



FAQ

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# 1 Setup

## Axxon One Setup Checklist and Best Practices

### Before you install Axxon One:

1. Make sure all servers are connected to an uninterruptible power supply (UPS) and have unique IP addresses.
2. To prevent frequent system updates, which can cause system inoperability, we recommend using Windows 10 LTSB or Windows Server (see [Operating system requirements](#)<sup>12</sup>).
3. Install all the latest Windows service/update packs.
4. Synchronize the system time with world time and specify the correct time zone.
5. For each server, specify a unique Windows host name.
6. Specify a new password for the account of the local administrator.
7. Synchronize the time of all servers and IP devices.
8. Create another administrator account for backup. Specify a password for it.

### Hardware setup:

1. On each server, install an additional SSD specifically designed for storing metadata. We highly recommend NOT storing the metadata either on the system drive or on the drive to which the archive is recorded.
2. If you are going to use any kind of video analytics (including motion detection for motion-based recording and other detectors), we recommend using an Nvidia GPU to increase system performance. For specific GPU requirements, see [Hardware requirements](#)<sup>34</sup>.

### Axxon One installation (see [Installation](#)<sup>56</sup>, [Update](#)<sup>78</sup>):

Recommendation on how to choose the installation type:

- **Server and client:** choose this type of installation if you have no more than 5 servers in one location, which must operate within the same Axxon-domain.
- **Failover server and client:** choose this type of installation if you have 5 to 30 servers (minimum 3) in one location, which must operate within the same Axxon-domain.

If you have more than 30 servers in one location or if they are spread between different locations, but you need to have unified user management across all servers, please contact your manager or technical support for consulting.

### Server and client

1. Use the port range 20111-20210 (see [Network settings utility](#)<sup>910</sup>, [Ports used by Axxon One](#)<sup>1112</sup>).
2. Metadata database:

1 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484100/Operating+system+requirements>

2 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484100/Operating+system+requirements>

3 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484102/Hardware+requirements>

4 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484102/Hardware+requirements>

5 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484136/Installation>

6 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484136/Installation>

7 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246487565/Update>

8 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246487565/Update>

9 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486731/Network+settings+utility>

10 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486731/Network+settings+utility>

11 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484123/Ports+used+by+Axxon+One>

12 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484123/Ports+used+by+Axxon+One>

- a. The path to the metadata storage folder can be specified only once during the installation process. If you decide to change it later, you will have to re-install *Axxon One* (without losing your configuration or video archive).
- b. We highly recommend installing the database on SSD specifically designed for storing metadata.
  - i. Do NOT install metadata on the system drive because metadata size tends to grow over time, and if the system drive space is not sufficient, it can cause system issues.
  - ii. Do NOT install metadata on the drive to which the archive is recorded because it affects recording performance.
- c. Consider the disk space required for the database (see [Disk storage subsystem requirements](#)<sup>1314</sup>). For example, ≈1.5 TB is required to store metadata for 30 days for 50 cameras.

## Failover server and client

1. The path to the metadata storage folder can be specified only once during the installation process. If you decide to change it later, you will have to re-install *Axxon One* (without losing your configuration or video archive). To specify the database path during installation, select Custom installation type and specify the path in the configuration window.
2. We highly recommend installing the database on SSD specifically designed for storing metadata.
  - a. Do NOT install metadata on the system drive because metadata size tends to grow over time, and if the system drive space is not sufficient, it can cause system issues.
  - b. Do NOT install metadata on the drive to which the archive is recorded because it affects recording performance.

## Antivirus configuration (see [Appendix 4. Using Axxon One with antivirus software](#)<sup>1516</sup>):

1. Add the following processes to the exclusion list:
  - a. consul.exe
  - b. nomad.exe
  - c. apphost.exe
  - d. postgres.exe
2. Add the following folders to the exclusion list:
  - a. C:\ProgramData\AxxonSoft\Axxon One
  - b. C:\Program Files\AxxonSoft\Axxon One
  - c. C:\Program Files\Common Files\AxxonSoft
  - d. Postgres and metadata folders if their location is not default.
3. Add the following ports to the exclusion list:
  - a. 20109-20210
  - b. If Failover server and client installation type is selected, then also add ports 4000, 4646-4648, 8300-8302, 8500, 8600.

## Initial setup:

1. Activate the licenses (see [Creating an activation request](#)<sup>1718</sup>, [Activation by applying license file](#)<sup>1920</sup>).
2. Change the password of the root user (see [Users](#)<sup>2122</sup>).
3. Create another administrator account for backup. Specify a password for it.

13 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484101/Disk+storage+subsystem+requirements>

14 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484101/Disk+storage+subsystem+requirements>

15 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486741/Appendix+4.+Using+Axxon+One+with+antivirus+software>

16 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486741/Appendix+4.+Using+Axxon+One+with+antivirus+software>

17 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486840/Creating+an+activation+request>

18 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486840/Creating+an+activation+request>

19 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486847/Activation+by+applying+license+file>

20 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486847/Activation+by+applying+license+file>

21 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/314513336/Users>

22 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/314513336/Users>

4. For server only: configure client auto-logout after 1 hour (see [Configuring automatic logging out and locking of the Client](#)<sup>2324</sup>).
5. Create the archive before adding cameras (see [Creating archives](#)<sup>2526</sup>).

## Creating archives:

1. Create a local archive with object storage type (see [Creating a local archive](#)<sup>2728</sup>). This allows you to increase the reliability and speed of data recording, change the size of an archive volume without restarting the system, and encrypt an archive volume (see [Encrypting a volume of an object archive](#)<sup>2930</sup>).
2. Divide the archive into several volumes located on different devices.

## Camera configuration (see [Camera](#)<sup>3132</sup>):

1. Connect cameras to the servers.
2. Synchronize the time of all servers and cameras with a single NTP server.
3. Add cameras to the system (see [Searching, adding, configuring and removing IP devices](#)<sup>3334</sup>, [Bulk creation of IP devices](#)<sup>3536</sup>). Preferred protocol: ONVIF generic.
4. Multistreaming:
  - a. Set different high- and low-quality streams for each camera.
  - b. Low-quality stream settings must be lower than the high-quality stream.
  - c. Enable GreenStream in the camera context menu on the layout (see [Selecting video stream quality in a Surveillance window \(GreenStream\)](#)<sup>3738</sup>) or in the layout settings (see [Selecting the default video stream for all cameras on the layout](#)<sup>3940</sup>).
5. Codec type (Can differ for different camera models): H.265 or H.264 is recommended.
6. FPS: the low-quality stream frame rate must be at least 6 to ensure the correct operation of the detectors.
7. Resolution:
  - a. Aspect ratio must be the same for low- and high-quality streams (can vary for different camera models).
  - b. The low-quality stream resolution must be no less than 640x360 and no more than 1280x720 to ensure the correct operation of the detectors.
8. Bitrate:
  - a. Recommended type\*: VBR.  
\*—Some detectors can work more stably with a constant bitrate (CBR). For example, Motion detector. If there are problems with video analytics performance when you use VBR, we recommend using CBR.
  - b. Set maximum bitrate/bandwidth values.
  - c. Recommended bitrate: 1 Mbps per 1 MP.

23 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485526/Configuring+automatic+logging+out+and+locking+of+the+Client>

24 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485526/Configuring+automatic+logging+out+and+locking+of+the+Client>

25 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484559/Creating+archives>

26 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484559/Creating+archives>

27 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484560/Creating+a+local+archive>

28 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484560/Creating+a+local+archive>

29 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/314513207/Encrypting+a+volume+of+an+object+archive>

30 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/314513207/Encrypting+a+volume+of+an+object+archive>

31 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484279/Camera>

32 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484279/Camera>

33 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484249/Searching+adding+configuring+and+removing+IP+devices>

34 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484249/Searching+adding+configuring+and+removing+IP+devices>

35 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484268/Bulk+creation+of+IP+devices>

36 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484268/Bulk+creation+of+IP+devices>

37 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485974/Selecting+video+stream+quality+in+a+Surveillance+window+GreenStream>

38 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485974/Selecting+video+stream+quality+in+a+Surveillance+window+GreenStream>

39 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485229/Selecting+the+default+video+stream+for+all+cameras+on+the+layout>

40 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485229/Selecting+the+default+video+stream+for+all+cameras+on+the+layout>

41 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485229/Selecting+the+default+video+stream+for+all+cameras+on+the+layout>

42 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485229/Selecting+the+default+video+stream+for+all+cameras+on+the+layout>

43 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485229/Selecting+the+default+video+stream+for+all+cameras+on+the+layout>

44 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485229/Selecting+the+default+video+stream+for+all+cameras+on+the+layout>

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47 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485229/Selecting+the+default+video+stream+for+all+cameras+on+the+layout>

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49 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485229/Selecting+the+default+video+stream+for+all+cameras+on+the+layout>

50 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485229/Selecting+the+default+video+stream+for+all+cameras+on+the+layout>

9. GOV (also known as GOP, I Frame, etc.): it is recommended to have at least one keyframe per 2 seconds.

### Archive recording configuration (see [Configuring recording to an archive](#)<sup>4142</sup>):

1. Link each camera to at least one archive.
2. Configure recording to the archive (permanent or started by events from detectors) for each camera.
3. Make sure pre-recording is enabled (> 1 sec).
4. Note that after you re-create the archive, you must re-create all recording rules in the detector settings or on the Programming tab.

