AXIS Camera Station System Health Monitoring 2 (Preview)

Version: 0.11.1162

Introduction

System Health Monitoring consists of two components:

- A background service used to collect health monitoring data from AXIS Camera Station.
- A web based user interface where health monitoring data is presented.

It supports both single system and multisystem setups:

- Single system: Health monitoring data is only collected and presented on the local computer.
- Multisystem: Health monitoring data from multiple systems can be aggregated on a central server.

Prerequisites
- AXIS Camera Station 5.35 or higher
- AXISSystemHealthMonitoring_xxxxxx.zip

Limitations
- Storage data for Axis recorders is only available with ACS 5.36 or higher.
  - Used space per camera is not available at all for Axis recorders.
- Newly added cameras will have retention warning until they have been running for the required number of days when using AXIS Camera Station 5.35.
  - In 5.36 and newer this is replaced by an information text.
- Notification settings are not inherited in a multisystem setup.
- Only administrator users can access System Health Monitoring via the AXIS Camera Station client.
- Configured recording type will only reflect if continuous and/or motion detection has been configured in ACS.

Please note that Axis doesn't take any responsibility for how this configuration may affect your system. If the modification fails or if you get other unexpected results, you may have to restore the settings to default.

Installation

Note: Version 0.4.x or lower must be uninstalled before proceeding with installation of version 0.5 and above.

Enable AXIS Camera Station features

Before System Health Monitoring is installed on a server the very first time, some development features must be enabled in AXIS Camera Station to allow System Health Monitoring to function.

- `Plugins` : Enables the plugin functionality in AXIS Camera Station.
- `HealthMonitoring` : Enables the data collection API used by System Health Monitoring.

Run the following two commands in a Command Prompt (cmd) as administrator. (Each box contains one command, even if the content is wrapped. Make sure whitespace is retained when copying

commands.)

```
REG add HKLM\SOFTWARE\Microsoft\.NETFramework\AppContext /t REG_SZ /v
Switch.Axis.DevelopmentFeatures.Plugins /d true /f
```

```
REG add HKLM\SOFTWARE\Microsoft\.NETFramework\AppContext /t REG_SZ /v
Switch.Axis.DevelopmentFeatures.HealthMonitoring /d true /f
```

Restart the AXIS Camera Station service and client to apply the changes.

Install System Health Monitoring

Complete the following steps to install System Health Monitoring when not already installed.

1. In the AXIS Camera Station client, go to **Configuration** > **Server** > **Plugins**.
2. Click **Add**.
3. Click **Browse**.
4. Select the System Health Monitoring plugin zip file in the file explorer dialog box.
5. Click **Open**.
6. Click **OK**.

When the installation is complete, System Health Monitoring will show up in the list with Running status. Click the **Refresh** button to get the latest status.

NOTE: Do not unpack the .zip file. The .zip file is the complete plugin.

Update System Health Monitoring

Complete the following steps to update an existing installation to a newer version of System Health Monitoring.

Note: Version 0.4.x or lower must be uninstalled before proceeding with installation of version 0.5 and above.

1. In the AXIS Camera Station client, go to **Configuration** > **Server** > **Plugins**.
2. Select **AXIS System Health Monitoring** in the list.
3. Click **Update**.
4. Click **Browse**.
5. Select the new System Health Monitoring plugin zip file in the file explorer dialog box.
6. Click **Open**.
7. Click **OK**.

When the update is complete, the new version will show up in the plugin list. Click the **Refresh** button to get the latest status.

Uninstall System Health Monitoring

Complete the following steps to uninstall System Health Monitoring.

1. In the AXIS Camera Station client, go to **Configuration** > **Server** > **Plugins**.
2. Select **AXIS System Health Monitoring** in the list.
3. Click **Remove**.
4. Click **Yes**.

When the uninstallation is complete, System Health Monitoring will be removed from the plugin list. Click the **Refresh** button to get the latest status.

Accessing System Health Monitoring interface

The System Health Monitoring interface can be accessed by a web browser.

Note: The browser will display a security warning that must be bypassed to access System Health Monitoring.

To access System Health Monitoring, users must login with credentials matching a user in AXIS Camera Station (added directly or as part of a group).

Local computer

To access the System Health Monitoring interface on the local computer, use one of the following methods:

- AXIS Camera Station client: Open the **System Health Monitoring** tab.
    - This option is only available for administrator users.
- Web browser: Go to https://localhost:56256.

Remote computer

To access the System Health Monitoring interface on a remote computer, use the hostname or IP address of the remote computer and the port used by the System Health Monitoring.

- Web browser: Go to the URL of the System Health Monitoring on the remote computer (e.g. https://192.168.0.100:56256).

