AXIS Camera Station S1228 Rack Recording Server

User manual

Table of Contents

About your device

AXIS Camera Station S12 Recorder series consist of out-of-the-box ready rack servers and workstations validated for reliable high-definition surveillance up to 4K. For quick and easy installation, the recorder series is preconfigured and preloaded with AXIS Camera Station Pro video management software including licenses plus all necessary system software. The system configuration can easily be imported from AXIS Site Designer, and AXIS Camera Station Pro lets you take full advantage of Axis wide range of video surveillance devices.

Free text search allows you to describe what you're looking for in the recordings using your natural language. To read more about Free text search and how to use it, go to the *AXIS Camera Station Pro user manual*. With enterprise-grade hard disks, operating system stored on solid-state drive, the recorder series provides high-performance and reliability for your system.

Get started

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

1.
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 .
4. Configure Windows®. We recommend to:
   - Update Windows® to the latest version. See .
   - Create a standard user account. See .
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**.
   - If your system is offline: go to *axis.com* and download the latest version.
6. Start the AXIS Camera Station Pro client.
7. *Connect to AXIS Camera Station Pro server*
8.

Install your device

Before installation

- Prepare additional accessories used for installation: monitor, mouse, keyboard and network cable.
- Note that the power cable to the wall is not included in the box.
- 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 *my.axis.com*.
Windows®		
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.
Hardware management		
iDRAC	Used to access the iDRAC (Integrated Dell Remote Access Controller) tool.	Username: root Password: Printed on the back of the information tag.
Device		
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.

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

This tutorial will walk you through the basic steps to make your system up and running.

Before you start:

- Configure your network depending on your installation. See .
- Configure your server ports if needed. See .
- Consider security issues. See .

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

1.
2.
3.
4.
5.
6.
7.
8.

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.

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 S1228 Rack 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 S1228 Rack 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 S1228 Rack 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 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, got 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

Configure user permissions

Go to **Configuration > Security > User permissions** to view the users and groups that exists in AXIS Camera Station S1228 Rack Recording Server.

Note

Administrators of the computer that runs AXIS Camera Station S1228 Rack Recording Server server are automatically given administrator privileges to AXIS Camera Station S1228 Rack 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 .

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 S1228 Rack Recording Server. To add a user to AXIS Camera Station S1228 Rack Recording Server, you must add users or a group to Windows®.

To add a user in Windows® vary depending on which version of Windows® you use. Follow the instructions on *Microsoft's site*. If you use an Active Directory domain network, 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	
Server	Select to search for users or groups on the local computer.
Domain	Select to search for Active Directory users or groups.
Selected server	When connected to multiple AXIS Camera Station S1228 Rack Recording Server servers, select a server from the **Selected server** 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 .
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 .

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 S1228 Rack 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.

Access	Allow access to the camera and all camera features.
Video	Allow access to live video from the camera.
Audio listen	Allow access to listen from the camera.
Audio speak	Allow access to speak to the camera.
Manual Recording	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 S1228 Rack Recording Server.
Edit	Allow to edit the views in AXIS Camera Station S1228 Rack 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 **Alarms and tasks** bar and **Logs** 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.

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

The demand for storage can differ. Retention time of stored data or for storing high-resolution recordings often leads to the same: the need to install more storage. This section explains how to expand your AXIS S12 series with more hard drives and how to configure RAID.

Note

Use the following instructions when you add additional storage to certain AXIS S12 series. These instructions are as is, and Axis Communications AB takes no responsibility for loss of data or misconfiguration during these steps. The standard precautions should be taken to backup data that is business critical. The following procedure of expanding storage will not be supported by Axis Technical Support.

Note

To avoid electrostatic discharge, it's recommended that you always use a static mat and static strap while working on components in the interior of the system.

Warranty

Detailed information about warranty is available at: *www.axis.com/support/warranty*.

Install a cold-swap hard drive

Remove the bezel

1. Locate the bezel key.
2. Unlock the bezel by using the key.
3. Slide the release latch up and pull the left end of the bezel.
4. Unhook the right end and remove the bezel.

Install the hard drive

⚠ CAUTION

- Use only hard drives that have been tested and approved for use with AXIS S12 series.
- When you install a hard drive, make sure that the hard drive carrier is pushed all the way in. You will hear a click when the drive carrier is locked.
- Before you install a hard drive, make sure the power cord is disconnected.

