Use case management tabs to create and export case files. You can open case management tabs from the Evidence panel, or when you save a video file or a snapshot to a case file.

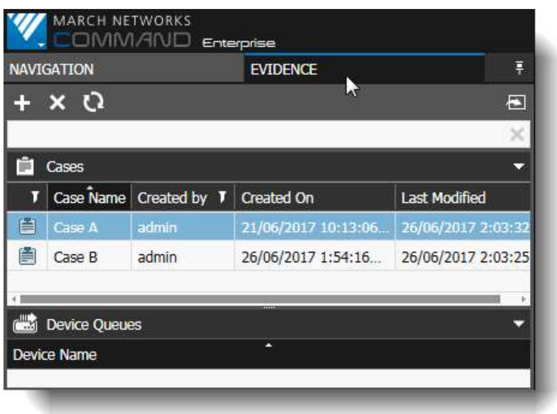
The following sections describe how to manage case files:

- "Creating a Case File from the Evidence Panel" on page 310
- "Reviewing the Contents of a Case File and Adding Notes" on page 312
- "Exporting a Case File" on page 315
- "Sharing a Case File with Other Users" on page 317
- "Viewing Available Space on the Media Archiver" on page 319
- "Ensuring the Media Archiver has Enough Space" on page 320

You can create an empty case file from the Evidence panel, and add evidence files to it afterward.

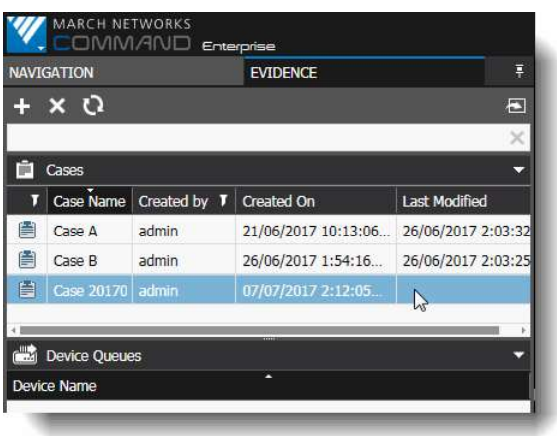
1 Open the Evidence panel by clicking the **Evidence** tab at the top right of the **Navigation** panel.

The **Evidence** panel appears, with a list of the current cases and the device queues.

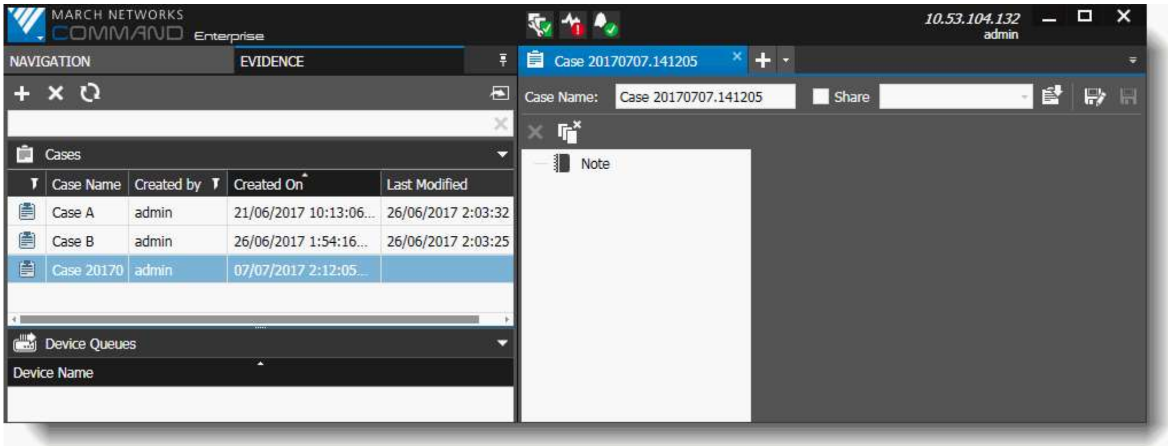


2 Click **Add Case** .

A new case entry is added to the list.



