



# AXIS Camera Station S1216 Mk II Tower Recording Server

**User manual**

## Get started

The standard workflow to configure an AXIS Camera Station Pro recording server is:

1. *Install your device.*
2. *Initial Windows® setup:* After installing your device, you are guided through a few steps to set up the region, language, keyboard layout, an administrator account and its password.
3. *Initial Axis recorder setup:* After the initial Windows® setup, AXIS Recorder Toolbox is opened and you are guided through a few steps to set up basic and necessary settings, for example, computer name, date and time, and network. See *Initial Axis recorder setup, on page 4*.
4. *Configure Windows®.* We recommend to:
  - Update Windows® to the latest version. See *Update Windows®, on page 14*.
  - Create a standard user account. See *Create a user account, on page 8*.
5. *Update AXIS Camera Station Pro to the latest version.*
  - If your system is online: open the AXIS Recorder Toolbox app and click **Update AXIS Camera Station Pro**.
  - If your system is offline: go to [axis.com](http://axis.com) and download the latest version.
6. *Start the AXIS Camera Station Pro client.*
7. *Connect to AXIS Camera Station Pro server.*
8. *Configure AXIS Camera Station Pro, on page 4.*

## Install your device

### Before installation

- Prepare additional accessories used for installation: monitor, mouse, keyboard and network cable.
- Understand the usage of different user accounts.

The following table lists the user accounts that can be used for installation, configuration and operation of your Axis system.

User account	Description	Note
MyAxis	Used to download the latest software, access the license system, Axis Secure Remote Access, and System Health Monitoring.	Registered from <i>my.axis.com</i> .
<b>Windows®</b>		
Windows® administrator	Administrator privileges in Windows®. We recommend you do not use it as AXIS Camera Station Pro administrator.	Created during initial Windows® setup.
Windows® user with AXIS Camera Station Pro administrator privileges	A Windows® user granted with administrator privileges in AXIS Camera Station Pro to be used by system integrator or system administrator for configuration or troubleshooting.	Created in Windows® settings.
Windows® user with AXIS Camera Station Pro operator or viewer privileges	A Windows® user granted with operator or viewer privileges in AXIS Camera Station Pro.	Created in Windows® settings.
<b>Device</b>		
Device administrator	Used by the administrator to access the camera from the video management system or device webpage.	Created from the device webpage or when you add the device to AXIS Camera Station Pro.

### Installation

For instructions on how to install the product, see the installation guide included in the box or on the product's support page on *axis.com*.

## Configure your device

### Initial Axis recorder setup

After you have configured Windows®, AXIS Recorder Toolbox is opened automatically and you are guided through the first-time configuration setup assistant. In this setup assistant, you can configure several basic and necessary settings before you manage your device in AXIS Recorder Toolbox.

1. Select Light or Dark theme and click **Next** (if it's available for your product).
2. Change the computer name if you want and click **Next**.
3. Under **Date and time**, configure the following settings and click **Next**.
  - Select a time zone.
  - To set up an NTP server, select **NTP server** and enter the NTP server address.
  - To set manually, select **Manual** and select a date and time.
4. Under **Network settings**, configure the following settings and click **Next**.
  - Use **automatic IP settings (DHCP)** and **Use automatic DNS settings** are turned on by default.
  - If your device is connected to a network with a DHCP server, the assigned IP address, subnet mask, gateway, and preferred DNS are automatically displayed.
  - If your device is not connected to a network or there is no DHCP server available, enter the IP address, subnet mask, gateway, and preferred DNS manually depending on the network requirements.
5. Click **Finish**. If you have changed the computer name, AXIS Recorder Toolbox will prompt you to restart the device.

## Configure AXIS Camera Station Pro

Before you start:

- Configure your network depending on your installation. See *Network configuration*.
- Configure your server ports if needed. See *Server port configuration*.
- Consider security issues. See *Security considerations*.

