CathexisVision Client Software QuickStart Guide 2021.2

Contents

1. Welcome

This short guide provides basic instructions on how to set up CathexisVision 2021.2 Client Software. The purpose of this document is to help the user to start using the software as quickly as possible.

Consult the relevant manual for more detailed information or guidance on the server software. Alternatively, contact the Cathexis support team: support@cat.co.za.

Note: to use this document and software, the user needs to have a basic understanding of the operating system. The user also needs to know how to do simple administrative tasks. These include adding disks, adding printers, or setting IP addresses.

1.1 Client and server software

Server software	The CathexisVision Server software can be installed on a suitably specified hardware server platform for an advanced and comprehensive site video configuration and management system.
Client software	The CathexisVision Client software gives the ability to connect remotely from a Windows OS PC into a CathexisVision server as a client station, without the need for a full server installation. The Client software access to the server is dependent on the login credentials as configured on the server. This can be from Administrator level with full site configuration rights, down to Operator level, with restricted access to site resources.

1.2 CathexisVision information

A NOTE ON CAMERA CHANNELS

The CathexisVision software packages have **limits on camera channels**. A multi-sensor camera is physically a single device (camera) but it requires a camera channel for each one of the internal cameras. The same applies to an encoder: a 16-channel encoder will account for 16 camera channels on the CathexisVision software, even though it is a single device. Even when a camera or device only uses a single IP license, the camera channel limit will still apply.

USEFUL LINKS

*To view **tutorial videos** on CathexisVision setup, visit https://cathexisvideo.com/resources/videos*

*Find answers to Cathexis **Frequently Asked Questions**: https://cathexis.crisp.help/en/?1557129162258*

2. Requirements / restrictions

CathexisVision Software must be installed. Note that there is a **minimum requirement of 4 Gigabytes of RAM** to run this software.

2.1 Hardware requirements

The recommended minimum hardware specification is an i3 Intel CPU or similar, with 4GB RAM on a WIN 10 OS.

2.2 Anti-virus exclusions

Certain CathexisVision folders need to be excluded from anti-virus scanning (if an anti-virus is running with active or real-time protection scanning).

Exclude the following folders:

- CathexisVision Client installation folder.
- Folders, drivers, and volumes where a database or databases reside.

Note: All folders and paths referred to below are default installation folders. If the default folder option was **not** selected during installation, the user needs to locate and exclude the installation folder or folders from anti-virus scanning.

The sections below indicate the default installation folders and paths which need to be excluded from scanning.

2.2.1 Folders to exclude in CathexisVision as per installed version

For sites running CathexisVision 2016 and/or2017, exclude the following from anti-virus scanning:

	Folders to Exclude	
CathexisVision Server	32-bit	c:\program files (x86)\CathexisVision Server
	64-bit	c:\program files\CathexisVision Server
CathexisVision Client	32-bit	c:\program files\CathexisVision Client
Database folders/drives/volumes	Please locate and exclude.	

2.2.2 Complete list of folders to exclude

To avoid hassle, exclude all the default installation folders if:

- The system uses a global anti-virus
- The different units on the site might have different installation folders
- The installation is prior to CathexisVision 2015

Note: All folders and paths referred to below are default installation folders. If the default folder option was not selected during installation, the user needs to locate and exclude the installation folder or folders from anti-virus scanning.

	Folders to Exclude
CathexisVision Server	c:\program files\Cathexis CathexisVision Suite NVR
	c:\program files (x86)\Cathexis CathexisVision Suite NVR
	c:\program files\CathexisVision Server
	c:\program files (x86)\CathexisVision Server
CathexisVision Client	c:\dvs
	c:\program files\Cathexis CathexisVision Suite WRV
	c:\program files (x86)\Cathexis CathexisVision Suite WRV
	c:\program files\CathexisVision Client
	c:\program files (x86)\CathexisVision Client
Database folders/drives/volumes	Locate and exclude.

2.2.3 Third-party anti-virus real time scanning on CathexisVision clients

On a CathexisVision Client unit, the CathexisVision Server folder must be manually excluded from scanning by Windows Defender (or other third-party anti-virus real-time scanning components).

2.3 Routing / Port Requirements

The following information is about the router ports that need to be opened on the network firewall / router / anti-virus. These ports are important because they allow several Cathexis services to run correctly. Make sure that these ports are also opened on the anti-virus (if running one).

