

Long-term value

AXIS OS supports predictable value throughout the lifecycle of your devices. Stable, robust architecture keeps downtime to a minimum.

We deliver software updates – including brand-new features – over many years. With extensive documentation, helpful tools, and intuitive interfaces, Axis devices are both easy to use and easy to maintain. And we offer transparent and dependable release schedules so you can plan maintenance to suit the needs of your organization.

On the following pages, you can read more about the quality of Axis software, AXIS OS lifecycle management and software support.

SOFTWARE QUALITY
DEVICE LIFECYCLE
LIFECYCLE SUPPORT
WHICH TRACK?

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Software you can depend on

The quality of AXIS OS is important to us. With approximately 900 developers and 4000 code commits into the AXIS OS main branch every day, our operating system is continuously transforming to adapt to market needs. Accommodating two builds per day for each of our over 200 products means we face a staggering 182,500 builds annually, allowing for iterative testing and added value.

Rigorous testing

Maintaining software stability also demands rigorous testing. In fact, our systems execute a remarkable 4 million diverse test cases daily. These are complemented by more than 4000 daily code commits to patch vulnerabilities and improve quality. It adds up to over 1 billion tests and more than 1,000,000 code commits annually. We also let customers and partners deliver direct feedback about AXIS OS through data sharing.

Continuous improvement

AXIS OS isn't static. It's dynamic because we improve it all the time. Through regular updates and enhancements, Axis devices on the AXIS OS active track evolve with technological advancements. This means the product you buy today will gain new features and become more valuable throughout its lifetime.



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Supporting the device lifecycle

One of the benefits of using AXIS OS is that it supports the device lifecycle, from installation to maintenance to replacement. AXIS OS provides tools and resources to help you manage and optimize your Axis devices throughout their lifespan.

Easy installation and configuration

AXIS OS simplifies the installation and configuration of Axis devices by providing wizards, templates, and profiles that guide you through the process. You can also use AXIS Device Manager (ADM) and AXIS Device Manager Extend (ADMX) to install and configure multiple devices at once, saving you time and effort.

Continuous monitoring and diagnostics

With your consent, AXIS OS monitors and analyzes the performance and status of Axis devices by collecting health monitoring data in the form of logs, reports, and alerts. This helps you identify and resolve any issue. And it lets us improve our software with each release.

Long-term support and compatibility

AXIS OS offers long-term support for Axis devices with regular security patches and bug fixes. Our long-term support tracks the compatibility of Axis devices and applications by minimizing changes and disruptions. Devices running on AXIS OS usually have a lifetime of around 10 years or more. In some cases, we support them for up to 13 years.

Trust and commitment

AXIS OS is designed to meet the expectations and needs of customers who value trust and quality. AXIS OS sets a clear and transparent life expectancy for each product and keeps it on track as much as possible. Axis also maintains long-term relationships by providing customers with the best possible service and support.

