

AXIS Camera Station Pro

About this guide

This guide is a collection of issues related to AXIS Camera Station Pro and how to troubleshoot them. We have put the issues into a related topic to make it easier to find what you are looking for; a topic can be for example audio or live view. For every issue there is a solution described.

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- Frequently Asked Questions
- Hardware requirements
- Software upgrades
- Tutorials, training material and other useful information

The AXIS Camera Station Pro service

The service restarts often

The server can be overloaded which causes a long task queue and can also corrupt the databases.

- In resource management of your system, verify if AXIS Camera Station Pro or any other application use a high number of resources.
- Run the database maintainer, go to *Database maintenance* in AXIS Camera Station Pro user manual.

If none of above helps, contact Axis Support. Go to *Escalation process, on page 25*.

Devices in the video management system

Common issues

Can't contact the camera	
The VMS can't contact the camera. The listed cameras weren't added.	1. Make sure the camera has a network connection, that there is power, and that the camera runs. 2. Go to Configuration > Add devices and try to add the camera again.
Installation was canceled	
The user canceled the installation. The listed cameras weren't added.	To add the cameras, go to Configuration > Add devices .
Fail to set password on camera	
Password can't be set for the listed cameras.	1. To set the password manually, go to Configuration > Devices > Management. 2. Right-click the camera and select User Management > Set password.

Device can't be added

If the device was used in a different system before you added it to AXIS Camera Station Pro:

- Do a factory default of the device.

If the device still can't be added to the video management system, try to add the device to AXIS Device Manager.

You can add another device model than the one you want to add:

- If the device is a new product or has a newly released firmware, it can be a compatibility issue. Make sure to use the latest AXIS Camera Station Pro software version.

If it's not possible to add another device model:

- Troubleshoot the camera, go to axis.com/support/troubleshooting.

Can't update device firmware through AXIS Camera Station Pro

It's not possible to upgrade the camera from its web interface:

- Troubleshoot the camera, go to axis.com/support/troubleshooting.

Firmware can't be upgraded for all devices:

- Make sure there is a network connection.
- If it's not a network related issue, contact Axis support. Go to *Escalation process, on page 25*.

Firmware can't be upgraded for specific models:

- It can be a compatibility issue, contact Axis support. Go to *Escalation process, on page 25*.

No devices found

The video management system automatically searches the network for connected cameras and video encoders but can't find any cameras.

- Make sure the camera has a network connection and that there is power.
- If the client, server, or cameras are located on different networks, configure the proxy and firewall settings.
 - Change the client proxy settings if a proxy server separates the client and the server. Go to *Client proxy settings* in AXIS Camera Station Pro user manual.
 - Change the NAT or security system if a NAT or security system separates the client and the server. Make sure to allow the HTTP port, TCP (Transmission Control Protocol) port, and streaming port specified in AXIS Camera Station service control to pass through the security system or NAT. To view the full port list, see .
 - Change the server proxy settings if a proxy server separates the server and the devices. Go to the Proxy settings section in *Service control general* in AXIS Camera Station Pro user manual.
- Add cameras manually, go to *Add devices* in AXIS Camera Station Pro user manual.

Repeated message "Reconnecting to camera in 15 seconds"

Possible issues:

- An overloaded network.
- The camera isn't accessible. Make sure that the camera has a network connection and that there is power.
- There are problems with the graphics card.

Possible solutions for graphics card problems:

- Install the latest graphics card driver.
- Upgrade to a graphics card with more video memory and higher performance.
- Use the CPU for video rendering.
- Change the video and audio settings, for example optimize the profile settings for low bandwidth.

Recordings

See *Live view*, on page 9 for more information about possible performance issues influencing recordings and playback.

Common issues

Continuous recording isn't enabled	
The listed cameras don't have continuous recording turned on.	1. To turn on continuous recording, go to Configuration > Recording and events > Recording method. 2. Select the camera and turn on Continuous.
Can't record on the specified drive	
The system can't configure the recording storage.	1. To use a different storage, go to Configuration > Storage > management. 2. Add the storage and configure the storage settings for the cameras.
Fail to install the AXIS Video Content Stream application	
This error message appears if the application can't be installed on a camera that supports AXIS Video Content Stream.	1. To install the application manually, go to Configuration > Devices > Management. 2. Select a camera and click .