2.3.1 Ports to open

**Note**: These ports must also be opened on the anti-virus (if running one).

Operational Ports	Protocol	Application	Description
30010-30100	TCP	CathexisVision Software	Required ports for access to the CathexisVision software and associated configuration, live and recorded view, etc.
* For full list of API ports, please consult API help guide, or contact support@cat.co.za			

2.3.2 Remote support

To make sure that remote support is available, download and install one of the following programs relevant to the operating system. **Windows**: TeamViewer, or Remote Desktop.

2.4 Install Client Software and Setup

Double-click the installer file to open the Client Software:
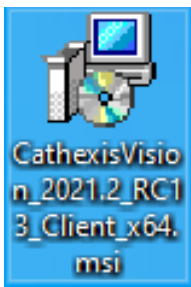
2.5 Setup and Installation

Follow the prompts below to complete installation.

1. Enter the **Client Setup Wizard** and click Next.

2. Accept the **End-User License Agreement**.
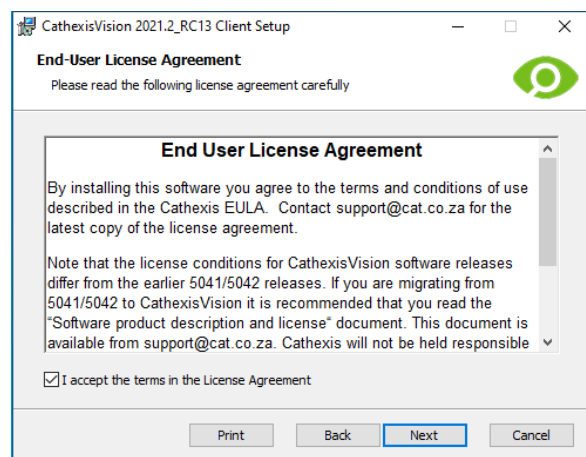
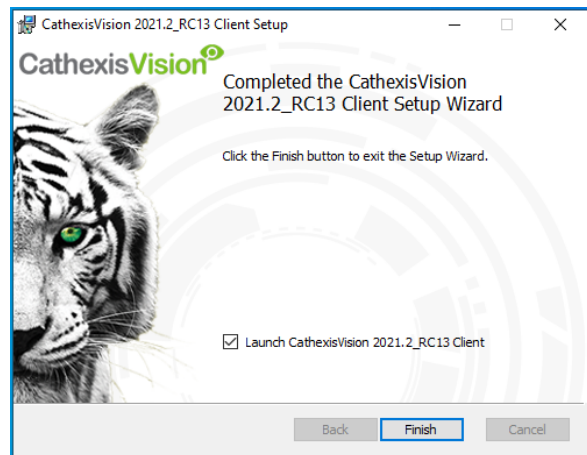3. Choose the **destination folder**.
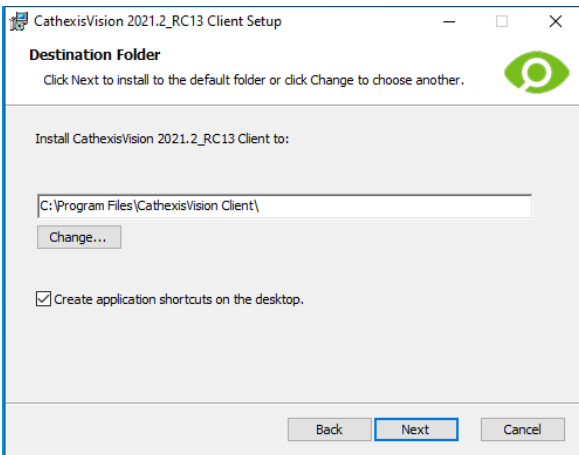
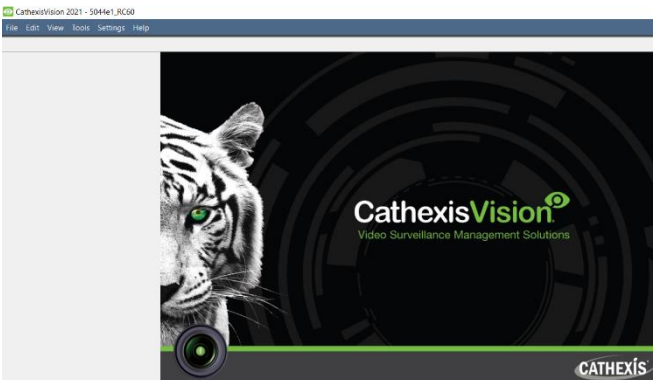4. Click **Install**.
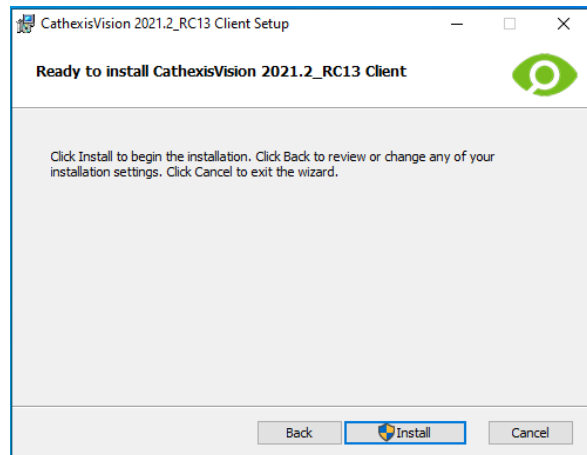
5. Wait while the **software installs**.
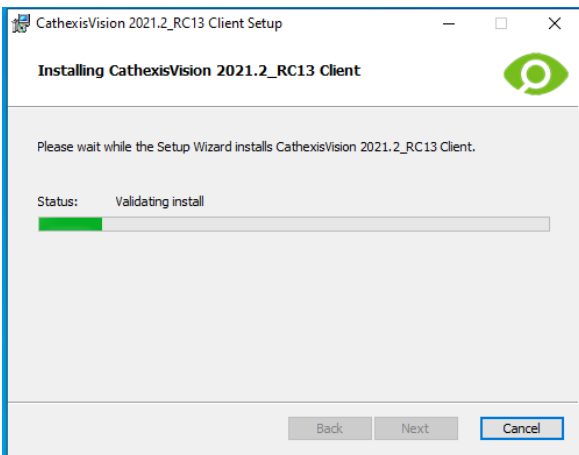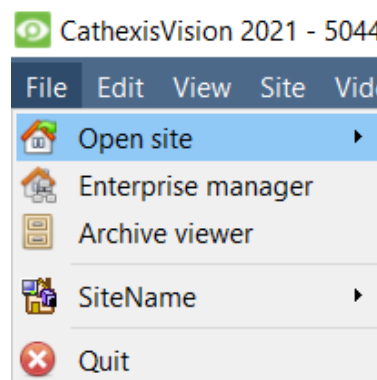
6. **Complete the Wizard** by clicking Finish.
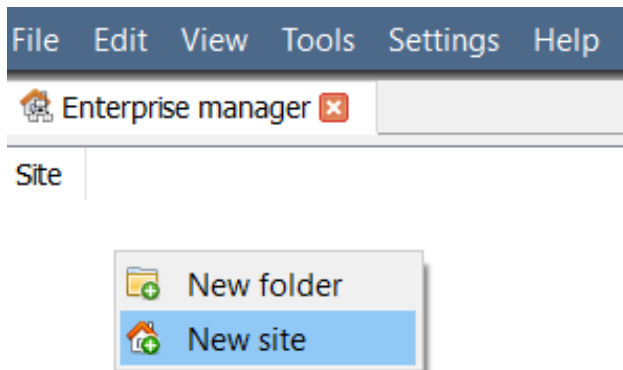