After necessary configurations, you can start to work with AXIS Camera Station Pro:

1. *Start the video management system*
2. *Add devices*
3. *Configure recording method, on page 5*
4. *View live video, on page 5*
5. *View recordings, on page 5*
6. *Add bookmarks, on page 5*
7. *Export recordings, on page 5*
8. *Play and verify recordings in AXIS File Player, on page 6*

### Start the video management system

Double-click the AXIS Camera Station Pro client icon to start the client. When you start the client for the first time, it attempts to log in to the AXIS Camera Station Pro server installed on the same computer as the client.

You can connect to multiple AXIS Camera Station Pro servers in different ways.

## Add devices

The Add devices page opens the first time you start AXIS Camera Station Pro. AXIS Camera Station Pro searches the network for connected devices and shows a list of devices found.

1. Select the cameras you want to add from the list. If you can't find your camera, click **Manual search**.
2. Click **Add**.
3. Select **Quick configuration** or **Site Designer configuration**. Click **Next**.
4. Use the default settings and ensure the recording method is **None**. Click **Install**.

## Configure recording method

1. Go to **Configuration > Recording and events > Recording method**.
2. Select a camera.
3. Turn on **Motion detection**, or **Continuous**, or both.
4. Click **Apply**.

## View live video

1. Open a **Live view** tab.
2. Select a camera to view its live video.

## View recordings

1. Open a **Recordings** tab.
2. Select the camera you want to view recordings from.

## Add bookmarks

1. Go to the recording.
2. In the timeline of the camera, zoom in and out and move the timeline to put the marker at your desired position.
3. Click .
4. Enter the bookmark name and description. Use keywords in the description to make the bookmark easy to find and recognize.
5. Select **Prevent recording deletion** to lock the recording.

### Note

It's not possible to delete a locked recording. To unlock the recording, clear the option or delete the bookmark.

6. Click **OK** to save the bookmark.

## Export recordings

1. Open a **Recordings** tab.
2. Select the camera you want to export recordings from.
3. Click  to display the selection markers.
4. Drag the markers to include the recordings that you want to export.
5. Click  to open the **Export** tab.

6. Click Export....

## Play and verify recordings in AXIS File Player

1. Go to the folder with the exported recordings.
2. Double-click AXIS File Player.
3. Click  to show the recording's notes.
4. To verify the digital signature:
  - 4.1. Go to Tools > Verify digital signature.
  - 4.2. Select Validate with password and enter your password.
  - 4.3. Click Verify. The verification result page appears.

### Note

- Digital signature is different from Signed video. Signed video allows you to trace video back to the camera it came from, making it possible to verify that the recording wasn't tampered with. See *Signed video* and the camera's user manual for more information.
- If stored files don't have any connection with an AXIS Camera Station database (non-indexed files), you need to convert them to make them playable in AXIS File Player. Contact Axis Technical support for help converting your files.

## Network configuration

Configure proxy or firewall settings before using AXIS Camera Station Pro if the AXIS Camera Station Pro client, AXIS Camera Station Pro server, and the connected network devices are on different networks.

### Client proxy settings

If a proxy server is between the client and the server, you must configure the proxy settings in Windows on the client computer. Contact Axis support for more information.

### Server proxy settings

If the proxy server is between the network device and the server, you must configure the proxy settings in Windows on the server. Contact Axis support for more information.

### NAT and Firewall

When a NAT, firewall, or similar separates the client and the server, configure the NAT or firewall to ensure that the HTTP port, TCP port, and streaming port specified in AXIS Camera Station Service Control can pass through the firewall or NAT. Contact the network administrator for instructions on configuring the NAT or firewall.

## Server port configuration

AXIS Camera Station Pro server uses ports 55752 (HTTP), 55754 (TCP), 55756 (mobile communication), and 55757 (mobile streaming) for communication between the server and the client. You can change the ports in AXIS Camera Station Service Control if required.

## Security considerations

To prevent unauthorized access to cameras and recordings, keep the following in mind:

- Use strong passwords for all network devices (cameras, video encoders, and auxiliary devices).
- Install AXIS Camera Station S1216 Mk II Tower Recording Server server, cameras, video encoders, and auxiliary devices on a secure network separate from the office network. You can install the AXIS Camera Station S1216 Mk II Tower Recording Server client on a computer on another network, for example, a network with internet access.
- Make sure all users have strong passwords. Windows® Active Directory provides a high level of security.