Recording doesn't start

If recordings don't start or stop after a few seconds, it indicates that the disk is full or that there is too much intruding data.

- In the server configuration sheet, under **Recording Storage** control that there is free space and no intruding data.
- Increase the storage limit for the video management system.
- Assign more storage to the storage pool. Go to *Configure storage* in AXIS Camera Station Pro user manual.

Recording gaps during continuous recording

Along with gaps, alarms labeled **Recording errors**. The gaps can occur for several reasons, such as:

- Server overload
- Network issue
- Camera overload
- Disk overload

Control if the recording gaps occur on all the cameras. If it doesn't occur on all the cameras, it can be camera overload. Ask yourself these questions to find the reason:

- How often does the gap occur, every hour, or every day?
- How long is the gap, seconds, or hours?
- At what time does the gap occur?

Possible solutions:

- In the server task manager, confirm if the system uses one of the hardware resources more than normal. If the disk shows signs of overuse, add more disks and move several cameras to record to the new disks.
- Reduce the amount of data written on the disk (Video settings, ZIP stream, FPS, resolution). Keep in mind the throughput estimated by AXIS Site Designer, see axis.com/support/tools/axis-site-designer.

For more information, see *Live view and playback performance*, on page 9.

Can't play exported recordings

If Windows Media Player doesn't play your exported recordings, check the file format. To play your exported recordings, use Windows Media Player (.asf) or AXIS File Player (.asf, .mp4, .mkv).

For more information, see *Play and verify exported recordings* in AXIS Camera Station Pro user manual.

Note

AXIS File Player automatically opens all recordings that are in the same folder as the player.

Recordings disappear

The system only saves recordings for a specified number of days. To change the number of days, go to **Configuration > Storage > Selection**.

If the storage becomes full, the system deletes recordings before the designated number of days. To avoid a full storage, try the following:

- Add more storage. Go to **Configuration > Storage > Management**.
- Change the amount of storage space assigned to AXIS Camera Station Pro. Go to **Configuration > Storage > Management**.
- Reduce the size of recorded files by changing, for example, resolution or frame rate. Go to **Configuration > Devices > Stream profiles**.
 - Use H.264 video format for recording, M-JPEG format requires much more storage space.
 - Use Zipstream to additionally decrease the size of the recordings.

Failover recording issues

The failover recording doesn't record to the server after the connection was restored.

Cause	Solution
The bandwidth between the camera and the server is insufficient to transfer the recording.	Improve the bandwidth
The camera didn't record to the SD card during the disconnection.	• Do a check of the camera's server report. See axis.com/support/troubleshooting. • Make sure that the SD card works and there are recordings on it.
The camera time changed or shifted since the disconnection.	• Make sure to synchronize the NTP for future recordings. • Synchronize the camera's time with the server or setup the same NTP server on the camera as on the server.

Failover recording in AXIS Camera Station Pro doesn't work in the following scenarios:

- Controlled server shutdowns.

- Short interruptions less than 10 seconds in the connection.

Live view

Live view and playback performance

This section describes possible solutions if you experience either frame loss or graphical issues within your AXIS Camera Station Pro client.