1. Shut down the system and make sure the power is off.
2. Disconnect the power cord.
3. Use a screwdriver to rotate the lock counterclockwise to the unlock position.
4. Press and hold the two release button simultaneously and slide the cover backwards.
5. Lift to remove the system cover.
6. Press the release button on the back of the hard drive carrier and pull out the hard drive carrier.
7. Install a hard drive in the hard drive carrier.
8. Push the hard drive carrier into the hard drive slot until the carrier locks in place and you hear a click.
9. Connect the power and data cable connector to the drive.
10. Install the system cover.
11. Use a screwdriver to rotate the lock clockwise to the lock position.
12. Start the system.

Create RAID volume

Note

Make sure RAID mode is set in the BIOS.

⚠ CAUTION

There are more parameters available for modification. However, Axis Communications AB doesn't take responsibility for any misconfigurations that may happen when you modify those parameters. Always exercise caution when you modify parameters.

1. During Power-on-self-test (POST), press F2 to enter the setup menu.
2. Click **Device Settings > Dell EMC PERC S150 Configuration Utility > Configuration Options**.
3. In **Controller Management**, choose **Convert RAID Capable Disk**.
4. Select the drives you want to RAID in the interface and click **Apply Changes**.
   - Set **Interface Type** to SATA and **RAID Type** to Windows RAID.
   - Click **Yes** when the warning stating **"All data will be deleted on the converted disk(s)"** is displayed.
5. Go to the root menu in **Configuration Options**.
6. Click **Virtual Disk Management > Create Virtual Disk**.
   - Select the desired RAID level and which drives to include.
   - Select **Physical Disks**: Keep the default settings.
   - Select **Virtual Disk size**: Set the capacity for the virtual drive.
   - Select **Cache Policy**: Keep the default settings.

Initiate RAID volume in Microsoft Windows®

To configure a new volume:

1. Right-click the **Start menu** and select **Disk Management**.
2. In the pop-up **"Initialize Disk"**, select **GPT** and click **OK**.
3. Right-click the unallocated disk and select **New Simple Volume**.
   - Follow the instructions in the setup assistant.

When the setup assistant is finished, **Disk Management** shows the new volume. Close **Disk Management** for the system to use the new volume.

Configure iDRAC

The Integrated Dell Remote Access Controller 9 (iDRAC9) with Lifecycle Controller is designed to make system administrators more productive and improve the overall availability of Dell systems. iDRAC alerts administrators to system issues, help them perform remote system management and reduces the need for physical access to the system. You must configure the initial network settings based on your network infrastructure to enable the communication to and from iDRAC.

1. Press F10 during Power-on Self-test (POST).

Note

The Lifecycle Controller Initial Setup Wizard will be displayed only for the first time. Use the Initial Setup Wizard to select the language and keyboard, configure network settings, iDRAC network settings, credential configuration, and view the summary of the settings. To make configuration changes later, select **Settings** from the Lifecycle Controller home page.

2. Configure the language and keyboard, and click **Next**.
3. Check the product overview and click **Next**.
4. Configure Lifecycle Controller network settings:
   4.1. From the **NIC Card** drop-down list, select the NIC port to configure.
   4.2. From the **IPV4 Network Settings > IP Address Source** drop-down list, select one of the following options:
   - **DHCP:** indicates that the NIC must be configured by using an IP address from a DHCP server. DHCP is the default option and the DHCP IP address is displayed on the Network Settings page.

- **Static IP :** indicates that the NIC must be configured by using a static IP. Type the IP address properties including **IP Address**, **Subnet Mask**, **Default Gateway**, and **DNS Address**. If you do not have this information, contact your network administrator.
- **No Configuration:** indicates that the NIC must not be configured.

4.1. If VLAN is used, click **Enabled** and type the **VLAN ID** and **Priority** under **Lifecycle Controller VLAN Settings** to configure the VLAN settings of a NIC.

4.2. Click **Next**. If Lifecycle Controller settings are not correctly configured, an error message is displayed.

5. Configure iDRAC network and credentials:

5.1. Go to **IPV4 Configuration > IP Address Source** and select one of the following options:

- **Static:** indicates that the network must be configured by using a static IP. Type the IP address properties including **IP Address**, **Subnet Mask**, **Default Gateway**, **DNS Address Source** and **DNS Address**. If you do not have this information, contact your network administrator.
- **DHCP:** indicates that the NIC must be configured by using an IP address from a DHCP server. DHCP is the default option and the DHCP IP address is displayed on the Network Settings page.