## License a system online

To use automatic licensing, you must register your system and connect it to an organization.

1. Go to **Configuration > Licenses > Management**.
2. Make sure **Automatic licensing** is on.
3. Click **Register....**
4. Sign in using your My Axis account and follow the onscreen instructions.
5. Click **Go to AXIS License Manager** to manage your licenses there. Read the *My Systems user manual on help.axis.com* for more information.

## License a system that's offline

To license your system manually:

1. Go to **Configuration > Licenses > Management**.
2. Turn off **Automatic licensing**.
3. Click **Export system file...** and save the file to your computer.

### Note

You must have an internet connection to access AXIS License Manager. If your client computer doesn't have internet, copy the system file to a computer that does.

4. Open **AXIS License Manager**.
5. In **AXIS License Manager**:
  - 5.1. Select the correct organization, or create one if you haven't already. Read the *My Systems user manual on help.axis.com* for more information.
  - 5.2. Go to **System setup**.
  - 5.3. Click **Upload system file**.
  - 5.4. Click **Upload system file** and select your system file.
  - 5.5. Click **Upload system file**.
  - 5.6. Click **Download license file**.
6. Go back to the **AXIS Camera Station S1216 Mk II Tower Recording Server** client.
7. Click **Import license file...** and select your license file.
8. Click **Go to AXIS License Manager** to manage your licenses there.

## Manage local Windows® user accounts

### Create a user account

To help keep your personal data and information more secure, we recommend that you add a password for each local account.

#### Important

Once you create a password for a local account, don't forget it. There's no way to recover a lost password for local accounts.

1. Go to **Settings > Accounts > Other users > Add other user** and click **Add account**.
2. Click **I don't have this person's sign-in information**.
3. Click **Add a user without a Microsoft account**.
4. Enter a user name, password and password hint.
5. Click **Next** and follow the instructions.

### Create an administrator account

1. Go to **Settings > Accounts > Other people**.
2. Go to the account you want to change and click **Change account type**.
3. Go to **Account type** and select **Administrator**.
4. Click **OK**.
5. Restart your device and sign in with the new administrator account.

### Create a local user group

1. Go to **Computer Management**.
2. Go to **Local Users and Groups > Group**.
3. Right-click **Group** and select **New Group**.
4. Enter a group name and a description.
5. Add group members:
  - 5.1. Click **Add**.
  - 5.2. Click **Advanced**.
  - 5.3. Find the user account(s) you want to add to the group and click **OK**.
  - 5.4. Click **OK** again.
6. Click **Create**.

### Delete a user account

#### Important

When you delete an account you remove the user account from the login screen. You also remove all files, settings and program data stored on the user account.

1. Go to **Settings > Accounts > Other people**.
2. Go to the account you want to remove and click **Remove**.

### Change a user account's password

1. Log in with an administrator account.
2. Go to **User Accounts > User Accounts > Manage another account in sequence**.

You'll see a list with all user accounts on the device.

3. Select the user account whose password you would like to change.
4. Click **Change the password**.
5. Enter the new password and click **Change password**.

## Create a password reset disk for a user account

We recommend to create a password reset disk on a USB flash drive. With this, you can reset the password. Without a password reset disk, you can't reset the password.

### Note

If you're using Windows® 10, or later, you can add security questions to your local account in case you forget your password, so you don't need to create a password reset disk. To do this, go to **Start** and click **Settings > Sign-in options > Update your security questions**.

1. Sign in to your device with a local user account. You can't create a password reset disk for a connected account.
2. Plug an empty USB flash drive into your device.
3. From the Windows® search field, go to **Create a password reset disk**.
4. In the **Forgotten Password** setup assistant, click **Next**.
5. Select your USB flash drive and click **Next**.
6. Type your current password and click **Next**.
7. Follow the onscreen instructions.
8. Remove the USB flash drive and keep it in a safe placet. You don't have to create a new disk when you change your password even if you change it several times.