Client hardware	
Verify that the graphic card's or network adapter's driver is up to date	1. Open the DirectX Diagnostic Tool (search for dxdiag on the computer). 2. Go to the manufacturer's website to make sure the driver is the latest for this OS. 3. Check that the client and server run on the same machine. 4. Try to run the client on a dedicated computer.
Verify the number of monitors	If you use an internal graphic card, we don't recommend more than two monitors per graphic card. 1. Open the DirectX Diagnostic Tool (search for dxdiag on the computer) 2. Make sure AXIS Camera Station Pro supports the dedicated graphic card.
Note You can't run the client on a virtual machine.	
Connected devices	
Many clients connected at the same time	Based on your typical use case, make sure the system meets the requirements and follow the hardware guidelines. See <i>Server requirements in the AXIS Camera Station Pro Installation and migration guide</i> .
The camera is connected to another video management system than AXIS Camera Station Pro	Disconnect the camera from the other client and default the camera before you connect it to AXIS Camera Station Pro.
One camera uses many different streams, especially high resolution	Could be a problem especially for some M-Line cameras. • Change the stream to the same streaming profile or lower resolution. See <i>Streaming profiles</i> in AXIS Camera Station Pro user manual. • Change the stream to the same streaming profile or lower resolution. See <i>Streaming profiles</i> in AXIS Camera Station Pro user manual.
Server overload	
Unusual CPU/RAM usage corresponding to the same time as the issue	Make sure no other CPU/RAM consuming application runs at the same time.

Network issue

Unusual bandwidth usage corresponding to the same time as the issue	Make sure no other bandwidth consuming application runs at the same time.
Enough bandwidth / Remote or local network	• Look over your network topology. • Do a health check on any network device, such as switch, router, network adapter, and cable, in use between cameras, server and client.

No video in live view

Live view doesn't display video from a known camera.

- Turn off hardware decoding. Hardware decoding turns on by default, see *Hardware decoding in Streaming* in AXIS Camera Station Pro user manual.

Other possible solutions:

- If you can't see the live view through the web interface, or if the web interface doesn't work, troubleshoot the camera. Go to axis.com/support/troubleshooting.
- Create a camera server report, go to axis.com/support/troubleshooting.
- If there is an antivirus software installed, it might block live streams.
- Allow AXIS Camera Station Pro folders and processes, see *FAQ*.
- Make sure the firewall doesn't block connections on certain ports, see *Service control general* in AXIS Camera Station Pro user manual.
- Make sure the desktop experience was installed for supported Windows server OS versions. See *Scheduled export* in AXIS Camera Station Pro user manual.
- Make sure the lower resolution stream works.

If none of the above helps, contract Axis support, go to *Escalation process*, on page 25.

A camera has stopped working on the AXIS D1110

1. In the AXIS D1110 device web interface, remove the camera source that's stopped working.
2. If you already have an action that sends a view to the decoder, the camera source will reappear the next time the action is triggered. Otherwise, you have to select the camera, view, or sequence and select **Show on AXIS D1110**.

Storage

Network storage isn't accessible

If you use the local system account to log in to AXIS Camera Station Pro service control, you can't add network storage that links to shared folders on other computers.

To change the service logon account:

1. Open Windows Control Panel.
2. Search for "Services".
3. Click **View local services**.
4. Right-click AXIS Camera Station Pro and select **Properties**.
5. Go to the **Log on** tab.
6. Change from **Local System** account to **This account**.
7. Select a user with access to Windows Active Directory.

Network storage is unavailable

Make sure the computer and server that run the video management software are part of the same domain as the network storage.

Can't reconnect to a network storage with new username and password

If your network storage requires authentication, it's important to disconnect the network storage from all ongoing connections before you change your username and password.

To change the username and password for a network storage and reconnect:

1. Disconnect your network storage from all ongoing connections.
2. Change the username and password.
3. Go to **Configuration > Storage > Management** and reconnect your network storage with your new username and password.

Motion detection

Common issues

Fail to install the AXIS Video Motion Detection application	
Can't install AXIS Video Motion Detection 2 or 4. The camera uses the built-in motion detection for motion recording.	To install the application manually, go to <i>Install camera application</i> in AXIS Camera Station Pro user manual.
Fail to retrieve current Motion Detection	
The video management system can't retrieve motion detection parameters from the camera. The camera uses the built-in motion detection for motion recording.	To install the application manually, go to <i>Install camera application</i> in AXIS Camera Station Pro user manual.
Motion detection not configured	
Can't configure motion detection in the listed cameras.	1. To configure motion detection manually, go to Configuration > Recording and events > Recording method. 2. Select the camera and click Motion settings to configure motion detection.
Motion detection is not enabled	
The listed cameras don't have motion recording turned on.	1. Go to Configuration > Recording and events > Recording method. 2. Select the camera and turn on Motion detection to turn on motion detection recording.