3 The case tab also opens in the workspace, with the name of the case as the tab title.

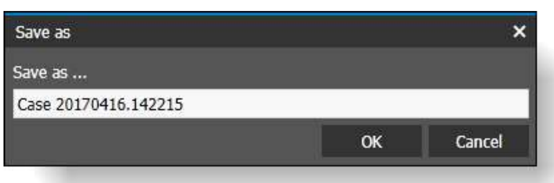


You can add video files, views, snapshots, and notes to the new case file. You can rename it and save it so that you can edit it later.

- To add video files or views to the case, export video as a single file or in a view, and save it to the **Case** destination. You can save the video to a new case or an existing case. See “Exporting Recorded Video Evidence” on page 300.
- To add snapshots to the case, take a snapshot of the video and save it to the **Case** destination. You can save the snapshot to a new case or an existing case. See “Saving Snapshots of Video Cells” on page 308.
- To add notes to the case, see “To review a case file and add notes” on page 312.

4 To rename the case file, click the **Save As** button.

The **Save As** dialog appears.



5 Enter a new name for the file and click **OK**.

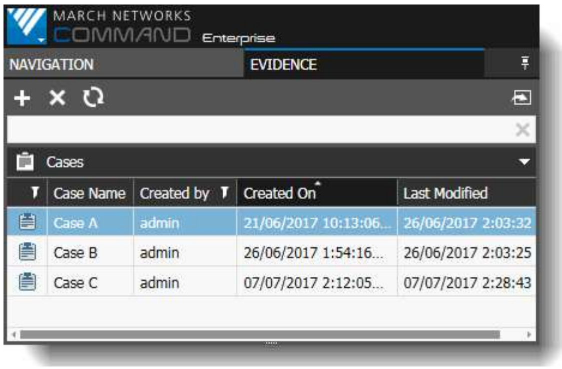
A new copy of the case file is created with the new name, and added to the list in the **Evidence** panel.

Note: You can delete a case from the **Evidence** panel by selecting it in the list and clicking the **Delete Case** button (or right-click and select **Delete**).

Once you create the case file and add video and snapshots, you can review the evidence in the file and add notes.

1 After you save a video file or a snapshot to a Case destination (see “Exporting Recorded Video Evidence” on page 300 or “Saving Snapshots of Video Cells” on page 308), a case management tab is created with the name of the new case as the tab title.

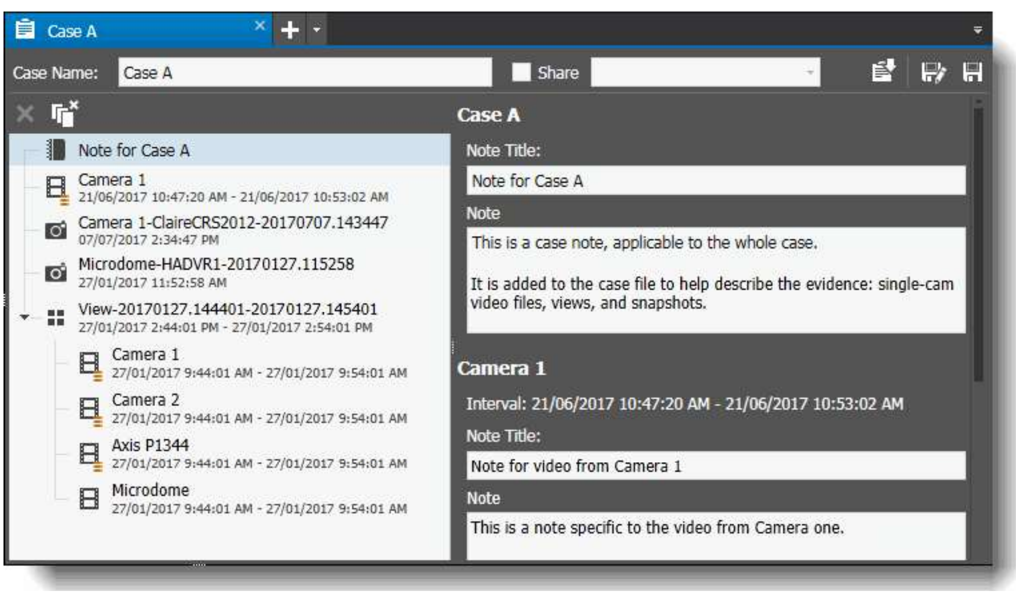
You can view all your cases in the **Evidence** panel, under **Cases**.