## Manage AXIS Camera Station Pro user accounts

### User permissions

Go to Configuration > Security > User permissions to view the users and groups that exists in AXIS Camera Station S1216 Mk II Tower Recording Server.

#### Note

Administrators of the computer that runs AXIS Camera Station S1216 Mk II Tower Recording Server server are automatically given administrator privileges to AXIS Camera Station S1216 Mk II Tower Recording Server. You can't change or remove the Administrators group's privileges.

Before you can add a user or group, register the user or group on the local computer or make sure they have an Windows® Active Directory user account. To add users or groups, see *Add users or groups*.

When a user is part of a group, the user gets the highest role permission assigned to the individual or the group. The user also gets the access granted as an individual and receives the rights as part of a group. For example, a user has access to camera X as an individual. The user is also a member of a group that has access to cameras Y and Z. The user therefore has access to cameras X, Y, and Z.

	Indicates the entry is a single user.
	Indicates the entry is a group.
Name	Username as it appears in the local computer or Active Directory.
Domain	The domain that the user or group belongs to.
Role	The access role given to the user or group. Possible values: Administrator, Operator, and Viewer.
Details	Detailed user information as it appears in the local computer or Active Directory.
Server	The server that the user or group belongs to.

### Add users or groups

Microsoft Windows® and Active Directory users and groups can access AXIS Camera Station S1216 Mk II Tower Recording Server. To add a user to AXIS Camera Station S1216 Mk II Tower Recording Server, you must add users or a group to Windows®.

To add a user in Windows® 10 and 11:

- Press the Windows key + X and select Computer Management.
- In the Computer Management window, navigate to Local Users and Groups > Users.
- Right-click on Users and select New User.
- In the popup dialog, enter the new user's details and uncheck User must change password at next login.
- Click Create.

If you use an Active Directory domain, consult your network administrator.

#### Add users or groups

1. Go to Configuration > Security > User permissions.
2. Click Add.  
You can see the available users and groups in the list.

3. Under **Scope**, select where to search for users and groups.
4. Under **Show**, select to show users or groups.  
The search result doesn't display if there are too many users or groups. Use the filter function.
5. Select the users or groups and click **Add**.

Scope	
<b>Server</b>	Select to search for users or groups on the local computer.
<b>Domain</b>	Select to search for Active Directory users or groups.
<b>Selected server</b>	When connected to multiple AXIS Camera Station S1216 Mk II Tower Recording Server servers, select a server from the <b>Selected server</b> drop-down menu.

### Configure a user or group

1. Select a user or group in the list.
2. Under **Role**, select **Administrator**, **Operator**, or **Viewer**.
3. If you selected **Operator** or **Viewer**, you can configure the user or group privileges. See *User or group privileges*.
4. Click **Save**.

### Remove a user or group

1. Select the user or group.
2. Click **Remove**.
3. In the pop-up dialog, click **OK** to remove the user or group.

### User or group privileges

There are three roles you can give to a user or group. For how to define the role for a user or group, see *Add users or groups*.

**Administrator** – Full access to the entire system, including access to live and recorded video of all cameras, all I/O ports, and views. This role is required to configure anything in the system.

**Operator** – Select cameras, views, and I/O ports to get access to live and recorded. An operator has full access to all functionality of AXIS Camera Station S1216 Mk II Tower Recording Server except system configuration.

**Viewer** – Access to live video of selected cameras, I/O ports, and views. A viewer doesn't have access to recorded video or system configuration.

### Cameras

The following access privileges are available for users or groups with the **Operator** or **Viewer** role.

<b>Access</b>	Allow access to the camera and all camera features.
<b>Video</b>	Allow access to live video from the camera.
<b>Audio listen</b>	Allow access to listen from the camera.
<b>Audio speak</b>	Allow access to speak to the camera.
<b>Manual Recording</b>	Allow to start and stop recordings manually.

Mechanical PTZ	Allow access to mechanical PTZ controls. Only available for cameras with mechanical PTZ.
PTZ priority	Set the PTZ priority. A lower number means a higher priority. No assigned priority is set to 0. An administrator has the highest priority. When a role with higher priority operates a PTZ camera, others can't operate the same camera for 10 seconds by default. Only available for cameras with mechanical PTZ and have Mechanical PTZ selected.