The motion detection detects too many or too few moving objects

This section describes possible solutions if you have more or fewer detections in your Video Motion Detection related recordings.

Adjust motion settings

You can select motion settings to adjust the area that detects moving objects.

1. Go to **Configuration > Recording and events > Recording method**.
2. Select the camera and click **Motion Settings**.
3. Choose settings according to the camera firmware.

AXIS Video Motion Detection 2 and 4	You can configure the area of interest. See <i>Edit AXIS Video Motion Detection 2 and 4</i> in AXIS Camera Station Pro user manual.
Built-in motion detection	You can configure the included and excluded windows. See <i>Edit built-in motion detection</i> in AXIS Camera Station Pro user manual.

Adjust trigger period

The trigger period is an interval time between two successive triggers, use this setting to reduce the number of successive recordings. The recording continues if an additional trigger occurs within this interval. If an additional trigger occurs, the trigger period starts over from that point in time.

To change the trigger period:

1. Go to **Configuration > Recording and events > Recording method**.
2. Select the camera.
3. Under **Advanced** adjust **Trigger period** in seconds.

Audio

No audio in live view

If there is no audio in live view, do the following

- Make sure that the camera has audio capabilities.
- Make sure that the computer has an audio card and that the card is in use.
- Make sure that the profile in use was configured for audio.
- Make sure the user has access rights to audio.

Configure profiles for audio

1. Go to **Configuration > Devices > Stream profiles**.
2. Select the camera.
3. Select **MPEG-4** or **H.264** under **Format** in the video profile settings.
4. Under **Audio**, select a microphone in the **Microphone** drop-down menu.
5. Select when to use audio in the **Use microphone for** drop-down menu.
6. If applicable, select a speaker in the **Speaker** drop-down menu.
7. Click **OK**.

Check and change user access rights

Note

To follow these steps, you must have administrator rights to AXIS Camera Station Pro.

1. Go to **Configuration > Security > User permissions**.
2. Select the user or group.
3. Select **Audio listen** or **Audio speak** for a specific device.
4. Click **Apply**.

No audio in sequences

You can turn on or off audio in stream profiles. For more information, see *Stream profiles* in AXIS Camera Station Pro user manual.

No audio in playback

Audio is available in playback if you enable audio in the profile used for the recording.

Note

You can't use audio with M-JPEG video. Select another video format.

To use audio in recordings:

1. Go to **Configuration > Devices > Stream profiles** to set the video format for the video profile you want to use.
2. Go to **Configuration > Recording and events > Recording method**.
3. Select the camera.
4. Select the profile you configured from the **Profile** drop-down menu.
5. Click **Apply**.

Rule-triggered recordings

To enable audio in an existing rule:

1. Go to **Configuration > Recording and events > Action rules**.
2. Select the rule and click **Edit**.
3. Click **Next** to go to **Actions**.
4. Select the **Record** action and click **Edit**.
5. Select a profile that uses audio.
6. Click **Finish** to save.

Login

Unable to log in or connect to server

This section describes login and connection problems that occur when connected to a single server. When logged in to multiple servers the client starts, and you can see the connection status in the status bar. For more information about the connection status, see *Connection status* in AXIS Camera Station Pro user manual.