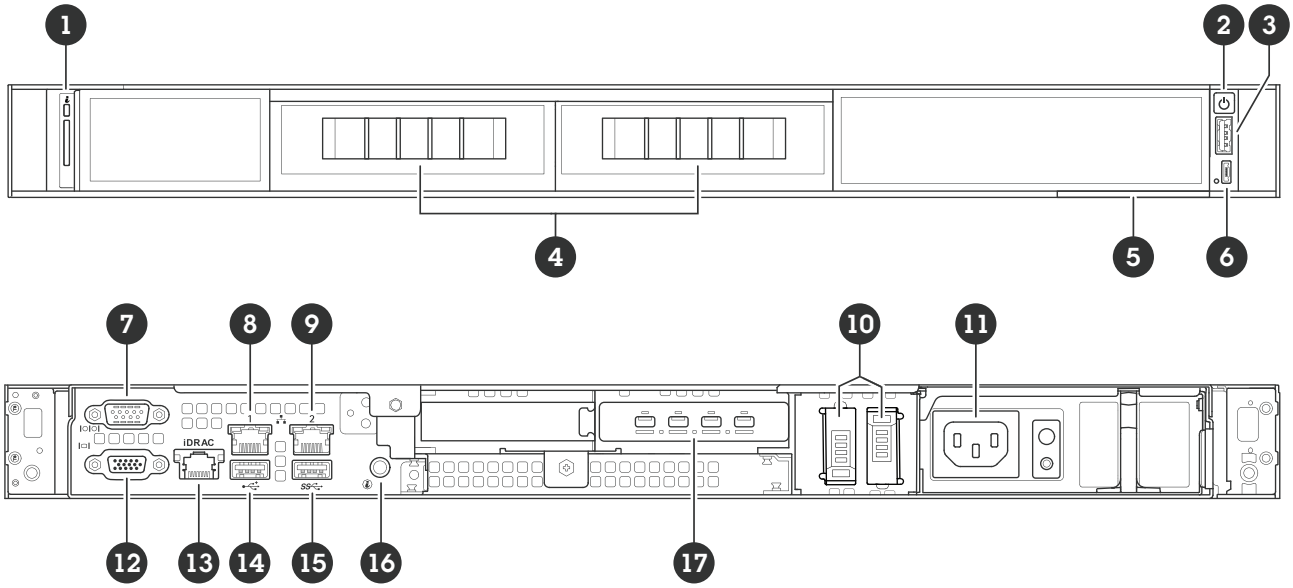
5.1. Under **Credentials**, enter **Account Username** and **Password** to access iDRAC network.

5.2. Click **Next**.

6. Verify the summary of the Lifecycle Controller and iDRAC network configuration and click **Finish**.

Product overview

Front and rear sides



1 System identification button and indicator
2 Power button/power LED
3 USB 2.0 port
4 Hard drive tray
5 Information tag
6 iDRAC direct port
7 Serial port
8 1 GbE Ethernet port 1
9 1 GbE Ethernet port 2
10 Solid state drive tray
11 Power supply unit
12 VGA port
13 iDRAC dedicated Ethernet port
14 USB 2.0 port
15 USB 3.2 Gen 1 port
16 System identification button and indicator
17 Mini DisplayPorts™

Specifications

System health and ID indicators

LED	Description	Action
Solid blue	The system is powered on, is healthy, and system ID mode is not active.	Press the system health and system ID button to switch to system ID mode.
Blinking blue	The system ID mode is active.	Press the system health and system ID button to switch to system health mode.
Solid amber	The system is in fail-safe mode.	
Blinking amber	The system is experiencing a fault.	Check the system event log for the specific error message.

iDRAC direct LED indicators

LED	Description
Solid green for two seconds	The laptop or tablet is connected.
Blinking green (on for two seconds and off for two seconds)	The laptop or tablet connected is recognized.
Off	The laptop or tablet is unplugged.

NIC indicators

LED	Description
Link and activity indicators are off	The NIC is not connected to the network.
Link indicator is green and activity indicator is blinking green	The NIC is connected to a valid network at its maximum port speed and data is being sent or received.
Link indicator is amber and activity indicator is blinking green	The NIC is connected to a valid network at less than its maximum port speed and data is being sent or received.
Link indicator is green and activity indicator is off	The NIC is connected to a valid network at its maximum port speed and data is not being sent or received.
Link indicator is amber and activity indicator is off	The NIC is connected to a valid network at less that its maximum port speed and data is not being sent or received.