2 To open a case in a **Case** tab, select the case from the list and click the **Open in Tab** button (or right-click and select **Open,** or double-click the case name).

Note: You can also create a new case from the Evidence panel (see “To create a case file from the Evidence panel” on page 310).

The case management tab opens.

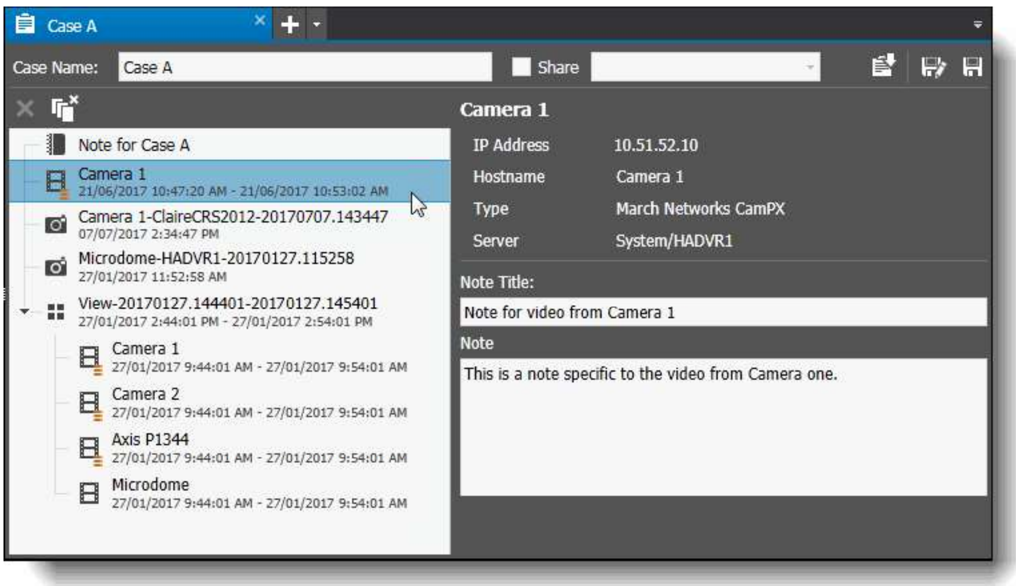


A case management tab contains a list of the video and snapshot files in the left panel, and displays the file details and notes in the right panel. You can add a note about the case in general, or notes for each specific video file or snapshot.

Tip: When you select the general case note at the top of the list, all the notes for the case are displayed in the right panel.

3 You can click on the name of a video file to see the information stored about the video file. At the bottom are boxes for the note to go with that video file. You can enter a note title and content to add information about the video to the case.