The username or password is incorrect	The username and password combination isn't valid to log in to the specified server.	- Review the spelling or use a different account. - Make sure that the user has access rights to AXIS Camera Station Pro server. - The clocks in AXIS Camera Station Pro server and client must be synchronized. For domain users, the domain server clock must be synchronized with the server and client. - A user that wasn't added to the server, but is a member of the local administrators group on the server, must run the client as administrator. - For information about user access rights, see <i>Configure user permissions</i> in AXIS Camera Station Pro user manual.
User isn't authorized to log in to the server	The user can't use AXIS Camera Station Pro on the specified server.	Add the user in the user permission dialog.
Unable to verify message security	An error occurred when setting up the secure connection to the server, most likely caused by the client or server time being out of sync.	The server and client UTC times must be reasonably synchronized. Adjust the client and server time to be within 3 hours from each other.
No contact with the server	The client is unable to establish any kind of connection to the server.	- Make sure that the server computer can connect to the network. - Make sure the server computer is running. - Make sure the firewall was properly configured. - Check the spelling of the server address. - Check the client proxy settings.
No response from the server	The client can contact the server computer but no AXIS Camera Station Pro server is running.	Make sure that you connect to the right computer and that AXIS Camera Station Pro server is running.
Client can't connect to the server	The client can't connect to the server and an error message is appears.	Make sure that your network was properly configured: - Verify that the OS is supported. For a full list of the supported OS, go to <i>release note</i> - From service control, verify that AXIS Camera Station Pro server is running or start the server if necessary.

		• Verify that the client and the server are connected to the same network. – If not, the client should use the server's external IP address. • Investigate if there is a proxy server between the server and the client. – Configure the server proxy in service control. – Configure the client proxy setting at the log in page, select Change proxy settings. – Configure the client proxy settings in Windows Internet Options and select to use the default option in Change Proxy settings.
Unable to connect to the server	An unknown error was encountered when connecting to the server.	• Make sure that the address and port of AXIS Camera Station Pro server are correct. • Make sure that no NAT, firewall, or antivirus software block the connection to the server. See <i>Configure the firewall to allow access to AXIS Secure Remote Access</i> for more information. • Use AXIS Camera Station Pro service control to make sure that the server is running. – Open AXIS Camera Station Pro service control, see <i>AXIS Camera Station service control</i> in AXIS Camera Station Pro user manual. – View the server status in the General tab. If the status is Stopped, click Start to start the server.
Unable to find the server	The client can't resolve the address entered to an IP address.	• Make sure that the server computer can connect to the network. • Make sure that the address and port of AXIS Camera Station Pro server are correct. • Make sure that no NAT, firewall, or antivirus software block the connection to the server. See <i>Configure the firewall to allow access to AXIS Secure Remote Access</i> for more information.
The server and client version differs	The client runs a newer version of AXIS Camera Station Pro than the server.	Upgrade the server to run the same version as the client.
	The server runs a newer version of AXIS Camera Station Pro than the client.	Upgrade the client to run the same version as the server.
Unable to connect to server. Server is too busy.	The server can't respond because of performance issues.	Make sure that the server computer and the network isn't overloaded.

The local AXIS Camera Station Pro server doesn't run	You use This computer to connect, but the installed AXIS Camera Station Pro server doesn't run.	Use service control to start AXIS Camera Station Pro or select a remote server to log in to.
This computer doesn't have AXIS Camera Station Pro server installed	You use This computer to connect, but there is no server installed on this computer.	Install AXIS Camera Station Pro server or choose a different server.
The selected server list is empty	The selected server list for login was empty.	To add servers to the server list, click Edit next to the server list selection.

Licenses

License registration issues

If automatic registration fails, try the following:

- Make sure that the system is registered to an organization.
- Go to **Configuration** to make sure that **Automatic licensing** is turned on, See *Manage licenses* in AXIS Camera Station Pro user manual.
- Make sure that the server's time is up to date.

For more information, see *AXIS Camera Station Pro Installation and migration guide*.

Users

Can't find domain users

If the domain user search fails, change the Service logon account:

1. Open **Windows Control Panel**.
2. Search for "Services".
3. Click **View local services**.
4. Right-click **AXIS Camera Station Pro** and select **Properties**.
5. Click the **Log on** tab.
6. Change from **Local System** account to **This account**.
7. Select a user with access to Windows Active Directory.

Certificate errors

AXIS Camera Station Pro can't communicate with the device until you solve the certificate error.