### Detector configuration (see [Detectors](#)<sup>4344</sup>):

1. The motion detector must operate on a low-quality stream (see [Configuring the Motion detector](#)<sup>4546</sup>).
2. To mask, exclude areas of the frame that constantly have motion (for example, on-screen display (OSD) or TV).
3. Create automatic rules for recording to the archive (see [Automatic rules](#)<sup>4748</sup>).
4. Use an Nvidia GPU for the detectors operation.

### Automatic notifications (see [Programming](#)<sup>4950</sup>):

1. Create and configure an email notification (see [E-mail notification](#)<sup>5152</sup>).
2. Configure a cycle macro (once a day) to check if all cameras are recording (see [Check that archive record exists](#)<sup>5354</sup>, [Examples of Cycle rules macros](#)<sup>5556</sup>).
3. Configure event macros based on statistical data (CPU load, free disk space, see [Starting the Event rules macros based on statistical data](#)<sup>5758</sup>).

### Users and roles (see [General information about users](#)<sup>5960</sup>):

1. Create and configure the roles (see [Roles](#)<sup>6162</sup>).
2. Create the users (see [Configuring local users](#)<sup>6364</sup>, [Configuring LDAP users](#)<sup>6566</sup>).

41 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484575/Configuring+recording+to+an+archive>

42 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484575/Configuring+recording+to+an+archive>

43 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484616/Detectors>

44 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484616/Detectors>

45 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484641/Configuring+the+Motion+detector>

46 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484641/Configuring+the+Motion+detector>

47 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485008/Automatic+rules>

48 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485008/Automatic+rules>

49 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485013/Programming>

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51 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485083/E-mail+notification>

52 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485083/E-mail+notification>

53 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485119/Check+that+archive+record+exists>

54 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485119/Check+that+archive+record+exists>

55 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485136/Examples+of+Cycle+rules+macros>

56 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485136/Examples+of+Cycle+rules+macros>

57 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485042/Starting+the+Event+rules+macros+based+on+statistical+data>

58 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485042/Starting+the+Event+rules+macros+based+on+statistical+data>

59 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485139/General+information+about+users>

60 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485139/General+information+about+users>

61 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485141/Roles>

62 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485141/Roles>

63 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485152/Configuring+local+users>

64 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485152/Configuring+local+users>

65 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485161/Configuring+LDAP+users>

66 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485161/Configuring+LDAP+users>

3. Create the required layouts for each user (see [Configuring layouts](#)<sup>6768</sup>).
4. Check your setup by logging in under different user accounts and verifying the interface and permissions.

### Backups (see [Backup and restore utility](#)<sup>6970</sup>):

1. Create a new backup:
  - a. After you complete the system configuration.
  - b. Before you update to a new version.
  - c. After you update to a new version.
  - d. Periodically (recommended period is once a month).
2. To restore the configuration, use the backup created on the same version of software (see [Backup and restore utility](#)<sup>7172</sup>). Example: if a backup was created on v. 1.0, then restore it only on v. 1.0.


### Web-Client (see [Working with Axxon One through the Web-Client](#)<sup>7374</sup>):

1. Change the HTTP port from 80 to a custom port (see [Configuring the Web-Server](#)<sup>7576</sup>).

### System check:

1. Monitor the CPU load (<= 60%).
2. Monitor the RAM load (<= 60%).
3. Monitor the disk load:
  - a. Active time is lower than 50%.
  - b. Average response time is lower than 1 sec.
4. Monitor free disk space: system drive has not less than 20 GB.
5. Use the statistics panel in the Web-Client (see [Viewing Camera and Archive Statistics](#)<sup>7778</sup>).

## What are the Axxon One limitations?

-  **Complete guide** [Limitations of Axxon One](#)<sup>7980</sup>

<sup>67</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485172/Configuring+layouts>

<sup>68</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485172/Configuring+layouts>

<sup>69</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

<sup>70</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

<sup>71</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

<sup>72</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

<sup>73</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486507/Working+with+Axxon+One+through+the+Web-Client>

<sup>74</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486507/Working+with+Axxon+One+through+the+Web-Client>

<sup>75</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484274/Configuring+the+Web-Server>

<sup>76</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484274/Configuring+the+Web-Server>

<sup>77</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486641/Viewing+Camera+and+Archive+Statistics>

<sup>78</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486641/Viewing+Camera+and+Archive+Statistics>

<sup>79</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484099/Limitations+of+Axxon+One>

<sup>80</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484099/Limitations+of+Axxon+One>

## What graphics card do I need to run Axxon One?

*Axxon One* requires a GPU with OpenGL 2.0 or higher version and the following extensions:

- ARB\_vertex\_program;
- GL\_EXT\_blend\_func\_separate;
- GL\_ARB\_framebuffer\_object for OpenGL.

You can run OpenGL Extension Viewer ([download](#)<sup>81</sup>) to check the extensions.

*Axxon One* is guaranteed to work with:

- discrete GPU NVIDIA GeForce 7300LE/GeForce 200 or higher (512 MB);
- integrated Intel HD Graphics 530 or higher.

 [Complete guide Hardware requirements](#)<sup>8283</sup>

## How do I check if my camera is integrated with Axxon One?

1. Please refer to the [Drivers Pack](#)<sup>8485</sup> documentation page.
2. Download the list of supported devices from the latest release in xls.
3. Open the file and go to the Axxon One tab.
4. If your device is listed, it is integrated via the vendor protocol. When adding a device, select the model.

 [Complete guide Searching, adding, configuring and removing IP devices](#)<sup>8687</sup>

5. If your device is not listed, you can still use it in *Axxon One* in one of the following ways:
  - a. Via General Device. General Device is a universal driver that enables AxxonSoft products to work with almost all devices from the relevant manufacturer. General Device is a generic driver that supports nearly all devices from a particular camera vendor.

 [Complete guide Generic Drivers \(General device, generic\)](#)<sup>8889</sup>

- b. Via ONVIF.

 [Complete guide Notes on configuring video cameras connected via ONVIF](#)<sup>9091</sup>

- c. Via RTSP.

81 <http://www.realtech-vr.com/glview/download.php>

82 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484102/Hardware+requirements>

83 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484102/Hardware+requirements>

84 <https://docs.axxonsoft.com/confluence/spaces/DDP/pages/97190803/Documentation+Drivers+Pack>

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86 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484249/Searching+adding+configuring+and+removing+IP+devices>

87 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484249/Searching+adding+configuring+and+removing+IP+devices>

88 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484320/Generic+Drivers+General+device+generic>

89 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484320/Generic+Drivers+General+device+generic>

90 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484348/Features+of+configuring+and+working+with+cameras+connected+via+ONVIF>

91 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484348/Features+of+configuring+and+working+with+cameras+connected+via+ONVIF>

✔ **Complete guide** [Configuring connection of single-channel devices](#)<sup>9293</sup>

## How to install Axxon One?

✔ **Complete guide** [Installation](#)<sup>9495</sup>

## How to install Axxon One in Linux OS?

✔ **Complete guide** [Linux OS Administrator's guide](#)<sup>9697</sup>

You can install *Axxon One* on all 64-bit distribution packages of Linux OS:

- **Debian:** 12, 11, 10, 9;
- **Ubuntu:** 24, 22, 20, 19, 18.
- **Server in Docker container** (see [the current list of supported distributions](#)<sup>98</sup>);
- **Client as Flatpak** (supported starting with *Axxon One* 2.0.10, see [the current list of supported distributions](#)<sup>99</sup>).

To install the *Axxon One* server in Linux OS, see [Installing the Axxon One Server in Linux OS](#)<sup>100101</sup>. To install the *Axxon One* client in Linux OS, see [Installing the Axxon One Client in Linux OS](#)<sup>102103</sup>.

