

# 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**