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1 Basics

The Support ACAP features additional monitoring information that will be collected from the camera during its runtime. This information is used to solve on-going support cases.

You may get asked to install and run this ACAP on a camera by your local AXIS Technical Services team. Please note that the Support ACAP is not designed for long-term health monitoring and *should be used only according to the instructions of AXIS Technical Services*. No live footage of the camera is taken automatically and the Support ACAP will enable FTP access for maintenance access, this may lower the minimum cyber security level temporarily.

1.1 Supported Devices & Platforms

Supported Devices:
AXIS products with architecture AARCH64 and firmware 9.80 or higher.
AXIS products with architecture MIPS, ARMV7HF, ARMV7L or ARMV6 and firmware 5.60.1 or higher.

Supported Platforms/Architectures:
MIPS, ARMV7HF, ARMV7L, ARMV6, AARCH64

Recommended browser:
Mozilla Firefox, Google Chrome

Recommend edge storage:
SD card, Network share

Depending on the architectural platform the camera is based on, a different file type of the Support ACAP need to be used on the camera. If you are unsure about the platform, run the following VAPIX command on the camera:

http://ip-address/axis-cgi/param.cgi?action=list&group=Properties.System.Architecture

Depending on the VAPIX result, the following ACAP file should be used for upload:

VAPIX Result	Support ACAP File to be used	Camera Platform/ Architecture
AARCH64	AXIS_Support_ACAP_version_aarch64.eap	AS5 / AS5L / A8 / CV25
ARMV7HF	AXIS_Support_ACAP_version_armv7hf.eap	AS2L / AS3L A6 / A7
MIPS	AXIS_Support_ACAP_version_mipsisa32r2el.eap	A4 / A5
ARMV7L	AXIS_Support_ACAP_version_armv7l.eap	AS2
ARMV6	AXIS_Support_ACAP_version_armv6.eap	A5S

The camera architecture used can also be looked up in the Support ACAP interface on the bottom under “Camera Info”, as below:

1.2 Known Limitations

Record Network Trace + Video:
The wireshark and video capture feature does not work on vFAT formatted storages since they do not support the use of symbolic links. This feature will only provide the raw data of the video recordings in zip archives if EXT4 formatted secondary storage is used.

HTTP and VAPIX Monitoring:
VAPIX and HTTP Monitoring is not available on products running firmware 5.60 as those products running with BOA webserver design. HTTP and VAPIX monitoring are only supported on products with 5.70 and onwards as those products use the apache webserver instead.

1.3 SSH & FTP Access

The Support ACAP will enable FTP and SSH maintenance access to the camera once the Support ACAP is running. The ACAP will re-configure the camera to its origin configuration once the Support ACAP is stopped or removed from the camera.

Features:

- Enables FTP access to the camera
- Enables SSH access to the camera
- Reverts back to original FTP/SSH configuration when the ACAP is stopped
- Configuration steps are printed in the system log

Important: *Please note that this will lower the cybersecurity level of the camera for the time being the Support ACAP is running as username/password is send in clear-text when FTP access is used.*

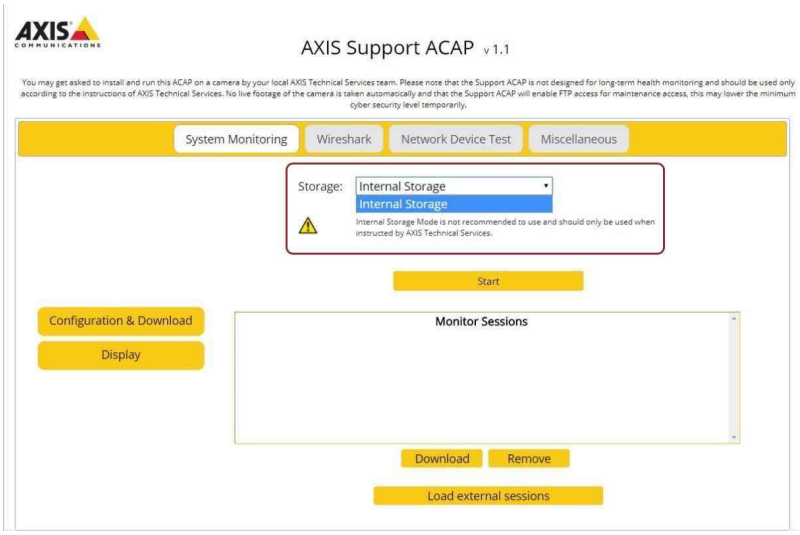
1.4 Internal Storage Mode

The Support ACAP is capable of saving limited monitoring information into the cameras internal storage. This option is available if no secondary storage is attached to the camera (SD card or NAS).