## Views

The following access privileges are available for users or groups with the **Operator** or **Viewer** role. You can select multiple views and set the access privileges.

Access	Allow access to the views in AXIS Camera Station S1216 Mk II Tower Recording Server.
Edit	Allow to edit the views in AXIS Camera Station S1216 Mk II Tower Recording Server.

## I/O

The following access privileges are available for users or groups with the **Operator** or **Viewer** role.

Access	Allow full access to the I/O port.
Read	Allow to view the state of the I/O port. The user can't change the port state.
Write	Allow to change the state of the I/O port.

## System

You can't configure greyed out access privileges in the list. Privileges with check mark means the user or group have this privilege by default.

The following access privileges are available for users or groups with the **Operator** role. **Take snapshots** is also available for the **Viewer** role.

Take snapshots	Allow to take snapshots in the live view and recordings modes.
Export recordings	Allow to export recordings.
Generate incident report	Allow to generate incident reports.
Prevent access to recordings older than	Prevent access to recordings older than the specified number of minutes. When using search, the user doesn't find recordings older than the specified time.
Access alarms, tasks, and logs	Get alarm notifications and allow access to the <b>Alarms and tasks</b> bar and <b>Logs</b> tab.
Access data search	Allow searching for data to track what happened at the time of an event.

## Access control

The following access privileges are available for users or groups with the **Operator** role. Access Management is also available for the **Viewer** role.

Access control configuration	Allow configuration of doors and zones, identification profiles, card formats and PIN, encrypted communication, and multi-server.
Access management	Allow access management and access to the active directory settings.

The following access privileges are available for users or groups with the **Viewer** role.

#### System health monitoring

The following access privileges are available for users or groups with the **Operator** role. Access to system health monitoring is also available for the **Viewer** role.

Configuration of system health monitoring	Allow configuration of the system health monitoring system.
Access to system health monitoring	Allow access to the system health monitoring system.

## Manage your device

### Update Windows®

Windows® periodically checks for updates. When an update is available, your device automatically downloads the update but you've to install it manually.

#### Note

Recording will be interrupted during a scheduled system restart.

To manually check for updates:

1. Go to **Settings > Windows Update**.
2. Click **Check for updates**.

### Configure Windows® update settings

It is possible to change how and when Windows® do its updates to suit your needs.

#### Note

All ongoing recordings stop during a scheduled system restart.

1. Open the Run app.
  - Go to **Windows System > Run**, or
2. Type **gpedit.msc** and click **OK**. The Local Group Policy Editor opens.
3. Go to **Computer Configuration > Administrative Templates > Windows Components > Windows Update**.
4. Configure the settings as required, see example.

#### Example:

To automatically download and install updates without any user interaction and have the device restart, if necessary, at out of office hours, use the following configuration:

1. Open **Always automatically restart at the scheduled time** and select:
  - 1.1. **Enabled**
  - 1.2. **The restart timer will give users this much time to save their work (minutes): 15.**
  - 1.3. Click **OK**.
2. Open **Configure Automatic Updates** and select:
  - 2.1. **Enabled**
  - 2.2. **Configure Automatic updates: Auto download and schedule the install**
  - 2.3. **Schedule Install day: Every Sunday**
  - 2.4. **Schedule Install time: 00:00**
  - 2.5. Click **OK**.
3. Open **Allow Automatic Updates immediate installation** and select:
  - 3.1. **Enabled**
  - 3.2. Click **OK**.

## Add a hard drive

1. **Prepare the device:**
  - 1.1. Shut down the system and disconnect the power cord.
  - 1.2. Place the device on its side with the two thumb screws on the back facing upward.
  - 1.3. Unscrew the two thumb screws on the back of the chassis.