For more information on installing and configuring *Axxon One* in Linux OS, see [Features and potential problems with Linux OS](#)<sup>104105</sup>.

## How do I bulk create devices?

To create several IP devices at once in *Axxon One*, do the following:

1. **Create a CSV file containing the parameters of the devices to be added.**
2. **Drag & drop the created file to the field in IP Device Discovery Wizard in *Axxon One*.**

92 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484342/Configuring+connection+of+single-channel+devices>

93 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484342/Configuring+connection+of+single-channel+devices>

94 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484136/Installation>

95 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484136/Installation>

96 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/260926669/Linux+OS+Administrator+s+guide>

97 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/260926669/Linux+OS+Administrator+s+guide>

98 <https://docs.docker.com/engine/install/>

99 <https://flatpak.org/setup/>

100 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486751/Installing+the+Axxon+One+Server+in+Linux+OS>


101 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486751/Installing+the+Axxon+One+Server+in+Linux+OS>

102 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486756/Installing+the+Axxon+One+Client+in+Linux+OS>

103 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486756/Installing+the+Axxon+One+Client+in+Linux+OS>

104 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486795/Features+and+potential+problems+with+Linux+OS>

105 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486795/Features+and+potential+problems+with+Linux+OS>

 **Complete guide** [Bulk creation of IP devices](#)<sup>106107</sup>

## How do I add and remove a Server from an Axxon-domain?

A distributed system based on the *Axxon One* VMS is created within an Axxon-domain, i.e., a selected group of *Axxon One* Servers.

A new Axxon-domain can be created in one of two ways:

1. During installation of the *Axxon One* software package with the Server and Client configuration.
2. When attempting to connect to a Server which does not belong to an Axxon-domain.

Creating a new domain

[Full article](#)<sup>108109</sup>

A Server can be added to an existing Axxon-domain from any Server within that Axxon-domain.

Adding a Server to an existing Axxon-domain

[Full article](#)<sup>110111</sup>

You can remove a Server from an Axxon-domain on any Server within the domain.

Removing a Server from an Axxon-domain

[Full article](#)<sup>112113</sup>

In the program activation utility, you can also exclude a Server from the Axxon-domain.

<sup>106</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484268/Bulk+creation+of+IP+devices>

<sup>107</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484268/Bulk+creation+of+IP+devices>

<sup>108</sup> <https://docs.axxonsoft.com/confluence/spaces/one1en/pages/226951434/Creating+a+new+domain>

<sup>109</sup> <https://docs.axxonsoft.com/confluence/spaces/one1en/pages/226951434/Creating+a+new+domain>

<sup>110</sup> <https://docs.axxonsoft.com/confluence/spaces/one1en/pages/226951437/Adding+a+Server+to+an+existing+domain>

<sup>111</sup> <https://docs.axxonsoft.com/confluence/spaces/one1en/pages/226951437/Adding+a+Server+to+an+existing+domain>

<sup>112</sup> <https://docs.axxonsoft.com/confluence/spaces/one1en/pages/226951446/Removing+a+Server+from+a+domain>

<sup>113</sup> <https://docs.axxonsoft.com/confluence/spaces/one1en/pages/226951446/Removing+a+Server+from+a+domain>

## Excluding the Current Server from an domain

[Full article](#)<sup>114115</sup>

## Which ports are required for Axxon One operation?

There are default ports used for *Axxon One* operation. You can change the default ports.



### Complete guides

[Ports used by Axxon One](#)<sup>116117</sup>

[Configuring the Server ports](#)<sup>118119</sup>

<sup>114</sup> <https://docs.axxonsoft.com/confluence/spaces/one1en/pages/226953862/Excluding+the+Current+Server+from+an+domain>

<sup>115</sup> <https://docs.axxonsoft.com/confluence/spaces/one1en/pages/226953862/Excluding+the+Current+Server+from+an+domain>

<sup>116</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484123/Ports+used+by+Axxon+One>

<sup>117</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484123/Ports+used+by+Axxon+One>

<sup>118</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485471/Configuring+the+Server+ports>

<sup>119</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485471/Configuring+the+Server+ports>

## 2 License

### How is Axxon One licensed?

There are 6 types of *Axxon One* licenses:

1. **Axxon One Demo.** Upon installation, the software will be launched in *Axxon One* Demo mode. You can use the system with some features from 8:00 to 18:00.
2. **Axxon One Free.**
  - a. 1 Server, 4 video channels;
  - b. Basic features.
3. **\$ Axxon One Start.**
  - a. Maximum number of Servers—1, maximum number of channels—64.
  - b. Some features.
4. **\$ Axxon One Professional.**
  - a. Maximum number of Servers—30, unlimited number of channels.
  - b. Some features.
5. **\$ Axxon One Enterprise.**
  - a. Maximum number of Servers—30, unlimited number of channels.
  - b. Some features.
6. **\$ Axxon One Unified.**
  - a. Unlimited number of Servers and channels.
  - b. All features.

 **Complete guide** [Axxon One license types](#)<sup>120121</sup>


### How to activate a license in Axxon One?

You can launch the product activation utility from the Windows Start menu: **Start** → **Programs** → **Axxon One** → **Utilities** → **Activation utility**.

 **Complete guide** [Activation utility](#)<sup>122123</sup>

To activate *Axxon One*, do as follows:

1. In the activation utility, create an activation request.
 

 **Complete guide** [Creating an activation request](#)<sup>124125</sup>
2. Submit the received activation request to the AxxonSoft manager.
3. Upload the received license file to the system.

120 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484175/Axxon+One+license+types>

121 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484175/Axxon+One+license+types>

122 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486821/Activation+utility>

123 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486821/Activation+utility>

124 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486840/Creating+an+activation+request>

125 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486840/Creating+an+activation+request>

✓ **Complete guide** [Activation by applying license file](#)<sup>126127</sup>

## How do I see features available under the activated license?

1. Run the activation utility **Start** → **All Programs** → **Axxon One** → **Utilities** → **Program Activation**.

✓ **Complete guide** [Activation utility](#)<sup>128129</sup>

2. Save the license file.

✓ **Complete guide** [Saving the license file](#)<sup>130131</sup>

3. Decode the license file on the website <https://sale.axxonsoft.com/sale/>.

✓ **Complete guide** [Decoding the activated license](#)<sup>132133</sup>

<sup>126</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486847/Activation+by+applying+license+file>

<sup>127</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486847/Activation+by+applying+license+file>

<sup>128</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486821/Activation+utility>

<sup>129</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486821/Activation+utility>

<sup>130</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486874/Saving+the+license+file>

<sup>131</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486874/Saving+the+license+file>

<sup>132</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486906/Decoding+the+activated+license>

<sup>133</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486906/Decoding+the+activated+license>

## 3 Archive

### How to configure an archive?

In *Axxon One*, the archive can be stored

- on local disks;
- on remote disks;
- in cloud storages.

You can also connect external archives—a set of video recordings with time links.

On the basis of one Server, you can create an unlimited number of archives.

Archives are configured in the following order:

1. Create archives. Archives are created and configured in the **Archive** tab (**Settings** tab).
2. Configure recording of the video stream from video cameras to the archives.
3. Configure data replication, if necessary.



#### Complete guides

[Creating archives](#)<sup>134135</sup>

[Configuring recording to an archive](#)<sup>136137</sup>

[Configuring data replication](#)<sup>138139</sup>



#### Attention!

We do not recommend you to use the archive as a single large volume (except for cloud storages—one volume of unlimited size is created in them).

It's more practical to divide the archive into multiple volumes located on different hardware devices. We recommend you to create an archive with volumes no larger than 30 TB each.

### How do I set up an archive in the network storage?

You can create and configure an archive on one or several remote storages.



**Complete guide** [Creating a remote archive](#)<sup>140141</sup>

Then you can select the cameras which will record to the archive.

<sup>134</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484559/Creating+archives>

<sup>135</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484559/Creating+archives>

<sup>136</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484575/Configuring+recording+to+an+archive>

<sup>137</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484575/Configuring+recording+to+an+archive>

<sup>138</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484580/Configuring+data+replication>

<sup>139</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484580/Configuring+data+replication>

<sup>140</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484567/Creating+a+remote+archive>

<sup>141</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484567/Creating+a+remote+archive>

✔ **Complete guide** [Configuring recording to an archive](#)<sup>142143</sup>

## How can I replicate data from one archive to another?

You can configure the archived data replication.