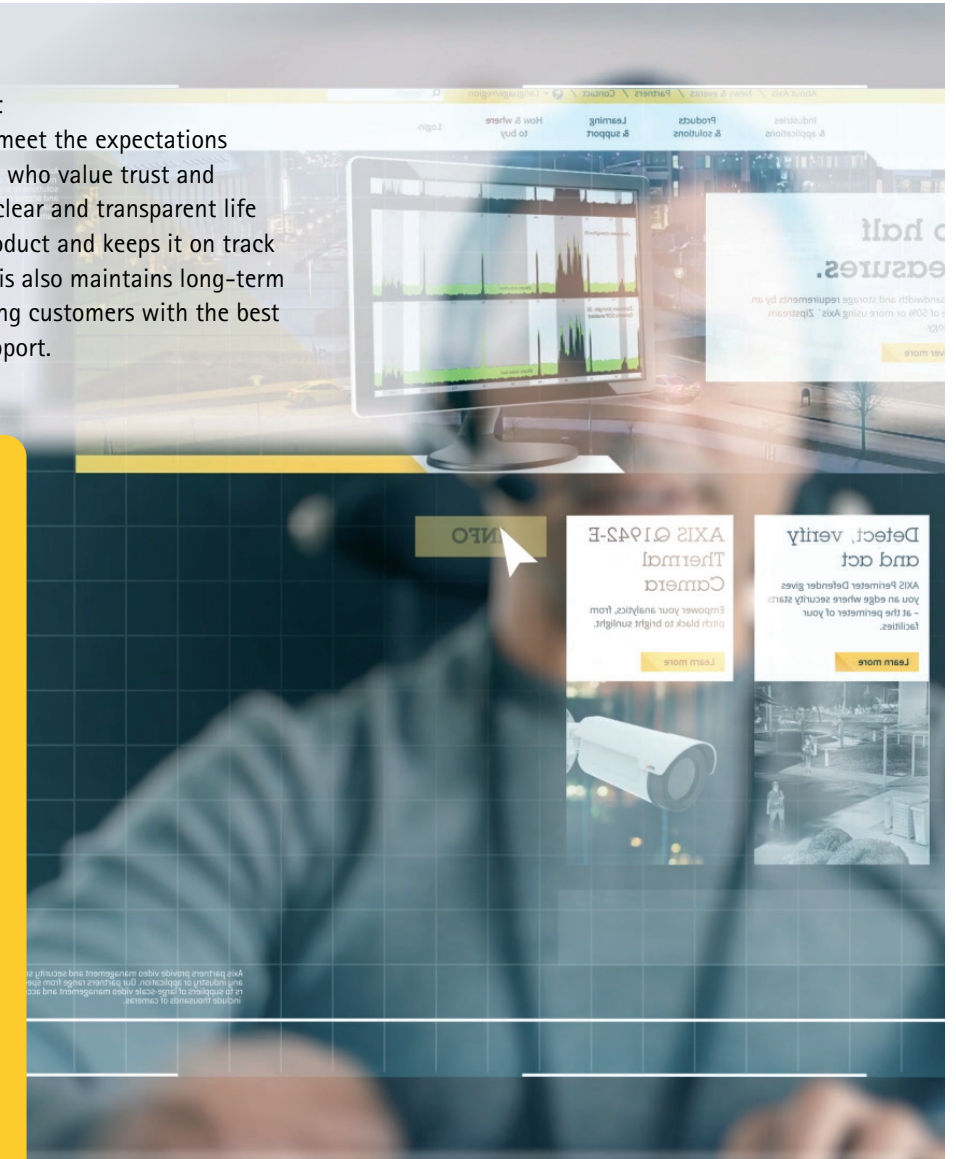
AXIS OS beta

AXIS OS beta is a benefit for developers and integrators who want to test and evaluate the latest features and functionalities of AXIS OS before they're officially released. AXIS OS beta can be used to perform early compatibility tests on selected devices, verify upcoming security updates, and access upcoming features.

Some of the benefits of using AXIS OS beta are that you:

- > Get a preview of the new and improved features and functionalities AXIS OS will offer in the future, such as edge analytics, IoT connectivity, and platform modularization.
- > Can provide feedback and suggestions to Axis that help shape the development and improvement of AXIS OS.
- > Can prepare and adapt your applications and systems for upcoming changes and updates in AXIS OS to avoid potential issues.

You can read more about AXIS OS beta here.



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AXIS OS lifecycle software support

AXIS OS lifecycle support consists of various tracks. Active and long-term support are the main tracks. There are also product-specific support tracks (PSS) to serve individual product lifecycles.

The minimum lifetime of an Axis device exceeds industry standards. A robust 5-year hardware warranty is complemented by AXIS OS software support over many years. Most devices have an impressive AXIS OS lifetime of 8-12 years.

It works like this:

1. When Axis releases a new device, only the AXIS OS active track is available. During the initial post-release period, you benefit from continuous updates and improvements, including new features.
2. A long-term support (LTS) track becomes available as an alternative to the active track within two years of product release. At this point, you can choose either the active track or the long-term support track. Products on the long-term support track are supported only with patches and bug fixes.
3. Two to four years after release when a device is discontinued, the active track for that device is discontinued as well. At this point, all devices are automatically moved to the long-term support (LTS) track, where they are supported with patches and bug fixes for a minimum of 5 years.

AXIS OS lifecycle software support

Software support (8-12 years)



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Which software support track is right for you?

Once both active and long-term tracks are available, customers can choose the track best suited to their needs with guidance from Axis.

Active track

AXIS OS active track delivers the most up-to-date, feature-rich experience for the AXIS OS operating system. Tailored for customers who want to benefit from immediate access to the latest features and enhancements, this is the only track available for newly released devices. It helps users stay on top of evolving device capabilities: New cybersecurity

features are added for even more secure operation and existing features receive ongoing enhancements. With devices on the AXIS OS active track, you get more from your products without extra cost even years after you purchase them. If you don't have compatibility dependency, this is the track for you for as long as it is available.

Long-term support (LTS) track

If you're looking for API consistency and compatibility, you should choose the long-term support (LTS) track once it becomes available. The LTS track is focused on backward compatibility and

provides regular security patches and bug fixes. It maintains cybersecurity rather than delivering new security features. Likewise, it doesn't add new features or functionality but rather minimizes changes to reduce disruption. The LTS track is suitable for customers who value trust and quality and want a well-integrated third-party system. Each LTS track is supported for 5 years, and LTS tracks are issued every 24 months, based on a regular active track release. All devices are automatically moved to the LTS track when they are discontinued.

The illustration shows the AXIS OS active track side by side with the LTS tracks introduced throughout the years. Roughly every 24 months, a new LTS track is created and the major AXIS OS version is incremented. For example, in 2024 we will create the new AXIS OS 2024 LTS, and then switch from the current AXIS OS 11 to AXIS OS 12.