- 1.4. Slide the cover off by gently pulling the handle on the side panel, then lift it off.
- 1.5. Unsnap the three hinges to remove the front panel.
2. **Attach the hard drive:**
  - 2.1. Lift the hard drive bracket upward to remove it.
  - 2.2. Unscrew the four blue rubber mounting screws from the primary hard drive bracket.
  - 2.3. Attach the four mounting screws to the sides of the new hard drive. Don't use the middle hole on each side.
  - 2.4. Insert the hard drive into the bracket with the SATA connectors facing outward, then push it gently until you hear a click.
  - 2.5. Reattach the bracket to the chassis, starting with the front-facing side.
  - 2.6. Connect the free SATA cables to the hard drive (both data and power).
3. **Close and restart:**
  - 3.1. Reattach the front panel.
  - 3.2. Reattach the side panel and tighten the thumb screws
  - 3.3. Reconnect the power cord and start the system.
4. **Next steps:**
  - If you want to use RAID, continue with *Create RAID volume, on page 15*.
  - If you don't want to use RAID, skip to *Add a new recording storage, on page 16*.

## Create RAID volume

1. Make sure that the disks to be used in the RAID volume are detected.
  - 1.1. Turn on your device and instantly press F12 until the Axis logo appears.
  - 1.2. In the UEFI boot menu, select **Device Configuration** and press ENTER.
  - 1.3. In the Intel® Rapid Storage Technology menu, make sure that the disks are correctly displayed under **Non-RAID Physical Disks**.

### Note

Only RAID 0 and RAID 1 are available on devices that have physical space for just an additional single drive.

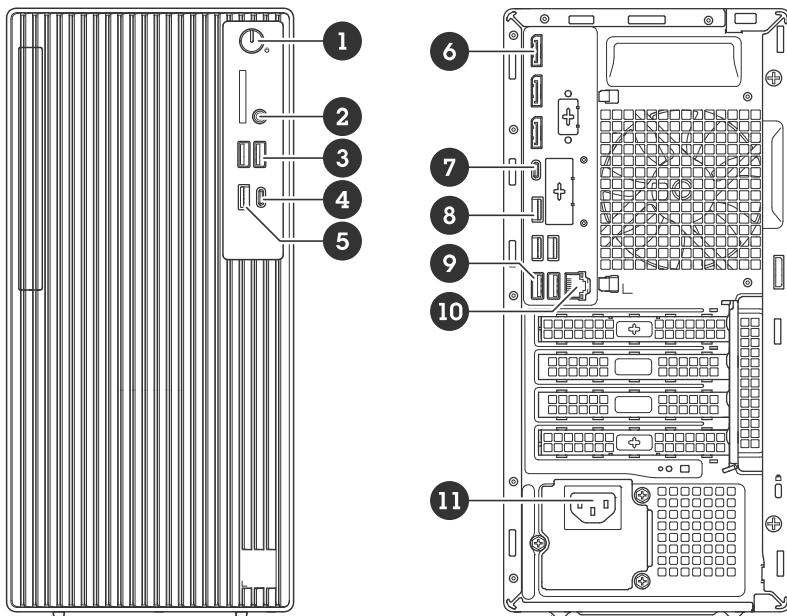
2. In the Intel Rapid Storage Technology menu, select **Create RAID Volume** and press ENTER.
3. Type a name for the volume.
4. Choose the RAID level.
  - 4.1. Select **RAID Level** and press ENTER.
  - 4.2. In the popup dialog, select the RAID level you want to use and press ENTER.
5. Include the disks to be used in the volume.
  - 5.1. Select a disk and press ENTER.
  - 5.2. Select **X** to include this disk in the volume.
  - 5.3. Repeat until you have selected all the disks you want to use.
6. Leave **Stripe Size** and **Capacity** to the default values, unless specified.
7. Select **Create Volume** and press ENTER.
8. In the Intel Rapid Storage Technology menu, the newly created RAID volume appears under **RAID Volumes**.
9. Press **Esc** and then press **Y** to save and exit to the UEFI menu.
10. Press **CTRL + ALT+ DELETE** to restart your device.