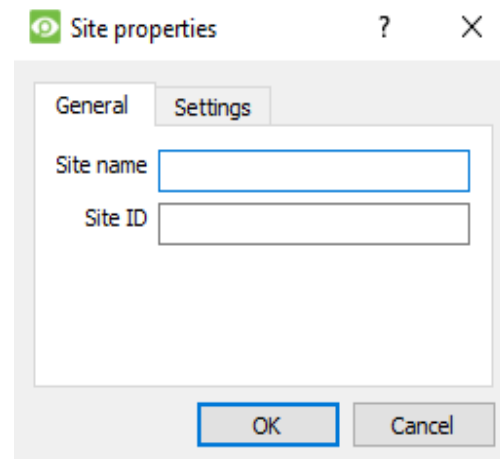## 2.6 User Interface

1. The following interface will appear.

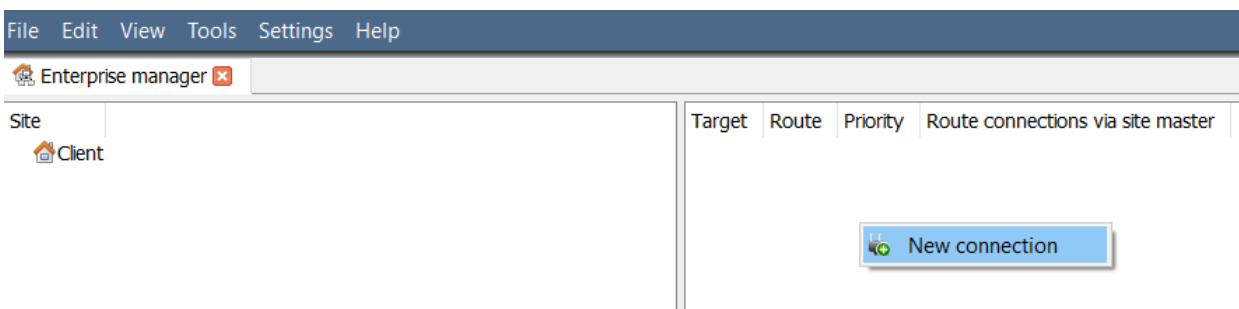2. Open the Enterprise Manager to set up site.

