



How to Fetch Sherlock Files

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1. Introduction

This document explains how to fetch Sherlock files in CathesisVision.

1.1 Sherlock Files

Sherlock files are a diagnostic tool used by the Cathesis Support Desk.

The standard procedure is for the user to email the Support Desk (support@cathesisvideo.com), attaching the Sherlock file and a description of the problem. The user can also save the Sherlock file to a disk.

1.2 Other Resources

For information regarding the setup and configuration of CathesisVision, consult the ***CathesisVision Setup Manual***.

USEFUL LINKS

To view **tutorial videos** on *CathesisVision* setup, visit <https://cathesisvideo.com/resources/videos>

Find answers to Cathesis **Frequently Asked Questions**: <https://cathesis.crisp.help/en/?1557129162258>

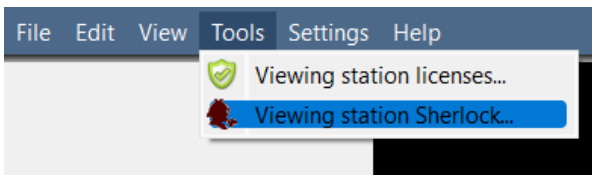
2. How to Fetch Sherlock Files



Note: Check to ensure that the correct Sherlock files (**client** or **server**) are being retrieved before sending them to Cathesis Support.

2.1 Fetch Client Sherlock Files

1. Start the CathesisVision client software.



2. Select "Tools" from the menu bar.
3. Select "Viewing station Sherlock..."

2.2 Fetch Server Sherlock Files

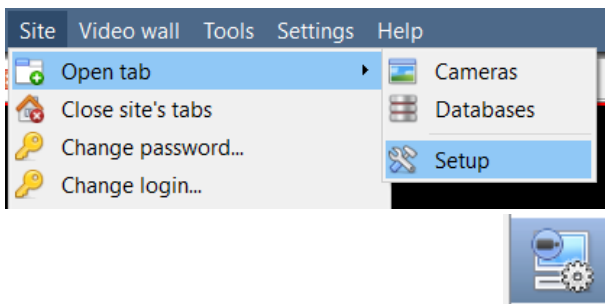
There are **two methods** for retrieving CathesisVision **server** Sherlock files:

Method 1: Access Sherlock files on the recording server

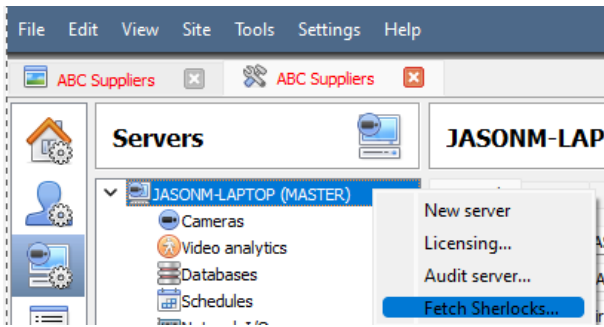
1. On the NVR or recording server, start the CathesisVision client software.
2. Select "Tools" from the menu bar.
3. Then, select "Local Server Sherlock..."



Method 2: Access server Sherlocks remotely from a CathesisVision client PC



1. Start the CathesisVision software.
2. Follow the path: **Site / Open tab / Setup**
3. Click the Configure Servers icon.
4. Right-click the recording server from which the Sherlock files will be retrieved.

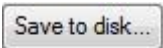


5. Select “Fetch Sherlocks...”

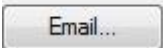
This will generate the Sherlock pack.

2.3 Save or Email Sherlocks

→ Either **save** the Sherlocks to disk, or **email** the Sherlocks to the Support Desk.



Save to Disk: Allows the Sherlock files to be saved to any storage attached to the workstation.



Note: Click on **Email to recipients** to open the operating system’s default email client.

3. Conclusion

Please note that this app-note deals with the retrieval of Sherlock files. For more information about setting up CathesisVision, consult the ***CathesisVision Setup Manual***.