Possible errors		
Certificate Not Found	If the device certificate was removed.	If you know the reason, click Repair. If you suspect unauthorized access, investigate the issue before you restore the certificate. Click Advanced to view the certificate details. Possible reasons for removing the certificate: • The device was reset to factory default. • Secure HTTPS communication was disabled. • An unauthorized person accessed and modified the device.
Untrusted Certificate	The device certificate was modified outside of AXIS Camera Station Pro. This can indicate that an unauthorized person accessed and modified the device.	If you know the reason, click Trust This Device. If not, investigate the issue before you trust the certificate. Click Advanced to view the certificate details.

Missing password for certificate authority

If you have a certificate authority in AXIS Camera Station Pro without a stored password, the alarm below appears.

You need to provide a password for the Certificate Authority certificate. Read the user manual for more information.

You can resolve this issue in three different ways:

- Turn on HTTPS on a device
- Import an existing certificate authority
- Generate a new certificate authority

To turn on HTTPS on a device:

1. Go to **Configuration > Devices > Management**.
2. In the list, right-click a device and select **Security > HTTPS > Enable/Update**.
3. Click **Yes** to confirm.
4. Enter the certificate authority password.
5. Click **OK**.

To import an existing certificate authority:

1. Go to **Configuration > Security > Certificates > Devices**.
2. Under HTTPS, turn off **Validate device certificate**.

3. Under **Certificate authority**, click **Import**.
4. Enter your password and click **OK**.
5. Select the number of valid days of the signed client/server certificates.
6. Go to **Configuration > Devices > Management**.
7. Right-click the devices and select **Security > HTTPS > Enable/Update**.
8. Go to **Configuration > Security > Certificates > Devices** and turn on **Validate device certificate**.

Note

AXIS Camera Station Pro loses its connection to the devices, and some system components restart.

To let AXIS Camera Station Pro generate a new certificate authority:

1. Go to **Configuration > Security > Certificates > Devices**.
2. Under **HTTPS**, turn off **Validate device certificate**.
3. Under **Certificate authority**, click **Generate**.
4. Enter your password and click **OK**.
5. Select the number of valid days of the signed client/server certificates.
6. Go to **Configuration > Devices > Management**.
7. Right-click the devices and select **Security > HTTPS > Enable/Update**.
8. Go to **Configuration > Security > Certificates > Devices** and turn on **Validate device certificate**.

Note

AXIS Camera Station Pro loses its connection to the devices, and some system components restart.

Time synchronization

Windows time service isn't running

The Windows Time service and the NTP server are out of sync. This can be because Windows Time service can't reach the NTP server.

- Make sure that the NTP server is online.
- Make sure that the firewall settings are correct.
- Make sure that the device is on a network that can reach the NTP server.

For assistance, contact your system administrator.

Detected time difference on a device

The device is out of sync with the server time. The recording is time stamped with the time when the server received it instead of the time of when the device recorded it.

1. Go to **Configuration > Devices > Time synchronization** and review the server time offset.
2. If the server time offset is more than 2 seconds:
 - 2.1. Select **Enable time synchronization**.
 - 2.2. Make sure that the device can reach the specified NTP server.
 - 2.3. Reload the device under **Configuration > Devices > Management**.
3. If the server time offset is smaller than 2 seconds, the device might not send sufficient data for time synchronization.
 - 3.1. Clear **Send alarm when the time difference between server and device is larger than 2 seconds** to disable alarms.

For assistance, contact Axis support.

Secure Remote Access v2

Unable to connect to cloud services locally

To resolve connectivity issues with cloud services:

1. Open AXIS Camera Station Pro and go to **Configuration > Connected services > Management**.
2. Verify that **Status** is green. If it's not, check your internet connection.
3. If the issue persists, contact Axis support for assistance.

Unable to connect to cloud services remotely

In AXIS Camera Station Pro:

1. Go to **Menu > Help** and click on **Status of Axis services**. This will open the status page of <https://status.axis.com>, where you can check for maintenance notifications or scheduled downtime.
2. In the Axis Camera Station Pro section, expand the drop-down list to check whether cloud services are accessible.
3. Verify that your My Axis account is invited to the correct organization.