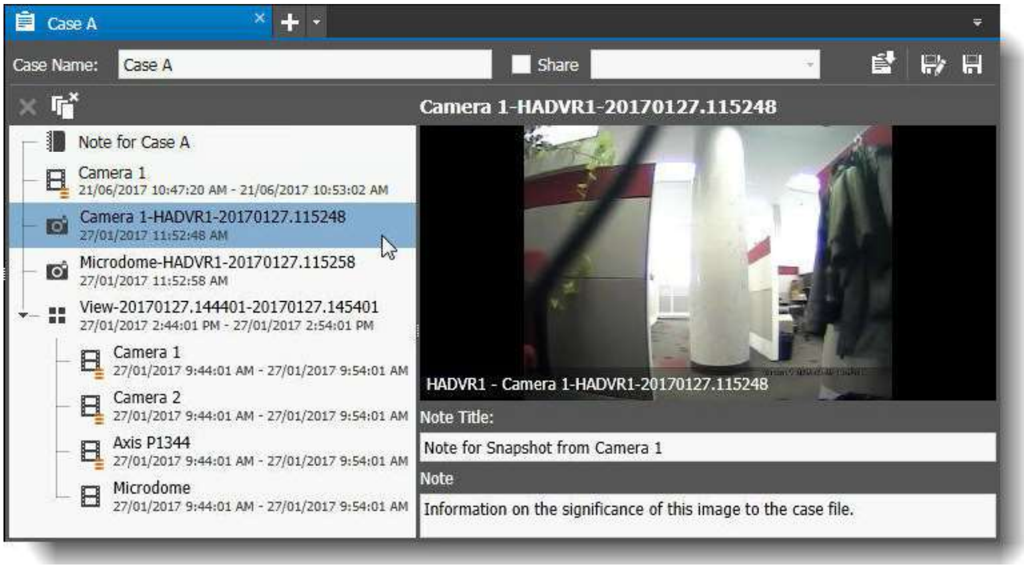
Tip: You can double-click on the name of a video file to open and play the video in a new tab.



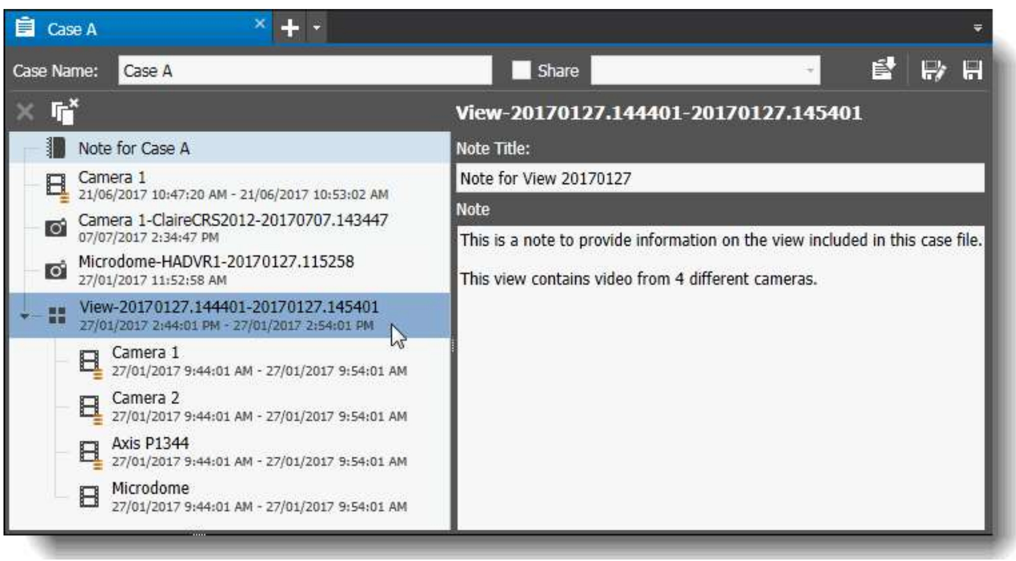
When a video file is added to a case, the video is downloaded from the recorder and saved on the Archiver. This ensures that the video is available to the case file even if the recorder is offline, and the video is retained as long as the case, not lost if the retention settings on the recorder purge it.

When a video file is successfully saved to the Archiver, an orange Archiver symbol is added to the video file icon to indicate this . If the video file cannot be downloaded from the recorder to the Archiver for any reason, the icon does not show the orange symbol .