✔ **Complete guide** [Configuring data replication](#)<sup>144145</sup>

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<sup>142</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484575/Configuring+recording+to+an+archive>

<sup>143</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484575/Configuring+recording+to+an+archive>

<sup>144</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484580/Configuring+data+replication>

<sup>145</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484580/Configuring+data+replication>

## 4 Other

### How to uninstall Axxon One?

To remove *Axxon One* and prerequisites, do as follows:

1. Remove *Axxon One* and delete the configuration.



**Complete guide** [Removal](#)<sup>146147</sup>

2. Go to **Control Panel** → **Programs**.
3. Uninstall the Postgres NGP, DetectorPack, Axxon Drivers Pack, Guardant Drivers.
4. Clear the folder: C:\Program Files\AxxonSoft.
5. Clear the folder: C:\Program Files\Common Files\AxxonSoft.
6. Clear the hidden folder: C:\ProgramData\AxxonSoft.
7. Remove the registry entry through the Registry Editor: \HKEY\_LOCAL\_MACHINE\SOFTWARE\AxxonSoft.

### How do I connect to Axxon One from a smart-phone or tablet PC?

You can use a mobile app to connect to *Axxon One* from a mobile device (smartphone or tablet). Mobile apps are available for [iOS](#)<sup>148</sup> and [Android](#)<sup>149</sup> platforms.

Example URL with standard Server settings for *Axxon One*:

192.168.0.10:80



**Complete guides about Server connection**

[Direct Server connection in the AxxonNet iOS mobile client](#)<sup>150151</sup>

[Direct Server connection in AxxonNet client on Android OS](#)<sup>152153</sup>

**Complete guides about mobile apps**

[General information about the AxxonNet iOS mobile client](#)<sup>154155</sup>

[General information about the AxxonNet mobile client on Android OS](#)<sup>156157</sup>

146 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484162/Removal>

147 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484162/Removal>

148 <https://apps.apple.com/ca/app/axxonnet/id1439879376>

149 <https://play.google.com/store/apps/details?id=com.axxonsoft.an3>

150 <https://docs.axxonsoft.com/confluence/display/mobile/Direct+Server+connection+in+the+AxxonNet+iOS+mobile+client>

151 <https://docs.axxonsoft.com/confluence/display/mobile/Direct+Server+connection+in+the+AxxonNet+iOS+mobile+client>

152 <https://docs.axxonsoft.com/confluence/display/mobile/Direct+Server+connection+in+AxxonNet+client+on+Android+OS>

153 <https://docs.axxonsoft.com/confluence/display/mobile/Direct+Server+connection+in+AxxonNet+client+on+Android+OS>

154 <https://docs.axxonsoft.com/confluence/display/mobile/General+information+about+the+AxxonNet+iOS+mobile+client>

155 <https://docs.axxonsoft.com/confluence/display/mobile/General+information+about+the+AxxonNet+iOS+mobile+client>

156 <https://docs.axxonsoft.com/confluence/display/mobile/General+information+about+the+AxxonNet+mobile+client+on+Android+OS>

157 <https://docs.axxonsoft.com/confluence/display/mobile/General+information+about+the+AxxonNet+mobile+client+on+Android+OS>

## Can I change the NetBiosName on the computer that has the Axxon One Server installed?

Yes, the *Axxon One* Server will be available under the new NetBiosName or IP address from the external network or under the Server name in the *Axxon One* configuration from the internal network.

### Note


The NetBiosName of the computer can contain up to 15 characters.

By default, the Server name in the *Axxon One* configuration corresponds to the NetBiosName of the computer on which it is installed. You can change the Server name from the [Backup and restore utility](#)<sup>158159</sup>.

### Complete guide [Backup and restore utility](#)<sup>160161</sup>

## I don't have video from the camera in Axxon One. What should I do?

1. Ping the camera.
2. Check that the camera is available in the Web-Interface.
3. Check the connection settings (port, login, password) in *Axxon One*.
4. If the camera's integration with *Axxon One* is via vendor protocol, verify that the model and version of the firmware in the documentation and on the camera are the same.

 [How do I check if my camera is integrated with Axxon One?\(see page 28\)](#)

5. If the camera is connected via ONVIF:
  - a. Check the connection in the ONVIF Device Manager.
  - b. Synchronize time between camera and Server.
  - c. Enable the ONVIF option on the camera, if there is one.
6. If the camera is connected through the RTSP protocol, check the connection in the VLC Media Player.
7. Check the network. The firewall, antivirus, SmartScreen, UAC and other software can use the port you want for connecting to the camera.
8. Make sure that *Axxon One* license file allows the sufficient number of video channels. If channels are not enough, please contact your AxxonSoft manager to request the new license file.

 [How can I see features available under the activated license?\(see page 35\)](#)

158 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

159 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

160 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

161 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

## How do I configure multi-domain monitoring (Cross-System Client)?

Cross-System Client empowers users to connect to multiple servers on various domains and in different systems from a single client workstation.

✔ **Complete guide** [Cross-System client](#)<sup>162163</sup>

For this to take place, the following conditions must be true:

- The Professional or Enterprise or Unified license is enabled on each server to which the client connects.

✔ [How is Axxon One licensed?\(see page 32\)](#)  
[How to activate a license in Axxon One?\(see page 33\)](#)

- Connection to all Servers made via with the same user name/password combination on each Axxon domain.

To configure connection to servers from different domains, go to **Settings** → **Options** → **Automatic connection**.

✔ **Complete guide** [Automatic connection](#)<sup>164165</sup>

## How do I set up e-mail sending in case if camera recording stops?

If a specific video camera or a group of cameras does not record to the archive for some time, you can set up e-mail notifications about this. To do this, it is necessary to create a macro that checks if there is a record in the archive, and set up sending an e-mail notification when it is initiated. Do the following:

1. On the **Programming** tab, create a macro for the **Check archive record** events.
2. In the macro settings:
  - a. select a camera or a group of cameras for which you want to check the presence of a record in the archive;
  - b. select an archive to check;
  - c. specify the depth of the check.
3. Select the action to be performed if there is no record in the archive for the specified period. To do this, in the **Execute if no video in archive** field of the created macro, select the **Notification: Send E-mail** action. In the action settings:
  - a. select the used **E-mail message** object;
  - b. set the e-mail addresses to which the notification will be sent;
  - c. write the subject of the email and the message itself.

✔ **Complete guides**  
[Check that archive record exists](#)<sup>166167</sup>  
[E-mail notification](#)<sup>168169</sup>

162 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484207/Cross-System+client>

163 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484207/Cross-System+client>

164 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485520/Automatic+connection>

165 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485520/Automatic+connection>

166 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485119/Check+that+archive+record+exists>

167 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485119/Check+that+archive+record+exists>

168 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485083/E-mail+notification>

169 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485083/E-mail+notification>

## How to reduce the CPU load?

To reduce the CPU load, it is necessary to configure hardware decoding of displayed video. Besides, the detection tool settings can affect the CPU load—for example, decimation, fps, etc.



### Complete guides

[Configuring hardware video decoding for display on the Client Detectors](#)<sup>172173</sup>



### Note

The number of detection tools must match the CPU capabilities. You can check it in the [platform calculator](#)<sup>174</sup>, and the calculation algorithm is described in [Recommended platform calculation](#)<sup>175176</sup>.

## How to restore the configuration?

To restore a configuration, use the Restore mode in the Backup and restore utility.



**Complete guide** [Backup and restore utility](#)<sup>177178</sup>



### Attention!

We can guarantee that your configuration will be fully restored if:

- the backup was created on the same software version (including the build number);
- the backup was created on the same PC (for licensing without the Guardant key).

## How to configure Axxon One with NAT?

You can consolidate the Servers from different networks separated by routers into the Axxon-domain, as well as connect the Clients to the Server behind NAT.