The system monitoring session consists of the following stripped-down information:

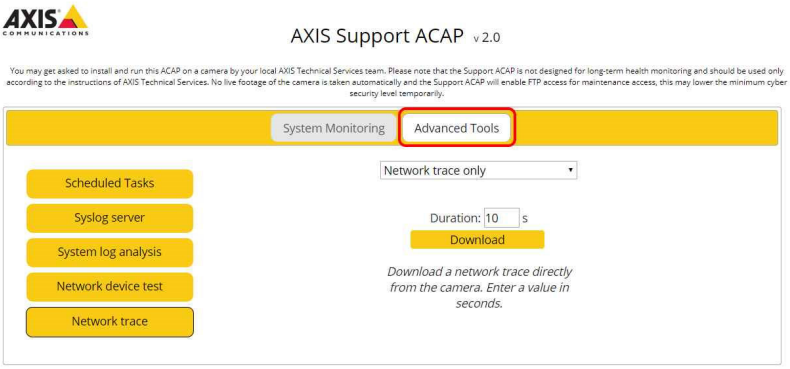
- Server Report when monitoring session is started and stopped
- Server Report every 6 hours while the monitoring session is running
- Continuous Syslog
- Network Device Test
- VAPIX Monitoring Summary

Important: *Please note that the use of the Internal Storage Mode* ***is not recommended to use*** *unless specifically instructed by AXIS Technical Services.*



1.5 Advanced Tools

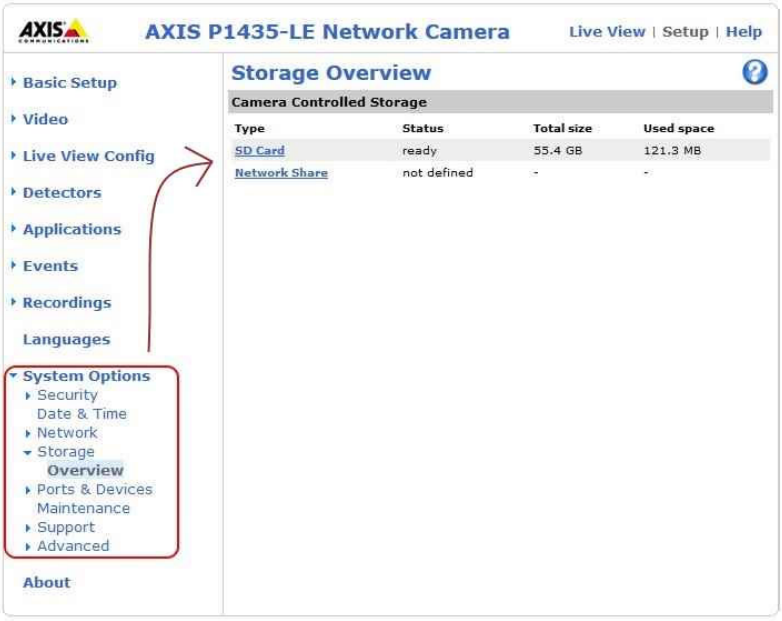
The Support ACAP features additional smaller features that are more tailored to specific use cases e.g. downloading a network trace from the camera, these can be found under “Advanced Tools. AXIS Technical Services will instruct you specifically to use one of those tools in case it is needed.