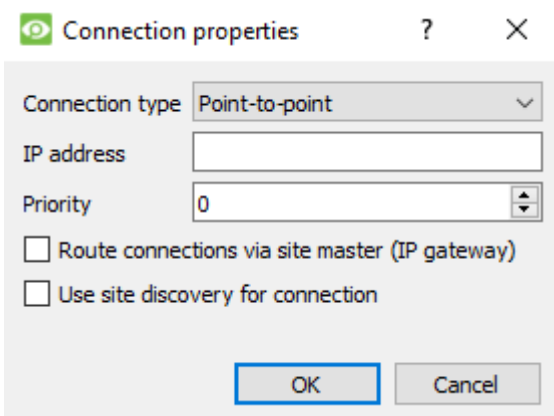3. Right-click on the top right of the screen to make a new connection.
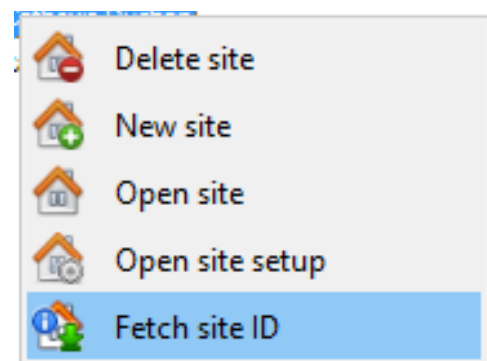
4. Give the Site a **Name**.

5. Establish a new connection by right-clicking in the right-hand column.
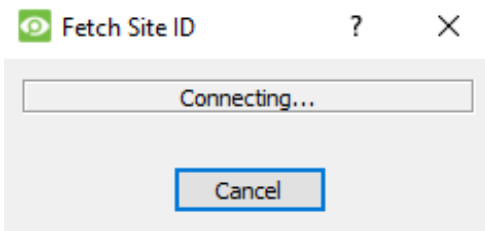
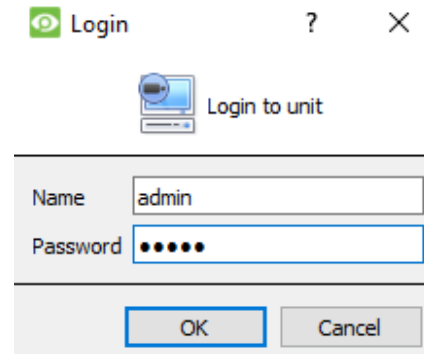7. Next, connect to a relevant IP address.

8. Right-click on Site Name. Click **Fetch Site ID**:
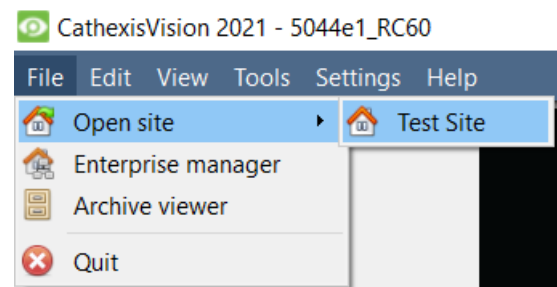
9. The software will then make the connection.

10. Log in to the unit.

11. The Site ID will update.

11. The Site can be Opened by returning to **File / Open Site / Client**.
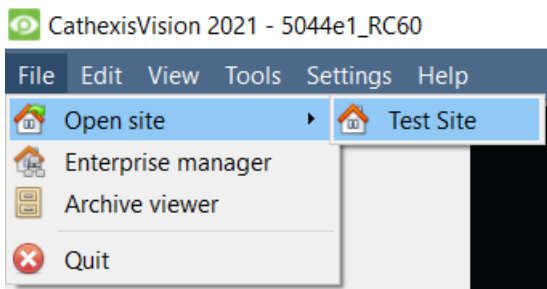
3. Cameras