## Add a new recording storage

1. Create and format a new hard disk partition in Windows:
  - 1.1. Right-click the **Start menu** and select **Disk Management**.
  - 1.2. Click **OK** if the **Initialize Disk** popup appears. If it doesn't, right-click on the new hard drive and select **Initialize Disk**.
  - 1.3. Right-click on an unallocated region on the newly initialized disk and select **New Simple Volume**.
  - 1.4. Follow the wizard to set the volume size, assign a drive letter, and format the partition.
  - 1.5. Complete the wizard to create the new simple volume.
2. Add a new recording storage in AXIS Camera Station Pro:
  - 2.1. Open AXIS Camera Station Pro.
  - 2.2. Go to **Storage > Management**.
  - 2.3. Click **Add...**
  - 2.4. Select the newly added drive and click **OK**.
  - 2.5. Go to **Storage > Selection**.
  - 2.6. Select which devices you want to transfer recording data to the new drive.
  - 2.7. In the **Store to** drop-down list, select the new drive and click **Apply**.

For more information about storage management, see *AXIS Camera Station Pro – User manual*.

## Product overview



- 1 Power button/power LED
- 2 Universal audio jack
- 3 USB 2.0 ports
- 4 USB 3.2 gen 2x2 USB-C port
- 5 USB 3.2 gen 2x1 port
- 6 DisplayPorts™
- 7 USB 3.2 gen 2x1 USB-C port
- 8 USB 3.2 gen 1x1 ports
- 9 USB 2.0 ports
- 10 1 GbE Ethernet port
- 11 Power connector

## Troubleshooting

### Check the current BIOS version

To check the current BIOS:

1. Power on the device and repeatedly press F2 until the Axis logo appears.
2. The version number is shown as first entry under **Overview**.

### Upgrade BIOS

You should upgrade the BIOS only when you are instructed by Axis technical support.

1. Go to the support pages on [dell.com](http://dell.com) and enter your service tag. Go to **Drivers & Downloads**, filter on BIOS, and download the latest .exe file.
2. Launch the executable in Windows and follow the instructions provided on screen.

### Perform a system recovery

#### Internal recovery

If the device has had a system failure, perform an internal recovery to restore the system.

1. Open Windows Settings.
2. Select System.
3. In the menu, select Recovery.
4. Under Recovery options select Reset this PC.
5. Select Keep my files or Remove everything.
  - Keep my files will keep all your personal files and user data, as well as all Axis installed software.
  - Remove everything will remove all your personal files and user data, but will keep all Axis installed software (factory default).
6. Follow the onscreen instructions.

#### Note

Before selecting **Reset**, you can view a list of apps that will be removed in the process. Axis apps will be restored after the recovery, but if you've installed other apps, they won't be restored.

#### Important

After a successful recovery, it's important that you log in to Windows with an Administrator account to finalize the recovery process.

#### External recovery

If the device has had a complete system failure, you must use a recovery image to recreate the Windows® system. To download the AXIS Network Video Recovery Kit, contact **AXIS Technical Support** and supply the serial number of your device.

1. Download the AXIS Network Video Recovery Kit and an ISO to USB writing tool of your choice.
2. Insert a USB drive into your computer.
  - Use a USB drive with a minimum of 16 GB.
  - The USB drive will be formatted, and all existing data will be erased.
3. Run the ISO to USB writing tool and follow the onscreen instructions.
  - Writing data to the USB drive takes approximately 10 to 15 minutes. Don't remove the USB drive until the process is complete.

4. After the ISO to USB tool is complete, remove the USB drive from your computer and plug it into your device.
5. Start your device. When you see the Axis splash screen, press **F12** to open the boot menu.
6. Select your USB drive and press **Enter**. The system boots into the AXIS Network Video Recorder Recovery Kit.
7. Click **Start** and follow the onscreen instructions.
  - The recovery takes roughly 10 to 15 minutes to complete.

## **Troubleshoot AXIS Camera Station Pro**

For information about how to troubleshoot AXIS Camera Station Pro, go to the *AXIS Camera Station Pro user manual*.

## Need more help?

### Useful links

- *AXIS Camera Station Pro user manual*
- *Sign in to AXIS Secure Remote Access*
- *Sign in to AXIS Secure Remote Access v2*
- *What to include in an Antivirus allow list for AXIS Camera Station*

### Contact support

If you need more help, go to [axis.com/support](http://axis.com/support).



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