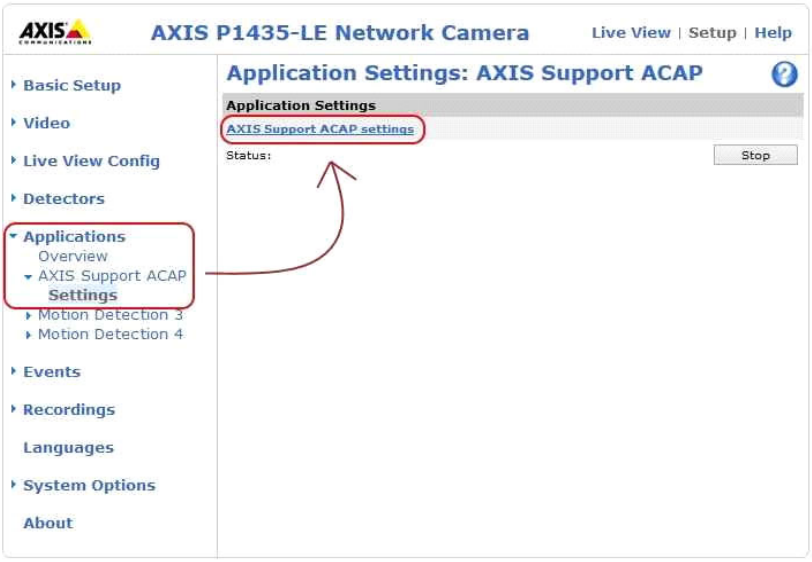
2 Get started

2.1 Get started with 6.50.1 and lower

Cameras with firmware 6.50.1 or lower using the classic web-interface. Make sure that an edge storage (SD card or network share) is configured on the camera, this is necessary in order to let the Support ACAP monitor your device.



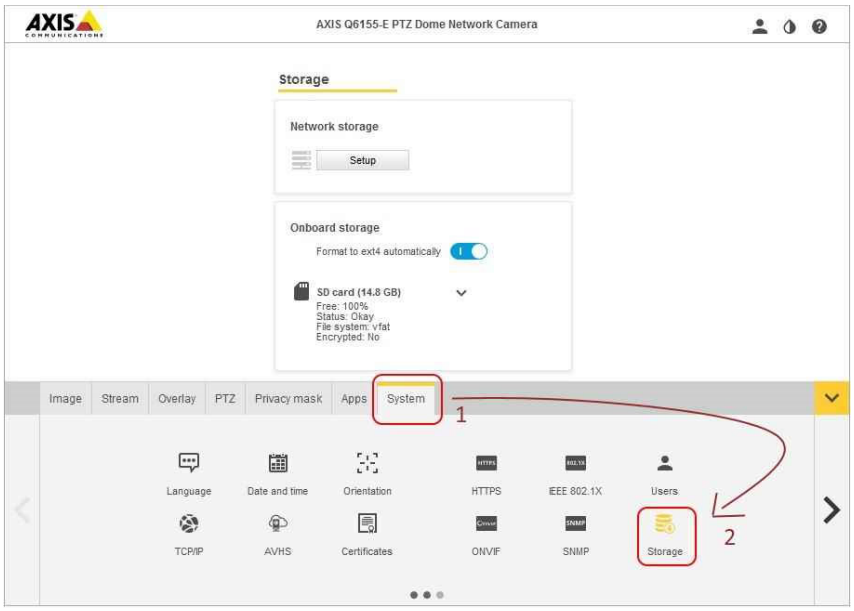
After that, go to Applications -> Support ACAP, start and open the ACAPs own interface for further configuration.



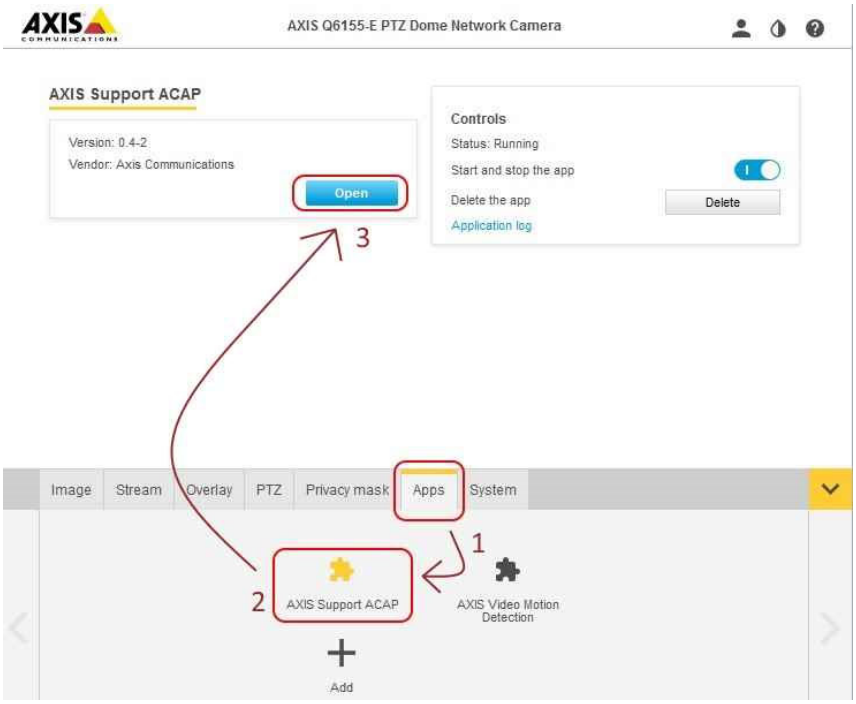
Congratulations, you found it and just got started!