Power supply unit (PSU) indicators

LED	Description
Green	A valid power source is connected to the PSU and the PSU is operational.
Not powered on	• Power is not connected to the PSU. • There is a problem with the PSU.

Troubleshooting

Check the current BIOS version

To check the current BIOS:

1. Power on the device.
2. Wait until you see the Axis splash screen. You'll see the version number above the splash screen.

Upgrade BIOS

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

If you don't have access to Windows®: update package instructions for EFI

1. Go to the support pages on *dell.com* and enter your service tag. Go to **Drivers & Downloads** and download the .efi file.
2. Copy the file to a USB device.
3. Plug in the USB device and press F11 during POST to enter BIOS Boot Manager.
4. Go to **System Utilities menu > BIOS Update File Explorer**.
5. Select the USB device and navigate through the directory contents to find the executable (.efi).
6. Launch the executable and follow the instructions provided by the flash utility.

If you have access to Windows®: update package instructions for Windows® Dup

1. Browse to the location where you downloaded the file and double-click the new file.
2. Read over the release information in the dialog window.
3. Download and install any prerequisites identified in the dialog window before proceeding.
4. Install any necessary Embedded Systems Management firmware prior to this BIOS update.
5. Click **Install**.
6. Follow the onscreen instructions.

Run diagnostics

Running diagnostics help you to identify the cause for a system issue. The diagnostics test your system hardware without requiring additional equipment or risking data loss.

1. While the system is booting, press F10 to enter Lifecycle Controller.
2. Go to **Hardware Diagnostics** and click **Run Hardware Diagnostics**.
3. Note the error code and contact Axis technical support.

Perform a system 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 Recovery Kit, contact Axis technical support and supply the serial number of your device.

1. Download the AXIS Recovery Kit and AXIS ISO to USB Tool.
2. Insert a USB drive into your computer.
   - Use a USB drive with a minimum of 16 GB to 32 GB.
   - The USB drive will be formatted, and all existing data will be erased.
3. Run the AXIS ISO to USB Tool and follow the onscreen instructions.
   Writing data to the USB drive takes approximately 10 to 15 min. Don't remove the USB drive until the process is complete.

4. After the ISO to USB tool is complete, take the USB drive and plug it into your device.
5. Start your device.
6. When you see the AXIS splash screen, press F11.
7. Click **One-shot UEFI Boot Menu**.
8. Navigate to your USB drive and press ENTER. The system boots into the AXIS Recovery Kit.
9. Click **Reinstall Operating System**.
   The recovery takes roughly 10 to 15 min to complete. You find detailed instructions in the download for the recovery kit.

Export a SupportAssist collection

You can export the SupportAssist collection to a USB drive or a network share (CIFS/NFS). The collection includes the following data:

- Hardware
- RAID controller logs

To export the SupportAssist collection:

1. During Power-on-self-test (POST), press F10 to start Lifecycle Controller.
2. Go to **Hardware Diagnostics > Export SupportAssist collection**.
3. Read the terms and conditions and click **Next**.
   You must accept the terms and conditions to allow technical support to use the SupportAssist collection data.
4. Select the data options which you want to include in the SupportAssist collection and click **Next**.
5. Enter the required export settings information and click **Next**.
   - To export to a USB drive: select the USB drive option and then select the name of the USB Drive and enter the file path details to where the collection is to export.
   - To export to NFS: select the NFS option and enter the required information.
   - To export to CIFS: select the CIFS option and enter the required information.
     Click **Test Network Connection** to verify if the Lifecycle Controller can connect to the IP address that is provided. By default, it pings the Gateway IP, DNS Server IP, host IP and Proxy IP.
6. Verify your selection and click **Finish**.
   Lifecycle Controller retrieves the selected collection data and exports to the specified location. This can take a few minutes.

Troubleshoot the power supply unit

1. Make sure that there are no loose connections, for example loose power cables.
2. Check the status of the power indicator on the power supply unit. See .
3. If the problem persists, contact Axis technical support.

Troubleshoot memory errors

1. Upgrade the BIOS to the latest version.
2. If the errors persist, contact Axis technical support.

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*
- *What to include in an Antivirus allow list for AXIS Camera Station*

Contact support

If you need more help, go to *axis.com/support*.

T10222335

2025-05 (M1.7)