<sup>170</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485442/>

Configuring+hardware+video+decoding+for+display+on+the+Client

<sup>171</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485442/>

Configuring+hardware+video+decoding+for+display+on+the+Client

<sup>172</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484616/Detectors>

<sup>173</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484616/Detectors>

<sup>174</sup> <https://sale.axxonsoft.com/calc/calculator.jsf>

<sup>175</sup> <https://docs.axxonsoft.com/confluence/spaces/apc/pages/198803143/Recommended+platform+calculation>

<sup>176</sup> <https://docs.axxonsoft.com/confluence/spaces/apc/pages/198803143/Recommended+platform+calculation>

<sup>177</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

<sup>178</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

 **Complete guide** Using Axxon One with NAT<sup>179180</sup>
**Content**

- **Setup**(see page 4)
  - [Axxon One Setup Checklist and Best Practices](#)(see page 4)
  - [What are the Axxon One limitations?](#)(see page 8)
  - [What graphics card do I need to run Axxon One?](#)(see page 9)
  - [How do I check if my camera is integrated with Axxon One?](#)(see page 9)
  - [How to install Axxon One?](#)(see page 10)
  - [How to install Axxon One in Linux OS?](#)(see page 10)
  - [How do I bulk create devices?](#)(see page 10)
  - [How do I add and remove a Server from an Axxon-domain?](#)(see page 11)
  - [Which ports are required for Axxon One operation?](#)(see page 12)
- **License**(see page 13)
  - [How is Axxon One licensed?](#)(see page 13)
  - [How to activate a license in Axxon One?](#)(see page 13)
  - [How do I see features available under the activated license?](#)(see page 14)
- **Archive**(see page 15)
  - [How to configure an archive?](#)(see page 15)
  - [How do I set up an archive in the network storage?](#)(see page 15)
  - [How can I replicate data from one archive to another?](#)(see page 16)
- **Other**(see page 17)
  - [How to uninstall Axxon One?](#)(see page 17)
  - [How do I connect to Axxon One from a smart-phone or tablet PC?](#)(see page 17)
  - [Can I change the NetBiosName on the computer that has the Axxon One Server installed?](#)(see page 18)
  - [I don't have video from the camera in Axxon One. What should I do?](#)
  - [How do I configure multi-domain monitoring \(Cross-System Client\)?](#)(see page 19)
  - [How do I set up e-mail sending in case if camera recording stops?](#)(see page 19)
  - [How to reduce the CPU load?](#)(see page 20)
  - [How to restore the configuration?](#)(see page 20)
  - [How to configure Axxon One with NAT?](#)(see page 20)

<sup>179</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486800/Appendix+8.+Using+Axxon+One+with+NAT>

<sup>180</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486800/Appendix+8.+Using+Axxon+One+with+NAT>

## 5 Axxon One setup checklist and best practices

### 5.1 Before you install Axxon One:

1. Make sure all servers are connected to an uninterruptible power supply (UPS) and have unique IP addresses.
2. To prevent frequent system updates, which can cause system inoperability, we recommend using Windows 10 LTSC or Windows Server (see [Operating system requirements](#)<sup>181</sup>).
3. Install all the latest Windows service/update packs.
4. Synchronize the system time with world time and specify the correct time zone.
5. For each server, specify a unique Windows host name.
6. Specify a new password for the account of the local administrator.
7. Synchronize the time of all servers and IP devices.
8. Create another administrator account for backup. Specify a password for it.

### 5.2 Hardware setup:

1. On each server, install an additional SSD specifically designed for storing metadata. We highly recommend NOT storing the metadata either on the system drive or on the drive to which the archive is recorded.
2. If you are going to use any kind of video analytics (including motion detection for motion-based recording and other detectors), we recommend using an Nvidia GPU to increase system performance. For specific GPU requirements, see [Hardware requirements](#)<sup>182</sup>.

### 5.3 Axxon One installation (see [Installation](#)<sup>183</sup>, [Update](#)<sup>184</sup>):

Recommendation on how to choose the installation type:

- **Server and client:** choose this type of installation if you have no more than 5 servers in one location, which must operate within the same Axxon-domain.
- **Failover server and client:** choose this type of installation if you have 5 to 30 servers (minimum 3) in one location, which must operate within the same Axxon-domain.

If you have more than 30 servers in one location or if they are spread between different locations, but you need to have unified user management across all servers, please contact your manager or technical support for consulting.

#### 5.3.1 Server and client

1. Use the port range 20111-20210 (see [Network settings utility](#)<sup>185</sup>, [Ports used by Axxon One](#)<sup>186</sup>).
2. Metadata database:
  - a. The path to the metadata storage folder can be specified only once during the installation process. If you decide to change it later, you will have to re-install *Axxon One* (without losing your configuration or video archive).
  - b. We highly recommend installing the database on SSD specifically designed for storing metadata.
    - i. Do NOT install metadata on the system drive because metadata size tends to grow over time, and if the system drive space is not sufficient, it can cause system issues.
    - ii. Do NOT install metadata on the drive to which the archive is recorded because it affects recording performance.
  - c. Consider the disk space required for the database (see [Disk storage subsystem requirements](#)<sup>187</sup>). For example, ≈1.5 TB is required to store metadata for 30 days for 50 cameras.

<sup>181</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484100/Operating+system+requirements>

<sup>182</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484102/Hardware+requirements>

<sup>183</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484136/Installation>

<sup>184</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246487565/Update>

<sup>185</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486731/Network+settings+utility>

<sup>186</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484123/Ports+used+by+Axxon+One>

<sup>187</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484101/Disk+storage+subsystem+requirements>

### 5.3.2 Failover server and client

1. The path to the metadata storage folder can be specified only once during the installation process. If you decide to change it later, you will have to re-install *Axxon One* (without losing your configuration or video archive). To specify the database path during installation, select Custom installation type and specify the path in the configuration window.
2. We highly recommend installing the database on SSD specifically designed for storing metadata.
  - a. Do NOT install metadata on the system drive because metadata size tends to grow over time, and if the system drive space is not sufficient, it can cause system issues.
  - b. Do NOT install metadata on the drive to which the archive is recorded because it affects recording performance.

### 5.4 Antivirus configuration (see [Appendix 4. Using Axxon One with antivirus software<sup>188</sup>](#)):

1. Add the following processes to the exclusion list:
  - a. consul.exe
  - b. nomad.exe
  - c. apphost.exe
  - d. postgres.exe
2. Add the following folders to the exclusion list:
  - a. C:\ProgramData\AxxonSoft\Axxon One
  - b. C:\Program Files\AxxonSoft\Axxon One
  - c. C:\Program Files\Common Files\AxxonSoft
  - d. Postgres and metadata folders if their location is not default.
3. Add the following ports to the exclusion list:
  - a. 20109-20210
  - b. If Failover server and client installation type is selected, then also add ports 4000, 4646-4648, 8300-8302, 8500, 8600.

### 5.5 Initial setup:

1. Activate the licenses (see [Creating an activation request<sup>189</sup>](#), [Activation by applying license file<sup>190</sup>](#)).
2. Change the password of the root user (see [Users<sup>191</sup>](#)).
3. Create another administrator account for backup. Specify a password for it.
4. For server only: configure client auto-logout after 1 hour (see [Configuring automatic logging out and locking of the Client<sup>192</sup>](#)).
5. Create the archive before adding cameras (see [Creating archives<sup>193</sup>](#)).

### 5.6 Creating archives:

1. Create a local archive with object storage type (see [Creating a local archive<sup>194</sup>](#)). This allows you to increase the reliability and speed of data recording, change the size of an archive volume without restarting the system, and encrypt an archive volume (see [Encrypting a volume of an object archive<sup>195</sup>](#)).
2. Divide the archive into several volumes located on different devices.

### 5.7 Camera configuration (see [Camera<sup>196</sup>](#)):

1. Connect cameras to the servers.
2. Synchronize the time of all servers and cameras with a single NTP server.

<sup>188</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486741/Appendix+4.+Using+Axxon+One+with+antivirus+software>

<sup>189</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486840/Creating+an+activation+request>

<sup>190</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486847/Activation+by+applying+license+file>

<sup>191</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/314513336/Users>

<sup>192</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485526/>

[Configuring+automatic+logging+out+and+locking+of+the+Client](#)

<sup>193</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484559/Creating+archives>

<sup>194</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484560/Creating+a+local+archive>

<sup>195</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/314513207/Encrypting+a+volume+of+an+object+archive>

<sup>196</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484279/Camera>

3. Add cameras to the system (see [Searching, adding, configuring and removing IP devices](#)<sup>197</sup>, [Bulk creation of IP devices](#)<sup>198</sup>). Preferred protocol: ONVIF generic.
4. Multistreaming:
  - a. Set different high- and low-quality streams for each camera.
  - b. Low-quality stream settings must be lower than the high-quality stream.
  - c. Enable GreenStream in the camera context menu on the layout (see [Selecting video stream quality in a Surveillance window \(GreenStream\)](#)<sup>199</sup>) or in the layout settings (see [Selecting the default video stream for all cameras on the layout](#)<sup>200</sup>).
5. Codec type (can differ for different camera models): H.265 or H.264 is recommended.
6. FPS: the low-quality stream frame rate must be at least 6 to ensure the correct operation of the detectors.
7. Resolution:
  - a. Aspect ratio must be the same for low- and high-quality streams (can vary for different camera models).
  - b. The low-quality stream resolution must be no less than 640x360 and no more than 1280x720 to ensure the correct operation of the detectors.
8. Bitrate:
  - a. Recommended type\*: VBR.  
\*—Some detectors can work more stably with a constant bitrate (CBR). For example, Motion detector. If there are problems with video analytics performance when you use VBR, we recommend using CBR.
  - b. Set maximum bitrate/bandwidth values.
  - c. Recommended bitrate: 1 Mbps per 1 MP.
9. GOV (also known as GOP, I Frame, etc.): it is recommended to have at least one keyframe per 2 seconds.

