

Advance Configuration and Troubleshooting

Axis Communications' Academy

Agenda

- 09:30 – 09:45 **Welcome and greeting**
- 09:45 – 10:30 **Introduction**
> Troubleshooting concepts
> LED status
> Factory default & restore
Lab: Hard reset an Axis camera
> Troubleshooting flowchart
> Axis support & warranty
Lab: Open a support case
- 10:30 – 11:00 **AXIS Camera Management**
> AXIS Camera Management features & workspace
Lab: Installation of AXIS Camera Management
- 11:00 – 11:15 **Break**
- 11:15 – 12:00 **AXIS Camera Management**
> Status messages
> Backup and restore camera settings
Lab: Replacing a camera by using AXIS Camera Management
- 12:00 – 13:00 **Lunch**
- 13:00 – 13:45 **Firmware**
> What firmware does
> Firmware and release note
Lab: Download and upgrade AXIS P1365 firmware
> Different ways to flash firmware
Lab:
 - Flash firmware via FTP
 - Reboot camera via FTP
 - Get latest log via FTP

13:45 – 14:00

Camera in depth

> Recap on camera GUI and settings
Lab: Basic camera user interface

> Plain config
Lab: Advanced camera user interface
> Camera I/O port
> Server report basics

14:00 – 15:00

Logs for troubleshooting

> Camera logs
> Syslog
Lab: Setup syslog and get camera messages

15:00 – 15:15

Break

15:15 – 17:00

Logs for troubleshooting

> Wireshark introduction
Lab:

- Wireshark installation
- Request video stream and capture the pcap
- Setup Wireshark to do continuous capture
- Filtering and capturing technique

> VAPIX for troubleshooting
> Recap on VAPIX
Lab:

- Use VAPIX command to get server report
- Use VAPIX command to get a debug dump

> SSH and Telnet

Wrap up