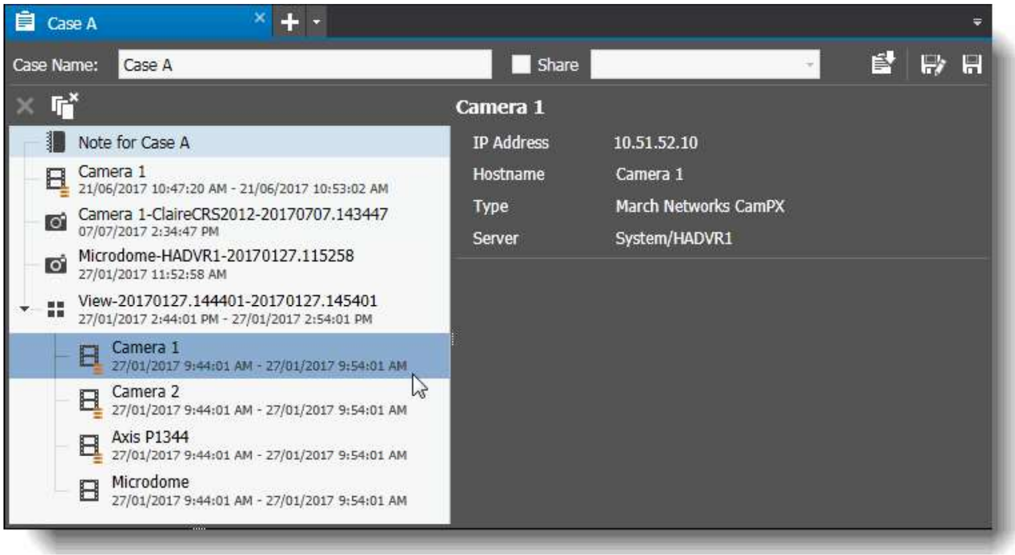
4 You can click on the name of a snapshot to see the image and the note for that image file. You can enter a note title and content to add information about the snapshot to the case.



5 You can click on the name of a view to see the note for that view file. You can enter a note title and content to add information about the view to the case



When you click on a video file in the view, you see the information stored about the video file (no additional notes).



6 You can enter a different name for the case in the **Case Name** box. This is the name that the CME file will be assigned when you export the case file. For example, if you enter "Sample Case 1", the file is saved as "Sample Case 1.cme".

7 You can remove:

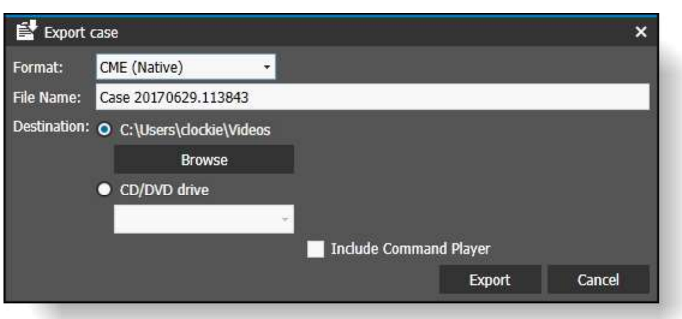
- A video, view, or snapshot from the case by selecting the file in the evidence list and clicking the **Remove Selected Items** button.
- All the files from the case by clicking the **Remove All Items** button.

8 Click **Save**.

When you are finished adding video, views, snapshots, and notes to the case file, you can export it to a folder location or removable media (such as a USB stick) so that you can distribute the evidence in the case file to investigators, authorities, or whoever needs to see it.

1 To export the case file, on the case management tab, click the **Export to File** button.

The **Export Case** dialog box appears.



2 From the **Format** drop-down list, select the file type:

- **CME (Native)**: Command Multimedia Evidence. This is a March Networks proprietary video file format which can only be played using the Command Player. The fact that this file format can only be viewed using the Command Player ensures that sensitive video evidence cannot be easily shared over the Internet or posted for public view.
- **PDF:** If you select this option, you can download the notes and snapshots, but video files are not included. Video files are represented in the PDF as a single image with text details such as start time, end time, recorder name, and camera name.

[redacted]

4 If you selected the CME format type, in the **Destination** section select either:

- **File path** (for example, C:\Users\<*username*>\Videos) — The path to the folder where you want to save your video.

  Click the **Browse** button to select a different folder. You can browse to a local folder on the computer or a removable drive, for example, a USB stick.

  Note: To save to a CD or a DVD, select the CD/DVD drive option button (described below). The option button allows Command to manage the CD/DVD burning procedure. Browsing to the CD or DVD drive is not recommended.
- **CD/DVD drive**— Enables a drop-down list of the available CD and/or DVD drives. You can burn to a CD or DVD if you select an available RW Drive or connected burner. For the CD/DVD burning procedure, see “Burning Recorded Evidence to a CD or DVD” on page 322.