## 5.8 Archive recording configuration (see [Configuring recording to an archive](#)<sup>201</sup>):

1. Link each camera to at least one archive.
2. Configure recording to the archive (permanent or started by events from detectors) for each camera.
3. Make sure pre-recording is enabled (> 1 sec).
4. Note that after you re-create the archive, you must re-create all recording rules in the detector settings or on the Programming tab.

## 5.9 Detector configuration (see [Detectors](#)<sup>202</sup>):

1. The motion detector must operate on a low-quality stream (see [Configuring the Motion detector](#)<sup>203</sup>).
2. To mask, exclude areas of the frame that constantly have motion (for example, on-screen display (OSD) or TV).
3. Create automatic rules for recording to the archive (see [Automatic rules](#)<sup>204</sup>).
4. Use an Nvidia GPU for the detectors operation.

## 5.10 Automatic notifications (see [Programming](#)<sup>205</sup>):

1. Create and configure an email notification (see [E-mail notification](#)<sup>206</sup>).
2. Configure a cycle macro (once a day) to check if all cameras are recording (see [Check that archive record exists](#)<sup>207</sup>, [Examples of Cycle rules macros](#)<sup>208</sup>).

<sup>197</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484249/Searching+adding+configuring+and+removing+IP+devices>

<sup>198</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484268/Bulk+creation+of+IP+devices>

<sup>199</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485974/Selecting+video+stream+quality+in+a+Surveillance+window+GreenStream>

<sup>200</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485229/Selecting+the+default+video+stream+for+all+cameras+on+the+layout>

<sup>201</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484575/Configuring+recording+to+an+archive>

<sup>202</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484616/Detectors>

<sup>203</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484641/Configuring+the+Motion+detector>

<sup>204</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485008/Automatic+rules>

<sup>205</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485013/Programming>

<sup>206</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485083/E-mail+notification>

<sup>207</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485119/Check+that+archive+record+exists>

<sup>208</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485136/Examples+of+Cycle+rules+macros>

3. Configure event macros based on statistical data (CPU load, free disk space, see [Starting the Event rules macros based on statistical data](#)<sup>209</sup>).

## 5.11 Users and roles (see [General information about users](#)<sup>210</sup>):

1. Create and configure the roles (see [Roles](#)<sup>211</sup>).
2. Create the users (see [Configuring local users](#)<sup>212</sup>, [Configuring LDAP users](#)<sup>213</sup>).
3. Create the required layouts for each user (see [Configuring layouts](#)<sup>214</sup>).
4. Check your setup by logging in under different user accounts and verifying the interface and permissions.

## 5.12 Backups (see [Backup and restore utility](#)<sup>215</sup>):

1. Create a new backup:
  - a. After you complete the system configuration.
  - b. Before you update to a new version.
  - c. After you update to a new version.
  - d. Periodically (recommended period is once a month).
2. To restore the configuration, use the backup created on the same version of software (see [Backup and restore utility](#)<sup>216</sup>).  
Example: if a backup was created on v. 1.0, then restore it only on v. 1.0.

## 5.13 Web-Client (see [Working with Axxon One through the Web-Client](#)<sup>217</sup>):

1. Change the HTTP port from 80 to a custom port (see [Configuring the Web-Server](#)<sup>218</sup>).

## 5.14 System check:

1. Monitor the CPU load (<= 60%).
2. Monitor the RAM load (<= 60%).
3. Monitor the disk load:
  - a. Active time is lower than 50%.
  - b. Average response time is lower than 1 sec.
4. Monitor free disk space: system drive has not less than 20 GB.
5. Use the statistics panel in the Web-Client (see [Viewing Camera and Archive Statistics](#)<sup>219</sup>).

<sup>209</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485042/Starting+the+Event+rules+macros+based+on+statistical+data>

<sup>210</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485139/General+information+about+users>

<sup>211</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485141/Roles>

<sup>212</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485152/Configuring+local+users>

<sup>213</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485161/Configuring+LDAP+users>

<sup>214</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485172/Configuring+layouts>

<sup>215</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

<sup>216</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

<sup>217</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486507/Working+with+Axxon+One+through+the+Web-Client>

<sup>218</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484274/Configuring+the+Web-Server>

<sup>219</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486641/Viewing+Camera+and+Archive+Statistics>

## 6 What are the Axxon One limitations?

✓ **Complete guide** [Limitations of Axxon One](#)<sup>220</sup>

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<sup>220</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484099/Limitations+of+Axxon+One>

## 7 What graphics card do I need to run Axxon One?


*Axxon One* requires a GPU with OpenGL 2.0 or higher version and the following extensions:

- ARB\_vertex\_program;
- GL\_EXT\_blend\_func\_separate;
- GL\_ARB\_framebuffer\_object for OpenGL.

You can run OpenGL Extension Viewer ([download](#)<sup>221</sup>) to check the extensions.

*Axxon One* is guaranteed to work with:

- discrete GPU NVIDIA GeForce 7300LE/GeForce 200 or higher (512 MB);
- integrated Intel HD Graphics 530 or higher.

 **Complete guide** [Hardware requirements](#)<sup>222</sup>

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<sup>221</sup> <http://www.realtech-vr.com/glview/download.php>

<sup>222</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484102/Hardware+requirements>

## 8 How do I check if my camera is integrated with Axxon One?

1. Please refer to the [Drivers Pack](#)<sup>223</sup> documentation page.
2. Download the list of supported devices from the latest release in **xls**.
3. Open the file and go to the **Axxon One** tab.
4. If your device is listed, it is integrated via the vendor protocol. When adding a device, select the model.



**Complete guide** [Searching, adding, configuring and removing IP devices](#)<sup>224</sup>

5. If your device is not listed, you can still use it in *Axxon One* in one of the following ways:
  - a. Via General Device. General Device is a universal driver that enables AxxonSoft products to work with almost all devices from the relevant manufacturer. General Device is a generic driver that supports nearly all devices from a particular camera vendor.



**Complete guide** [Generic Drivers \(General device, generic\)](#)<sup>225</sup>

- b. Via ONVIF.



**Complete guide** [Notes on configuring video cameras connected via ONVIF](#)<sup>226</sup>

- c. Via RTSP.



**Complete guide** [Configuring connection of single-channel devices](#)<sup>227</sup>

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<sup>223</sup> <https://docs.axxonsoft.com/confluence/spaces/DDP/pages/97190803/Documentation+Drivers+Pack>

<sup>224</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484249/Searching+adding+configuring+and+removing+IP+devices>

<sup>225</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484320/Generic+Drivers+General+device+generic>

<sup>226</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484348/Features+of+configuring+and+working+with+cameras+connected+via+ONVIF>

<sup>227</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484342/Configuring+connection+of+single-channel+devices>

## 9 How to install Axxon One?

✓ **Complete guide** [Installation](#)<sup>228</sup>

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<sup>228</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484136/Installation>

## 10 How to recover the password of the root user (superuser)?

### Attention!

- In *Axxon One*, you cannot recover a lost password from the **root** user (superuser). If you lost the password, you must reinstall *Axxon One*. The user database will be lost. To restore the camera configuration, contact [AxxonSoft technical support](#)<sup>229</sup>.
- For a system connected to <https://axxonnet.com/> (see [Configuring a domain in AxxonNet](#)<sup>230</sup>, [Configuring users and roles in AxxonNet](#)<sup>231</sup>), you can recover the password via *AxxonNet* (see [Registration, authorization, password recovery and change in AxxonNet](#)<sup>232</sup>).

### Features of creating a password of the root user (superuser)

By default, *Axxon One* has only one registered role—**admin** and one user—**root**. The **root** user belongs to the **admin** role and has permissions to configure all components of the video management system (see [General information about users](#)<sup>233</sup>).

