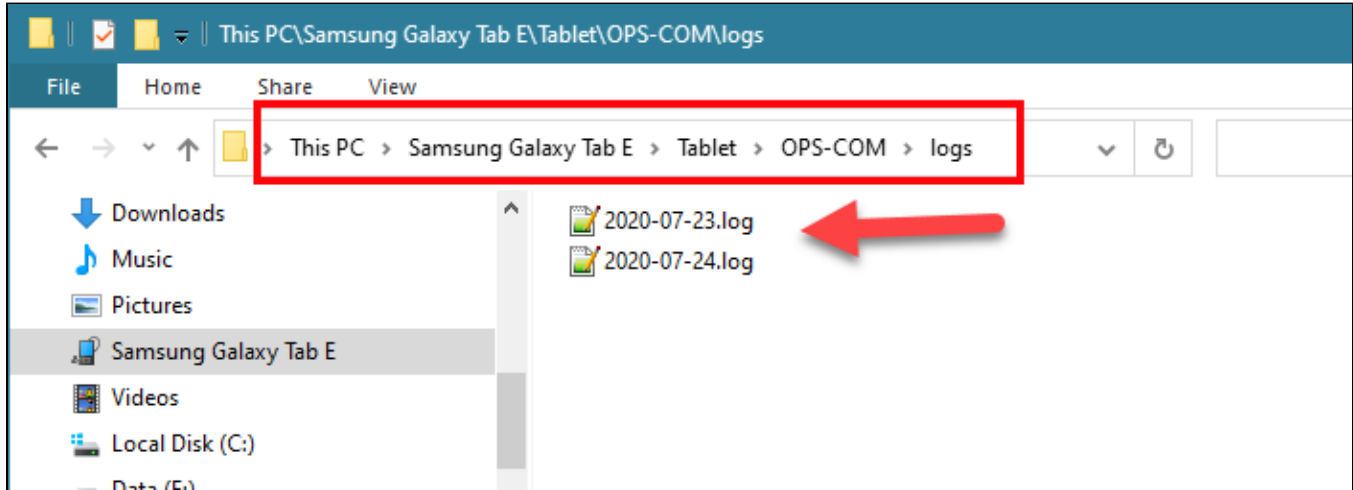
```
2020-07-24 10:31:23: Regular table sync: AdminAccessWireless
2020-07-24 10:31:23: AdminAccessWireless replication update/inserts: 18
2020-07-24 10:31:23: Regular table sync: VehiclePermits
2020-07-24 10:31:23: VehiclePermits replication update/inserts: 12
2020-07-24 10:31:23: Regular table sync: PlateLookup
2020-07-24 10:31:24: PlateLookup replication update/inserts: 14
2020-07-24 10:31:24: More local records than server records: forcing sync. localCount: 59 >
2020-07-24 10:31:24: Dropping Table (syncTable:forceCreate==true): UserProfile
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: Created Table: UserProfile
2020-07-24 10:31:24: Inserted 58 records into UserProfile table; total=58
2020-07-24 10:31:24: More local records than server records: forcing sync. localCount: 53 >
2020-07-24 10:31:24: Dropping Table (syncTable:forceCreate==true): Vehicle
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: Created Table: Vehicle
2020-07-24 10:31:24: Inserted 52 records into Vehicle table; total=52
2020-07-24 10:31:24: Regular table sync: ViolationSummary
2020-07-24 10:31:25: ViolationSummary replication update/inserts: 37
```



Logs On Device

Logs may also be accessed on the device through a USB or wireless connection.

In this case, the log can be copied and sent through email.



Related Content

- [Handheld Operation Log](#)
- [Replication Status](#)
- [Application Logout](#)
- [View System Task Logs](#)
- [Dispatch Logs](#)