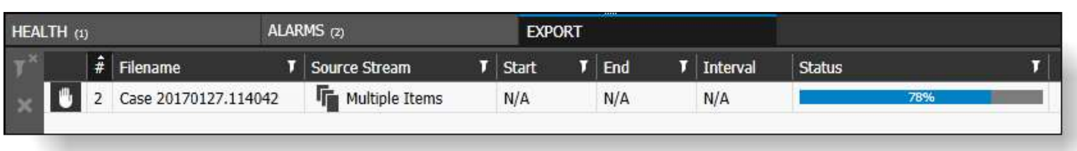
5 If you selected the CME format type and you want to include the executable file for the portable Command Player with the exported file, select the **Include Command Player** check box.

Command Player is a playback tool that allows others to view video, snapshots, notes, and case files in the proprietary CME format.

6 Click **Export**.

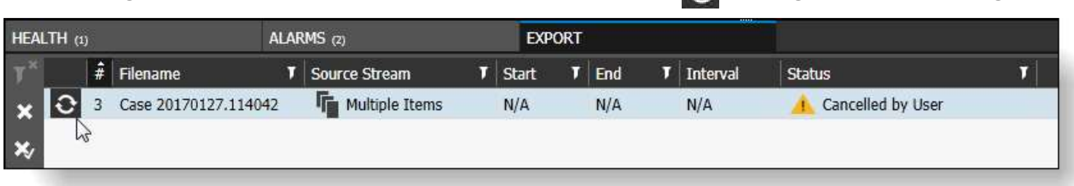
The result of the export depends on the format type you selected:

- If you selected the CME format type and saved to a local folder on the computer, you can view the progress of the export by clicking the **Export** tab in the dashboard.



[redacted]

Tip: To stop the export while still in progress, click the [redacted] file in progress is deleted. Click **Restart** [redacted]



- If you selected the PDF format type, a **Save As** window opens. Browse to the location where you want to save the PDF file, enter a file name for the PDF, and click **Save**.
  The PDF file is saved to the location you selected in the Save As window.

[redacted]

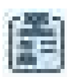
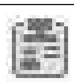
You can choose to share a case file with other users so that they can view, edit, and export the information in the case.

When you share a case, other selected users can access the case, but only you (as the creator of the case) can delete the case or set it back to private (by clearing the **Shared** check box).

Note: Before you can share a case file, you must have some local user groups available to share the case with. For instructions on setting up local groups, see “Adding Local Groups for Case Management” on page 155.

[redacted]

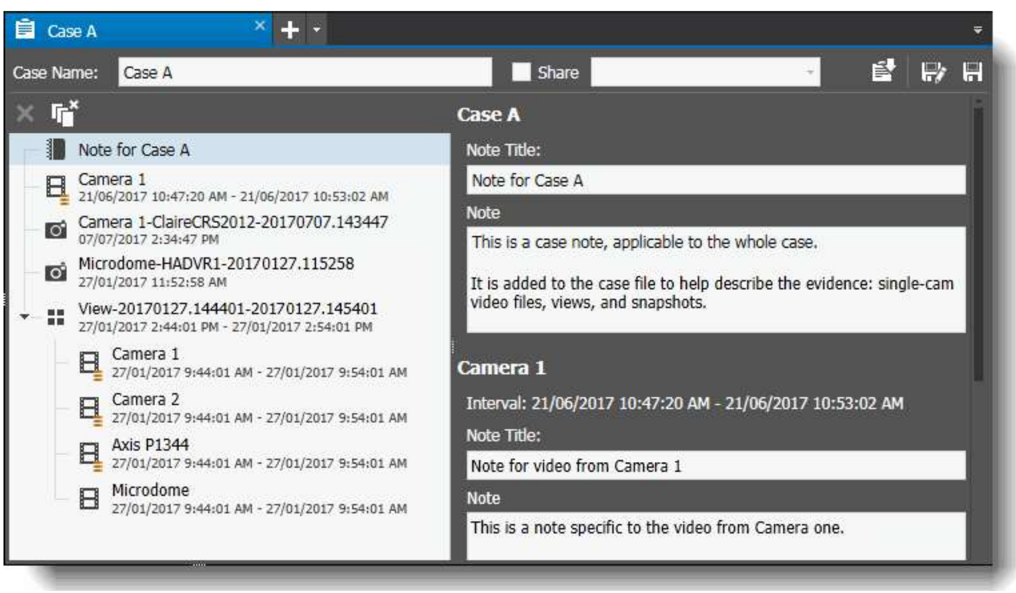
The case icons in the Evidence Panel indicate the shared status of a case.