In AXIS Camera Station Pro Mobile App:

1. Go to **More > Help** section and click on **Status of Axis services**. This will open the status page of <https://status.axis.com>, where you can check for maintenance notifications or scheduled downtime.
2. Ensure you have a stable internet connection. Try testing with a different mobile device to help identify the cause of the issue.
3. Verify that your My Axis account is invited to the correct organization.

If the issue persists, contact Axis support for assistance.

General issues with packet loss, latency, or incorrect routing

1. Ensure that you have internet access. The main ports used are 80 and 443 and should also be open for outbound traffic.
2. Depending on your router, you may need to open the following extra domains with ports:
 - <https://eu.login.connect.axis.com> with port 433
 - <https://eu.cs.connect.axis.com> with port 433
 - <https://api.vms.axis.cloud> with port 433
 - <wss://signaling.prod.webrtc.connect.axis.com> with port 433
 - https://*.turn.prod.webrtc.connect.axis.com with ports 443, 3478, 5349 and 49152-65535

Note

The asterisk "*" is dynamic and consists of a combination of region and a non-static server ID's.)

3. If none of the above helps, consider using tools like Wireshark or tcpdump to capture network traffic and analyze the communication.

For further assistance, contact Axis support.

Technical support

Technical support is available for customers with a licensed version of AXIS Camera Station Pro. To contact technical support, go to  > Help > Online Support or axis.com/support

We recommend that you attach the system report and screenshots to the support case.

Go to  > Help > System report to create a system report.

Escalation process

When you have issues that can't be solved using this guide, escalate the issue to Axis online helpdesk, see [Axis online helpdesk](#). For our support team to understand your issue and be able to solve it, you must include the following information:

- A clear description on how to reproduce the issue or under what circumstances the issue happen.
- The time and the concerned camera's name or IP address where the issue happens.
- AXIS Camera Station Pro system report generated directly after the issue happens. The system report must be generated from the client or server where the issue was reproduced.
- Optional screenshots or recordings from all monitors that show the issue. Turn on the debug overlay function when you take screenshots or make the recording.
- If necessary, include the database files. Exclude these to make the upload go faster.

Some issues require additional information that the support team requests if necessary.

Note

If the file is larger than 100 MB, for example, network trace or database file, use a secure file sharing service that you trust to send the file.

Additional information	
Debug level logs	Sometimes we use debug level logging to collect more information. This is only done by request from an Axis support engineer. You can find Instructions on <i>Axis online helpdesk</i> .
Live view debug overlay	Sometimes it's beneficial to provide screenshots of the overlay information or a video that shows the change of values in the time that is of interest. To add overlay information do as follows: • Press Ctrl + i one time to display overlay information in the live view. • Press Ctrl + i two times to add debug information. • Press Ctrl + i three times to hide the overlay.
Network trace	If requested by the support engineer, generate network traces when you create the system report. Take the network traces during the time when the issue happens if it's reproducible. This includes: • A 60 sec Network trace taken on the camera (only applicable for firmware 5.20 and later) Use the following VAPIX command to change the login, IP address, and duration (in seconds) if necessary:

Additional information	
	<pre>http://root: pass@192.168.0.90/axis-cgi/ debug/debug.tgz?cmd= pcapdump&duration=60</pre> • A 10-30 sec Network trace taken on the server that shows communication between the server and the camera.
Database files	In cases where we have to examine or manually repair the database. Select Include database in the report before you generate the system report.
Screenshots	Use screenshots when it's a live view issue, related to UI. For example, when you want to show a timeline for recordings or when it's difficult to describe.
Screen recordings	Use screen recordings when it's difficult to describe the problem in words, for example when there are many UI interactions involved to reproduce the issue.

Other resources

Besides this troubleshooting guide and the user manual, you can visit the YouTube channel for AXIS Camera Station There you can find technical support and feature videos. The videos are available on *youtube.com*.

T10207671

2026-03 (M8.3)

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