After you install *Axxon One*, a dialog window indicating that the installation is complete (see [Installation](#)<sup>234</sup>) will be displayed with the following information:

### Attention!

When starting the software solution, the authorization window will open. Specify the following default values:

- Username: root
- Password: root

When you start the *Axxon One* Client for the first time (see [Starting the client](#)<sup>235</sup>), after authorizing in the system using the **root** user credentials, you must set a password that meets the requirements (see [Security policy](#)<sup>236</sup>):

### Note

The password must contain at least eight characters that must meet at least three requirements for passwords containing less than 10 characters and at least two requirements for passwords containing 10 or more characters:

- at least one uppercase letter;
- at least two lowercase letters;
- at least three digits;
- at least four special characters: . , ; ! ? \ | / ( ) [ ] { } + - = < > " @ ' # \* \$ % ^ & \_ ~ .

### Attention!

You must securely save the new password.

229 <https://help.axxonsoft.com/jira/servicedesk/customer/portal/3>

230 <https://docs.axxonsoft.com/confluence/spaces/anet/pages/157697082/Configuring+a+domain+in+AxxonNet>

231 <https://docs.axxonsoft.com/confluence/spaces/anet/pages/157697087/Configuring+users+and+roles+in+AxxonNet>

232 <https://docs.axxonsoft.com/confluence/spaces/anet/pages/224297962/>

[Registration+authorization+password+recovery+and+change+in+AxxonNet](#)

233 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485139/General+information+about+users>

234 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484136/Installation>

235 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484187/Starting+the+client>

236 <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485169/Security+policy>

## 11 How to install Axxon One in Linux OS?

✔ **Complete guide** [Linux OS Administrator's guide](#)<sup>237</sup>

You can install *Axxon One* on all 64-bit distribution packages of Linux OS:

- **Debian:** 12, 11, 10, 9;
- **Ubuntu:** 24, 22, 20, 19, 18.
- **Server in Docker container** (see [the current list of supported distributions](#)<sup>238</sup>);
- **Client as Flatpak** (supported starting with *Axxon One* 2.0.10, see [the current list of supported distributions](#)<sup>239</sup>).

To install the *Axxon One* server in Linux OS, see [Installing the Axxon One Server in Linux OS](#)<sup>240</sup>. To install the *Axxon One* client in Linux OS, see [Installing the Axxon One Client in Linux OS](#)<sup>241</sup>.

For more information on installing and configuring *Axxon One* in Linux OS, see [Features and potential problems with Linux OS](#)<sup>242</sup>.

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<sup>237</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/260926669/Linux+OS+Administrator+s+guide>

<sup>238</sup> <https://docs.docker.com/engine/install/>

<sup>239</sup> <https://flatpak.org/setup/>

<sup>240</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486751/Installing+the+Axxon+One+Server+in+Linux+OS>

<sup>241</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486756/Installing+the+Axxon+One+Client+in+Linux+OS>

<sup>242</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486795/Features+and+potential+problems+with+Linux+OS>

## 12 How is Axxon One licensed?

There are 6 types of *Axxon One* licenses:

1. **Axxon One Demo.** Upon installation, the software will be launched in *Axxon One* Demo mode. You can use the system with some features from 8:00 to 18:00.
2. **Axxon One Free.**
  - a. 1 Server, 4 video channels;
  - b. Basic features.
3. **\$ Axxon One Start.**
  - a. Maximum number of Servers—1, maximum number of channels—64.
  - b. Some features.
4. **\$ Axxon One Professional.**
  - a. Maximum number of Servers—30, unlimited number of channels.
  - b. Some features.
5. **\$ Axxon One Enterprise.**
  - a. Maximum number of Servers—30, unlimited number of channels.
  - b. Some features.
6. **\$ Axxon One Unified.**
  - a. Unlimited number of Servers and channels.
  - b. All features.

 **Complete guide** [Axxon One license types](#)<sup>243</sup>

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<sup>243</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484175/Axxon+One+license+types>

## 13 How to activate a license in Axxon One?

You can launch the product activation utility from the Windows Start menu: **Start** → **Programs** → **Axxon One** → **Utilities** → **Activation utility**.

✓ **Complete guide** [Activation utility](#)<sup>244</sup>

To activate *Axxon One*, do as follows:

1. In the activation utility, create an activation request.

✓ **Complete guide** [Creating an activation request](#)<sup>245</sup>

2. Submit the received activation request to the AxxonSoft manager.
3. Upload the received license file to the system.

✓ **Complete guide** [Activation by applying license file](#)<sup>246</sup>

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<sup>244</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486821/Activation+utility>

<sup>245</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486840/Creating+an+activation+request>

<sup>246</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486847/Activation+by+applying+license+file>

## 14 How to uninstall Axxon One?

To remove *Axxon One* and prerequisites, do as follows:

1. Remove *Axxon One* and delete the configuration.



**Complete guide** [Removal](#)<sup>247</sup>

2. Go to **Control Panel** → **Programs**.
3. Uninstall the Postgres NGP, DetectorPack, Axxon Drivers Pack, Guardant Drivers.
4. Clear the folder: C:\Program Files\AxxonSoft.
5. Clear the folder: C:\Program Files\Common Files\AxxonSoft.
6. Clear the hidden folder: C:\ProgramData\AxxonSoft.
7. Remove the registry entry through the Registry Editor: \HKEY\_LOCAL\_MACHINE\SOFTWARE\AxxonSoft.

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<sup>247</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484162/Removal>

## 15 How can I see features available under the activated license?


1. Run the activation utility **Start** → **All Programs** → **Axxon One** → **Utilities** → **Program Activation**.

 **Complete guide** [Activation utility](#)<sup>248</sup>

2. Save the license file.

 **Complete guide** [Saving the license file](#)<sup>249</sup>

3. Decode the license file on the website <https://sale.axxonsoft.com/sale/>.

 **Complete guide** [Decoding the activated license](#)<sup>250</sup>

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<sup>248</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486821/Activation+utility>

<sup>249</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486874/Saving+the+license+file>

<sup>250</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486906/Decoding+the+activated+license>

## 16 How do I connect to Axxon One using a mobile device?

You can use a mobile app to connect to *Axxon One* from a mobile device (smartphone or tablet). Mobile apps are available for [iOS](#)<sup>251</sup> and [Android](#)<sup>252</sup> platforms.

Example URL with standard Server settings for *Axxon One*:

192.168.0.10:80

 **Complete guides about Server connection**

[Direct Server connection in the AxxonNet iOS mobile client](#)<sup>253</sup>

[Direct Server connection in AxxonNet client on Android OS](#)<sup>254</sup>

**Complete guides about mobile apps**

[General information about the AxxonNet iOS mobile client](#)<sup>255</sup>

[General information about the AxxonNet mobile client on Android OS](#)<sup>256</sup>

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<sup>251</sup> <https://apps.apple.com/ca/app/axxonnet/id1439879376>

<sup>252</sup> <https://play.google.com/store/apps/details?id=com.axxonsoft.an3>

<sup>253</sup> <https://docs.axxonsoft.com/confluence/display/mobile/Direct+Server+connection+in+the+AxxonNet+iOS+mobile+client>

<sup>254</sup> <https://docs.axxonsoft.com/confluence/display/mobile/Direct+Server+connection+in+AxxonNet+client+on+Android+OS>

<sup>255</sup> <https://docs.axxonsoft.com/confluence/display/mobile/General+information+about+the+AxxonNet+iOS+mobile+client>

<sup>256</sup> <https://docs.axxonsoft.com/confluence/display/mobile/General+information+about+the+AxxonNet+mobile+client+on+Android+OS>

## 17 Can I change the NetBiosName on the computer that has the Axxon One Server installed?

Yes, the *Axxon One* Server will be available under the new NetBiosName or IP address from the external network or under the Server name in the *Axxon One* configuration from the internal network.

 **Note**

The NetBiosName of the computer can contain up to 15 characters.

By default, the Server name in the *Axxon One* configuration corresponds to the NetBiosName of the computer on which it is installed. You can change the Server name from the [Backup and restore utility](#)<sup>257</sup>.

 **Complete guide** [Backup and restore utility](#)<sup>258</sup>

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<sup>257</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>


<sup>258</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

## 18 I don't have video from the camera in Axxon One. What should I do?

1. Ping the camera.
2. Check that the camera is available in the Web-Interface.
3. Check the connection settings (port, login, password) in *Axxon One*.
4. If the camera's integration with *Axxon One* is via vendor protocol, verify that the model and version of the firmware in the documentation and on the camera are the same.