	[redacted]	
	Shared case	This case is shared with one or more local groups.
	Private case	This case is not shared with any local groups.
	Orphan case	The user that created this case has been deleted (a user’s cases remain even if the user is deleted). The Super Administrator automatically inherits the ownership rights for this case so that the information is not lost. **Note:** After a user is deleted, the Super Administrator may have to use the **Refresh** button at the top of the Evidence panel to see the new list of cases, including the newly orphaned cases.

[redacted]

[redacted]

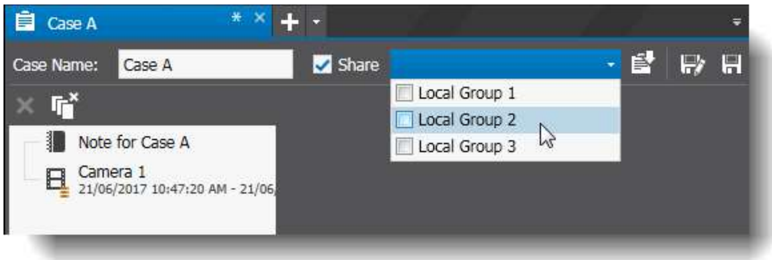
The case management tab opens.



2 Select the **Share** check box.

Note: If there are no local user groups available, the **Share** check box is not available. Only groups that you are a member of are available for you to share with. See “Adding Local Groups for Case Management” on page 155).

3 Click the field to the right of the **Share** check box to view the list of available groups.



4 Select the group or groups you want to share the case with.

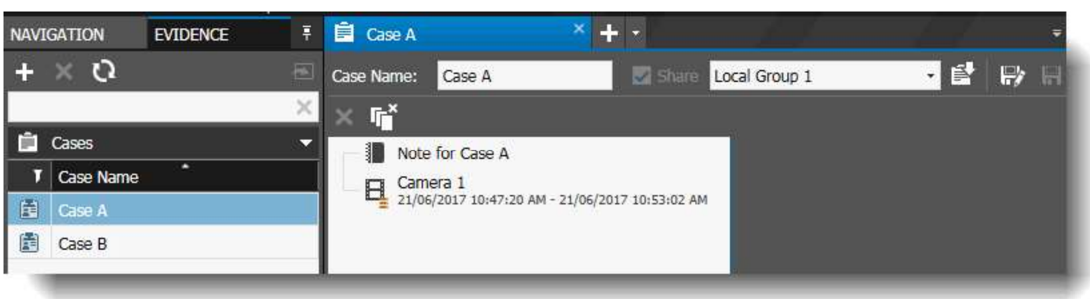
Note: This list only contains groups that you are a member of.

If you select one group, the name of the group is displayed. If you select more than one group, “**Multiple groups selected**” is displayed.

5 Click **Save** .

When a case is shared, the icon in the **Evidence** panel changes to show the new status .

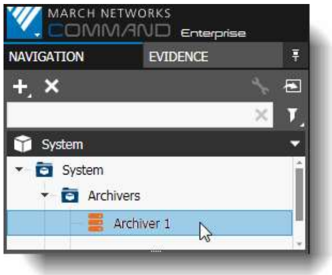
When a member of the Local Group open a shared case, if that user is not the creator/owner of the case, they can view, edit, and export the case information, but they cannot set the case to private (the **Share** check box is unavailable), and they cannot delete the case (the **Delete Case** button in the Evidence panel is unavailable). They can share the case with additional local groups by selecting more groups from the list.