2.2 Get started with 7.10.1 or higher

Cameras with firmware 7.10.1 or higher using the modern web-interface. Make sure that an edge storage (SD card or network share) is configured on the camera, this is necessary in order to let the Support ACAP monitor your device.



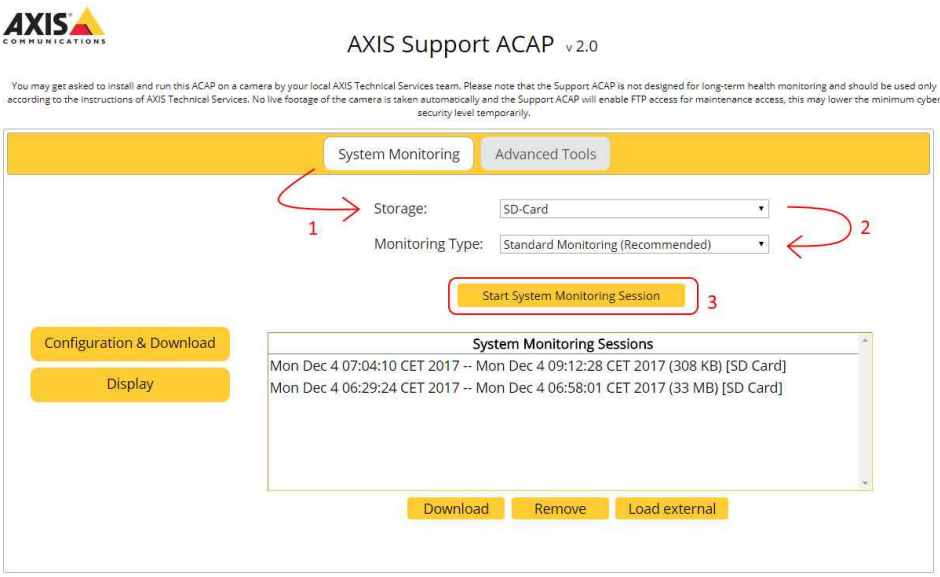
After that, go to Applications -> Support ACAP, start and open the ACAPs own interface for further configuration.



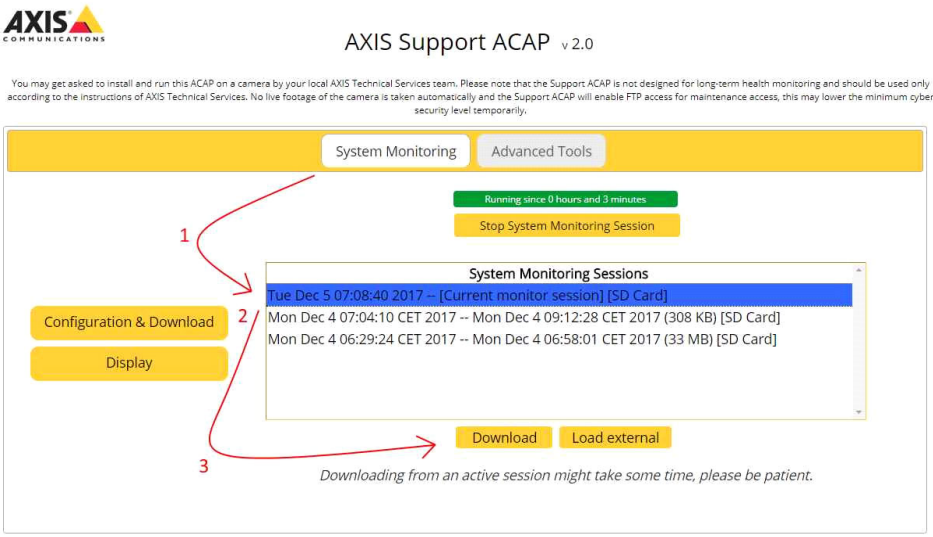
Congratulations, you found it and just got started!

2.3 Start, stop & download a system monitoring session

Go to *System Monitoring*, select an *edge storage destination* (e.g. SD card or network share) and monitoring type and start the monitoring session. It takes a couple of seconds before the session gets started.



After the incident/problem occurred, connect to the Support ACAPs interface again to stop, select & download the desired system monitoring session.



Kindly attach this .zip file to the support case for our technical support.