Configuration

User authentication and permissions

To access System Health Monitoring, users must login with credentials matching a user in AXIS Camera Station (added directly or as part of a group). Users must also have administrator role or be assigned the System Health Monitoring permission.

Complete the following steps to allow a user or group to access System Health Monitoring:

1. In the AXIS Camera Station client, go to **Configuration** > **Security** > **User permissions**.
2. Select a user or group.
3. Do one of the following:
    - Assign **Administrator** role.
    - Enable **Access System Health Monitoring** in **System** Tab.
4. Click **Apply**.

Setting up multisystem

Complete the following steps to configure a multisystem setup.

1. Go to the System Health Monitoring multisystem settings on the system you want to give access to.
    - In the AXIS Camera Station client, go to **Configuration** > **System Health Monitoring** > **Multisystem**.
    - In a browser, go to **Settings** in the menu to the left. Click the **Multisystem** tab.
2. Expand the **Generate system configuration** section.
3. Click **Generate**.
4. Copy the configuration by clicking **Copy to clipboard**.

5. Go to the System Health Monitoring multisystem settings on the system where you want to collect the data.
6. Expand the **Retrieve data from other systems** section.
7. Fill out the form by clicking **Paste**.
8. Click **Add**.
9. Repeat all steps above for each system.

After a system has been added, a green checkmark will be displayed in the status column in **Manage servers** once a connection has been established. This might take up to a minute.

Notifications

Note: Notifications are only available on system installations.

Email settings

To be able to receive email notifications, an SMTP server and at least one recipient must be configured.

1. Go to the System Health Monitoring notifications settings. a. In the AXIS Camera Station client, go to **Configuration** > **System Health Monitoring** > **Notifications**. b. In a browser, go to **Settings** in the menu to the left. Click the **Notifications** tab.
2. Expand the **SMTP server** section.
3. Fill out the form:
   1. In the Server section, enter the address of the SMTP server and port to use.
   2. In the User section, enter the name to appear in the email and email address to use as sender.
   3. In the Login section, select **Use authentication** if a username and password are required for this server. Enter the username and password to access the server.
   4. In the Connection encryption section, select **Require TLS** if TLS should be required. If not selected, TLS will be used if supported.
4. Click **Save**.
5. Expand the **Notifications** section.
6. Enter one or more recipients in the **Email recipients** form. Press *Enter* between each recipient.
7. Click **Save**.

To verify the settings, click the **Test email** button. This will send a test email to all recipients using the configured SMTP server.

Notification rules

Notification rules are listed in settings.

- In the AXIS Camera Station client, go to **Configuration** > **System Health Monitoring** > **Notifications**.
- In a browser, go to **Settings** in the menu to the left. Click the **Notifications** tab.

By default, two rules are added in System Health Monitoring.

- **System down**: Triggered if the AXIS Camera Station service process goes down or if another system stops responding in a multisystem setup.
- **Device down**: Triggered if a device enters an error state. This rule is automatically applied to all devices listed in System Health Monitoring.

Both rules are enabled by default. To enable or disable a rule, toggle the **Active** switch.

Support

To help troubleshoot any issues, please provide all log files located in the data folder
(`C:\ProgramData\Axis Communications\AXIS System Health Monitoring\logs`).

Feedback, support and other comments can be found on the Microsoft Teams Channel [System Health Monitoring](#)

Basic troubleshooting

Plugin configuration view is not available in AXIS Camera Station client

Verify that a supported version of AXIS Camera Station is running and that the `Plugins` feature has been enabled.

Login fails with "Wrong username or password" error

The provided username and password does not match any known user in AXIS Camera Station. Verify that the provided credentials are correct.

Login fails with "User does not have permission to access AXIS System Health Monitoring" error

The specified user does not have permission to access System Health Monitoring. Verify that the user is administrator or has the System Health Monitoring permission assigned in AXIS Camera Station.

Login fails with "Authentication service is unavailable" error

System Health Monitoring cannot reach AXIS Camera Station. Verify that a supported version of AXIS Camera Station is running.

System is not visible in single system setup

System Health Monitoring has not collected any data from the system. If this happens right after completing the first time setup, wait a minute to allow System Health Monitoring to start collecting data. Otherwise, verify that a supported version of AXIS Camera Station is running and that the `HealthMonitoring` feature has been enabled.

System is not visible in multisystem setup

System Health Monitoring has not collected any data from the system. Allow System Health Monitoring a minute to collect data after a new system has been added. If an error icon is displayed on the Manage servers page, verify:

- System Health Monitoring is running on the system
- The system is visible on the system
- Provided configuration (host, port, token, certificate) is correct
- Server is reachable on the network

The tooltip on the error icon might also provide a hint to the problem.