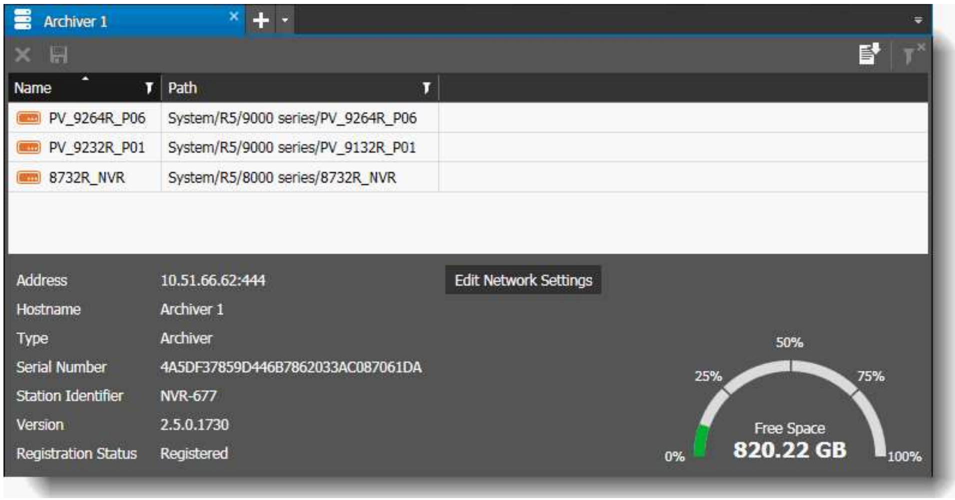
Case files are saved on the Command Media Archiver. Case files can include multiple video files, snapshots and notes. To ensure that your archiver always has enough space for new case files, you can monitor the free space on the archiver by opening it in Command Client to view the exact amount of free space left remaining. This information tells you when to take action if the archiver is approaching capacity.

Note: If you are using the Archiver for Transportation incidents as well, see the *Command Transportation User Guide* for more information.

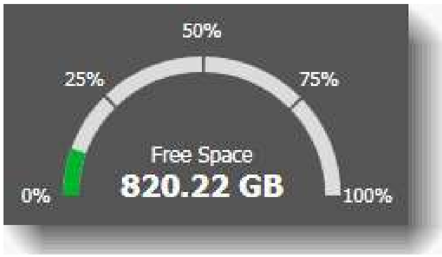
1 From the Navigation Panel’s **System** tree, select the Archiver that you want to view.



The archiver tab opens in the workspace.



3 At the bottom right of the tab is the free space indicator, which shows both the percentage of space used and the amount of free space available, measured in GB.



It is possible that if you never delete old case files, your archiver may begin to fill up. It is important that you monitor the available space on the archiver, and take action if necessary. A health alert is generated when the archiver reaches 90% capacity, but we recommend that you take action before the archiver reaches this threshold.

If the archiver is approaching capacity, there are several actions you can take:

- Export important cases that you want to save
- Delete old or unneeded case files
- Increase the storage capacity of the archiver

When you export case files, you save them to other locations, and can then remove them from the Archiver, freeing up space for new case files.

For instructions on exporting case files, see “Exporting a Case File” on page 315.

Case files are NOT automatically deleted, therefore it is a good idea to manually delete case files that are no longer relevant, or have been exported to another location.

You can use the Navigation Panel (Evidence tab) in Command Client to manually remove old case files. (Never delete files associated with the Archiver storage from Windows Explorer or using tools outside Command Client.)

Use the Evidence panel to delete a case by selecting it in the list and clicking the **Delete Case** button (or right-click and select **Delete**).

If you find that your Archiver is constantly filling up too quickly, you can increase the storage capacity of the drive where the Archiver saves the media files.

The drive where files are stored and the amount of storage designated to the Archiver is configured when you install the Archiver.

You can modify the Archiver to allocate more space to its storage location.

For instructions on modifying the Archiver, see “Upgrading the Command Media Archiver” on page 48.