This section of the manual explains methods for viewing cameras.
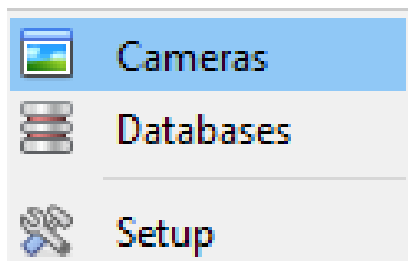
3.1 View Camera or Cameras

3.1.1 Open Site

File / Open site / Your_Sites_Name

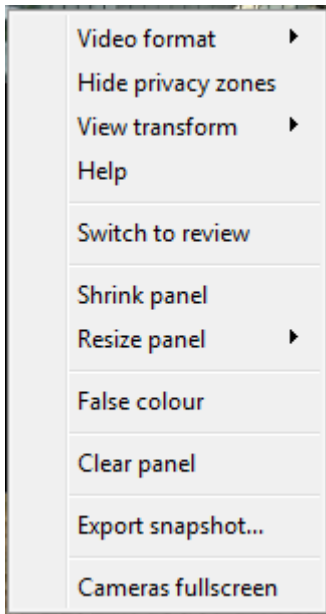#### 3.1.1.1 Open the Cameras Tab

Site / Open Tab / Cameras.

To start viewing a camera, double-click on it in the Resources panel.

3.1.2 Middle-click on a Live Camera

Middle-clicking on a live camera gives the user options to change aspects of how the camera appears in a panel.

Video format: Allows the user to select which of the camera's video streams they would like to view, and in which format / resolution.

Hide / show privacy zones: Will hide / show privacy zones on a camera image, depending on access rights.

View transform: Allows transforming images for cameras with special lenses. (For example, 360-degree cameras.)

Overlays: Allows viewing the different analytics algorithms that have been applied to this camera's feed, live in the Cameras Tab.

Help: Pops-up a help window on Digital Zoom and PTZ Control within this panel.

Switch to review: Allows switching back and forth between live and review footage.

Shrink panel: Reduces the size of the camera panel.

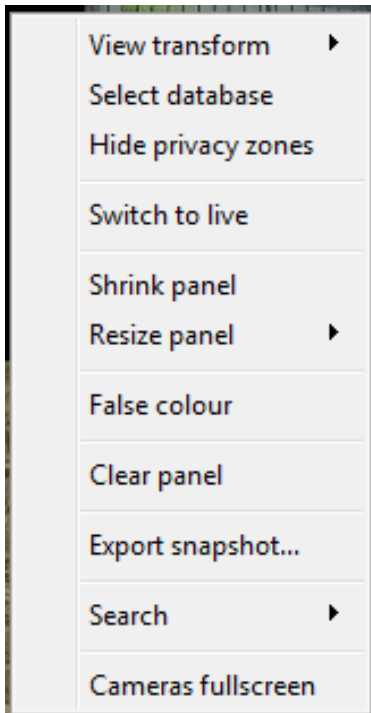**Resize panel:** Gives more resizing options.

False colour: Changes the colour of the image to false colour.

Clear panel: Removes the camera or cameras from the currently selected panel (or panels).

Export Snapshot…: Opens a window, which allows the user to print a snapshot, save to folder, copy to system clipboard, or copy to CathexisVision clipboard. It also allows the user to choose to include the camera name and time of snapshot in the overlays.

Cameras fullscreen: Fills the entire screen with the Cameras Panel, creating a Video Wall. The same procedure will exit full-screen mode.

3.1.3 Middle-click on a Camera in Review

View transform: Allows transforming images for cameras with special lenses. (For example, 360-degree cameras.)

Select database: If multiple databases are set up, the user can set a camera to record to a certain database using this option.

Hide / show privacy zones: Will hide or show privacy zones on a camera image, depending on access rights.

Switch to review / live: Allows switching back and forth between live and review footage.

Shrink panel: Reduces the size of the camera panel.

Resize panel: Gives more resizing options.

False colour: Changes the colour of the image to false colour.

Clear panel: Removes the camera or cameras from the currently selected panel (or panels).

Export snapshot…: Opens a window, which allows the user to print snapshot, save to folder, copy to system clipboard, or copy to CathexisVision clipboard. It also allows the user to choose to include the camera name and time of snapshot in the overlays.

Search: Use snap-search feature to search the database for snapshots similar to the current image.

Cameras full-screen: Fills the entire screen with the Cameras Panel, creating a Video Wall. The same procedure will exit full-screen mode.

4. Uninstall

To uninstall, simply follow the uninstallation process of the operating system on which CathexisVision is installed.

5. Conclusion

Note: this is a brief guide to client software. For more information on CathexisVision software, consult the *CathexisVision Setup Manual* (http://cathexisvideo.com/).

For support, contact support@cat.co.za