

Troubleshooting Axis cameras



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Introduction

Axis is committed to providing high-quality products and trouble-free ownership. We pride ourselves on the performance and stability of our cameras. Nevertheless, situations may still arise when things do not work quite as expected. This article will guide you through some useful steps in troubleshooting your Axis network cameras.

1. Understanding camera LEDs

When you troubleshoot, one very useful source of information can be the camera's LEDs. Different camera models have different LED setups, but let's take the AXIS P1355 as an example.

This camera model has three different LEDs: one for status, one for power and one for network. Each LED can show different colors.

The status LED



A steady green light means normal operation



A steady amber light is shown during startup, during a reset to factory defaults or when restoring settings



A slowly flashing red light indicates a failed firmware upgrade

The power LED



A steady green light means normal operation



The light flashes green/amber during a firmware upgrade

The network LED



Steady green when connected at 100Mb/s. Flashes on network activity



Steady amber when connected at 10Mb/s. Flashes on network activity



Unlit when there is no network connection

2. Check hardware and connection

You can use the LEDs on the camera as a starting point for troubleshooting the hardware and network connection.

If the power LED is unlit, your first step should be to examine power issues. Is the camera connected to a working PoE port?

If the power LED is lit, the next step should be checking the network LED. An unlit LED means there is no network connection, and you need to check your networking hardware. If your camera does not have a network LED, you can also check the switch port.

No power

Not all alternatives apply to all situations, and this list is not exhaustive!



Power supply:

- > Verify usage of the correct power supply.
- > Try another power supply.
- > Measure the power supply's output with a multimeter.

PoE:

- > Verify that the PoE switch is providing enough power.
- > Try a different cable and different port on the switch/midspan.
- > Try another PoE device in the same port.
- > Check whether the camera powers up from a power supply, then connect to a non-PoE switch.
- > Check the network port for physical damage.

No network

Not all alternatives apply to all situations, and this list is not exhaustive!



Wired:

- > Try another device in the same port.
- > Try a different cable and port on the switch.
- > Check the network port for physical damage.

Wireless:

- > See whether camera connects when using a network cable.
- > Move the camera closer to the router/access point.
- > Check wireless settings on the camera's home page.
- > Try to avoid operating on the same channel as nearby wireless networks.
- > Verify that the router/access point is broadcasting its SSID.
- > Check whether your SSID can be found in the list of wireless networks.
- > Try to connect the camera to an unsecured wireless network.
- > Make sure the wireless protocols 802.11A/B/G/N are used by the router.

Power and network

Not all alternatives apply to all situations, and this list is not exhaustive!



No connection:

- > Check whether you can access the camera's home page.
- > Try to ping the camera.
- > See if you can connect through FTP.
- > Reset the camera to its factory default settings.

3. Read the FAQ

It's likely someone else has stumbled upon the same problem that you're having. That's why we have gathered the most frequently asked questions in a FAQ, which you can find on our website. Here you can search for questions by product, or do a text search. Maybe your problem is easier to solve than you think!

FAQ; www.axis.com/techsup/faq/index.php/index.htm

4. Update software/firmware

Now, let's take a look at the software! Axis regularly releases new product software, or firmware, on axis.com. As a troubleshooting measure, make sure that your cameras have the latest firmware – performing an upgrade could solve your problem!

On axis.com you can find the latest firstware (www.axis.com/techsup/firmware.php) for your camera and detailed instructions (www.axis.com/techsup/cam_servers/how_to_upgrade.htm) on various ways to perform the upgrade.

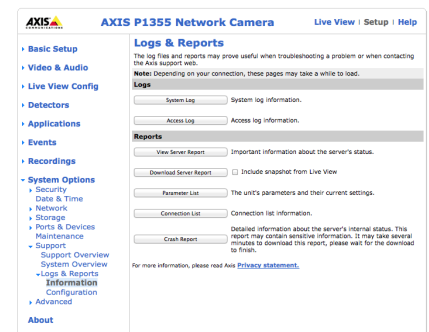
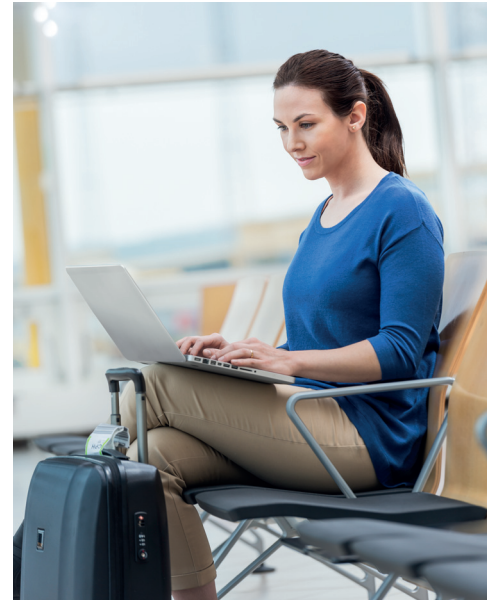
Axis Media Control is an ActiveX® plugin for Microsoft® Internet Explorer® that gets installed automatically the first time you access the live view of an Axis camera. The plug-in supports streaming video as well as advanced controls, depending on the camera model.

If needed, the latest version of Axis Media Control can be downloaded and installed manually from axis.com.

5. Generate server report

If a problem occurs in your installation, and you are still able to access your camera, make sure to generate a server report. It will be a big help on the way to solving your case.

The server report contains information about things like parameter lists, the network and system files. This is extremely valuable input for the Axis support team.



Generate a server report

1. Navigate to your camera's home page. Click **Setup**.
2. Expand the **System Options** in the menu on the left, click **Support** and then **Logs & Reports**.
3. Click **Download Server Report** to automatically save the report as a compressed zip file on your computer. If you check-mark the **Include snapshot from Live View** box, an image from your camera will be included in the report.

6. Write a support case

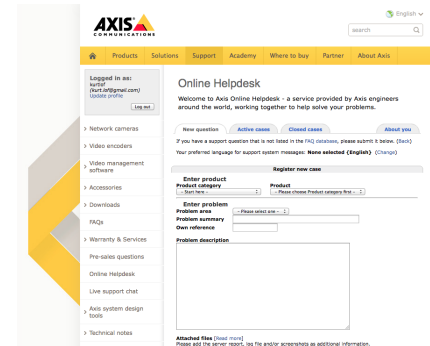
If you have tried all the measures you can think of, and the problem still remains, then it is time to involve Axis support. Do this by writing a support case.

The more relevant information you can provide, the easier it is to understand and solve the problem. In some situations, a screenshot is of great help when trying to understand your situation.

Also, remember to attach the server report - it provides valuable information to our support engineers.

1. You will need a MyAxis account to reach the Axis Online Helpdesk (www.axis.com/login2/login.php?oldurl=/reg/mycases/). You can register a MyAxis account free of charge.
2. Click the New question tab and then click I want to submit my support question.

We hope this will help you find a solution!



About Axis Communications

Axis offers intelligent security solutions that enable a smarter, safer world. As the global market leader in network video, Axis is driving the industry by continually launching innovative network products based on an open platform - delivering high value to customers through a global partner network. Axis has long-term relationships with partners and provides them with knowledge and ground-breaking network products in existing and new markets.

Axis has more than 1,600 dedicated employees in more than 40 countries around the world, supported by a network of over 65,000 partners across 179 countries. Founded in 1984, Axis is a Sweden-based company listed on NASDAQ OMX Stockholm under the ticker AXIS.

For more information about Axis, please visit our website www.axis.com.