 [How do I check if my camera is integrated with Axxon One?\(see page 28\)](#)

5. If the camera is connected via ONVIF:
  - a. Check the connection in the ONVIF Device Manager.
  - b. Synchronize time between camera and Server.
  - c. Enable the ONVIF option on the camera, if there is one.
6. If the camera is connected through the RTSP protocol, check the connection in the VLC Media Player.
7. Check the network. The firewall, antivirus, SmartScreen, UAC and other software can use the port you want for connecting to the camera.
8. Make sure that *Axxon One* license file allows the sufficient number of video channels. If channels are not enough, please contact your AxxonSoft manager to request the new license file.

 [How can I see features available under the activated license?\(see page 35\)](#)

## 19 How do I add and remove a Server from an Axxon-domain?

A distributed system based on the *Axxon One* VMS is created within an Axxon-domain, i.e., a selected group of *Axxon One* Servers.

A new Axxon-domain can be created in one of two ways:

1. During installation of the *Axxon One* software package with the Server and Client configuration.
2. When attempting to connect to a Server which does not belong to an Axxon-domain.

 **Complete guide** [Creating a new domain](#)<sup>259</sup>


A Server can be added to an existing Axxon-domain from any Server within that Axxon-domain.

 **Complete guide** [Adding a Server to an existing domain](#)<sup>260</sup>

You can remove a Server from an Axxon-domain on any Server within the domain.

 **Complete guide** [Removing a Server from an Axxon-domain](#)<sup>261</sup>

Using the software activation utility, you can also exclude a Server from the Axxon-domain.

 **Complete guide** [Excluding the Current Server from an domain](#)<sup>262</sup>

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<sup>259</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484234/Creating+a+new+domain>

<sup>260</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484237/Adding+a+Server+to+an+existing+domain>

<sup>261</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484243/Removing+a+Server+from+a+domain>

<sup>262</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486890/Excluding+the+Current+Server+from+an+domain>

## 20 How to configure an archive?

In *Axxon One*, the archive can be stored

- on local disks;
- on remote disks;
- in cloud storages.

You can also connect external archives—a set of video recordings with time links.

On the basis of one Server, you can create an unlimited number of archives.

Archives are configured in the following order:

1. Create archives. Archives are created and configured in the **Archive** tab (**Settings** tab).
2. Configure recording of the video stream from video cameras to the archives.
3. Configure data replication, if necessary.



### Complete guides

[Creating archives](#)<sup>263</sup>

[Configuring recording to an archive](#)<sup>264</sup>

[Configuring data replication](#)<sup>265</sup>



### Attention!

We do not recommend you to use the archive as a single large volume (except for cloud storages—one volume of unlimited size is created in them).

It's more practical to divide the archive into multiple volumes located on different hardware devices. We recommend you to create an archive with volumes no larger than 30 TB each.

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<sup>263</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484559/Creating+archives>

<sup>264</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484575/Configuring+recording+to+an+archive>

<sup>265</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484580/Configuring+data+replication>

## 21 How do I configure multi-domain monitoring (Cross-System Client)?

Cross-System Client empowers users to connect to multiple servers on various domains and in different systems from a single client workstation.

✔ **Complete guide** [Cross-System client](#)<sup>266</sup>

For this to take place, the following conditions must be true:

- The Professional or Enterprise or Unified license is enabled on each server to which the client connects.

✔ [How is Axxon One licensed?\(see page 32\)](#)  
[How to activate a license in Axxon One?\(see page 33\)](#)

- Connection to all Servers made via with the same user name/password combination on each Axxon domain.

To configure connection to servers from different domains, go to **Settings** → **Options** → **Automatic connection**.

✔ **Complete guide** [Automatic connection](#)<sup>267</sup>

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<sup>266</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484207/Cross-System+client>

<sup>267</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485520/Automatic+connection>

## 22 How do I set up e-mail sending in case if camera recording stops?

If a specific video camera or a group of cameras does not record to the archive for some time, you can set up e-mail notifications about this. To do this, it is necessary to create a macro that checks if there is a record in the archive, and set up sending an e-mail notification when it is initiated. Do the following:

1. On the **Programming** tab, create a macro for the **Check archive record** events.
2. In the macro settings:
  - a. select a camera or a group of cameras for which you want to check the presence of a record in the archive;
  - b. select an archive to check;
  - c. specify the depth of the check.
3. Select the action to be performed if there is no record in the archive for the specified period. To do this, in the **Execute if no video in archive** field of the created macro, select the **Notification: Send E-mail** action. In the action settings:
  - a. select the used **E-mail message** object;
  - b. set the e-mail addresses to which the notification will be sent;
  - c. write the subject of the email and the message itself.



### Complete guides

[Check that archive record exists](#)<sup>268</sup>

[E-mail notification](#)<sup>269</sup>

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<sup>268</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485119/Check+that+archive+record+exists>

<sup>269</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485083/E-mail+notification>

## 23 How to reduce the CPU load?

To reduce the CPU load, it is necessary to configure hardware decoding of displayed video. Besides, the detection tool settings can affect the CPU load—for example, decimation, fps, etc.

### ✓ Complete guides

[Configuring hardware video decoding for display on the Client](#)<sup>270</sup>  
[Detectors](#)<sup>271</sup>

### i Note

The number of detection tools must match the CPU capabilities. You can check it in the [platform calculator](#)<sup>272</sup>, and the calculation algorithm is described in [Recommended platform calculation](#)<sup>273</sup>.

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<sup>270</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485442/Configuring+hardware+video+decoding+for+display+on+the+Client>

<sup>271</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484616/Detectors>

<sup>272</sup> <https://sale.axxonsoft.com/calc/calculator.jsf>

<sup>273</sup> <https://docs.axxonsoft.com/confluence/spaces/apc/pages/198803143/Recommended+platform+calculation>

## 24 How to restore the configuration?

To restore a configuration, use the Restore mode in the Backup and restore utility.

 **Complete guide** [Backup and restore utility](#)<sup>274</sup>

### **Attention!**

We can guarantee that your configuration will be fully restored if:

- the backup was created on the same software version (including the build number);
- the backup was created on the same PC (for licensing without the Guardant key).

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<sup>274</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486695/Backup+and+restore+utility>

## 25 Which ports are required for Axxon One operation?

There are default ports used for *Axxon One* operation. You can change the default ports.



### Complete guides

[Ports used by Axxon One](#)<sup>275</sup>

[Configuring the Server ports](#)<sup>276</sup>


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<sup>275</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484123/Ports+used+by+Axxon+One>

<sup>276</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246485471/Configuring+the+Server+ports>

## 26 How to configure Axxon One with NAT?

You can consolidate the Servers from different networks separated by routers into the Axxon-domain, as well as connect the Clients to the Server behind NAT.

 **Complete guide** [Using Axxon One with NAT](#)<sup>277</sup>

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<sup>277</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246486800/Appendix+8.+Using+Axxon+One+with+NAT>

## 27 How do I set up an archive in the remote storage?

You can create and configure an archive on one or several remote storages.

✔ **Complete guide** [Creating a remote archive](#)<sup>278</sup>

Then you can select the cameras which will record to the archive.

✔ **Complete guide** [Configuring recording to an archive](#)<sup>279</sup>

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<sup>278</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484567/Creating+a+remote+archive>

<sup>279</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484575/Configuring+recording+to+an+archive>

## 28 How can I replicate data from one archive to another?

You can configure the archived data replication.

 **Complete guide** [Configuring data replication](#)<sup>280</sup>

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<sup>280</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484580/Configuring+data+replication>

## 29 How do I bulk create devices?

To create several IP devices at once in *Axxon One*, do the following:

1. Create a CSV file containing the parameters of the devices to be added.
2. Drag & drop the created file to the field in IP Device Discovery Wizard in *Axxon One*.

 **Complete guide** [Bulk creation of IP devices](#)<sup>281</sup>

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<sup>281</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484268/Bulk+creation+of+IP+devices>

## 30 How to update Axxon One?

When migrating from earlier versions, you need to:

1. Remove the old version (see [Removal](#)<sup>282</sup>).



### Complete guides

[Removal](#)<sup>283</sup>

[Installation](#)<sup>284</sup>

[How to uninstall Axxon One?](#)(see page 34)

2. Install a new version.
3. Reconfigure the system.

You can install a new build within the same version without removing the older build. This saves the system configuration.



### Complete guide [Update](#)<sup>285</sup>

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<sup>282</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484162/Removal>

<sup>283</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484162/Removal>

<sup>284</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246484136/Installation>

<sup>285</sup> <https://docs.axxonsoft.com/confluence/spaces/one20en/pages/246487565/Update>