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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.

## 1.1 Supported Devices & Platforms

**Supported Devices:**

AXIS products with AXIS OS 11.11 (LTS 2024) or higher.

**Supported Platforms/Architectures:**

ARMV7HF, AARCH64

**Recommend edge storage:**

SD Card

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>

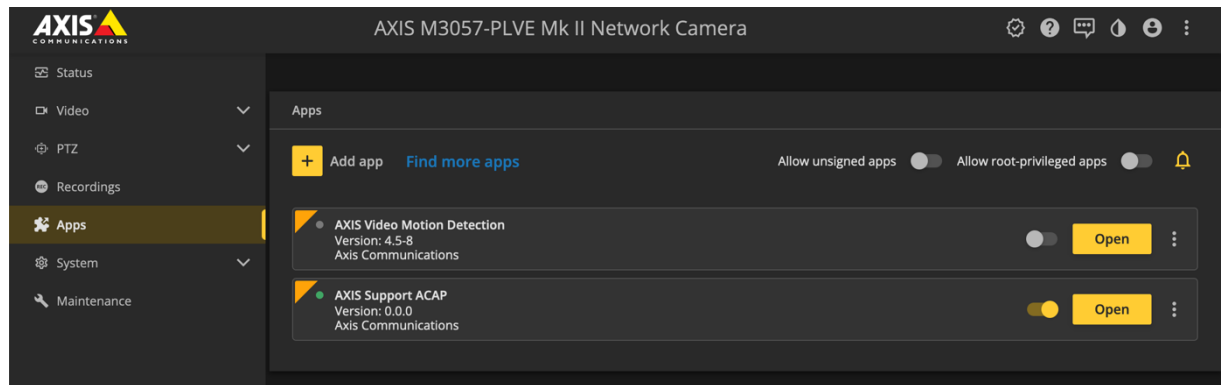
Depending on the VAPIX result, the following ACAP file should be used for upload:

VAPIX Result	Support ACAP File to be used
AARCH64	AXIS_Support_ACAP_version_aarch64.eap
ARMV7HF	AXIS_Support_ACAP_version_armv7hf.eap

## 2 Get started

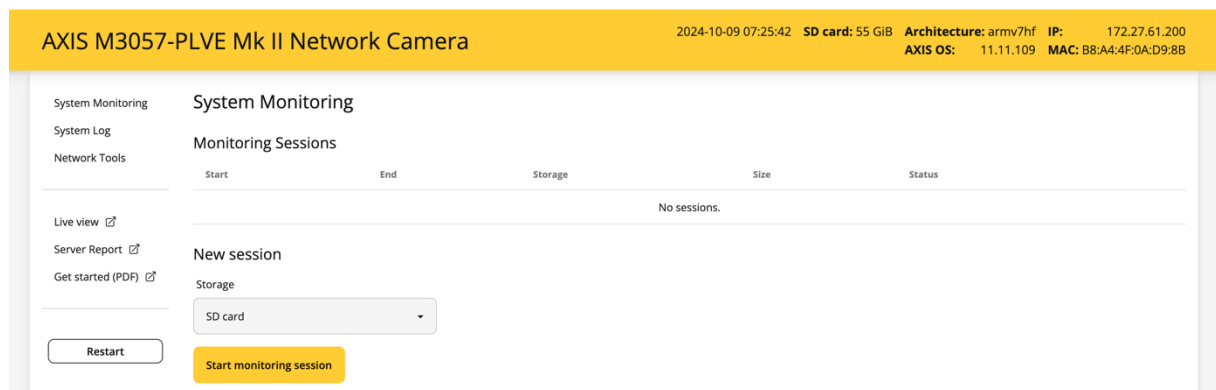
### 2.1 Get started with AXIS OS 11.11 or higher

1. Click “Apps” in the side navigation.
2. Click “Add app” to upload the Support ACAP.
3. Start the Support ACAP by clicking the toggle button next to “Open”.
4. Wait for the Support ACAP to start.
5. Click the “Open” button to open the Support ACAP GUI.

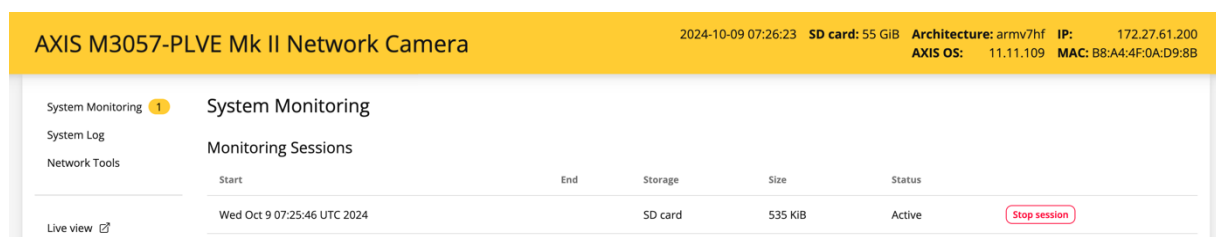


### 2.2 Start, stop & download a system monitoring session

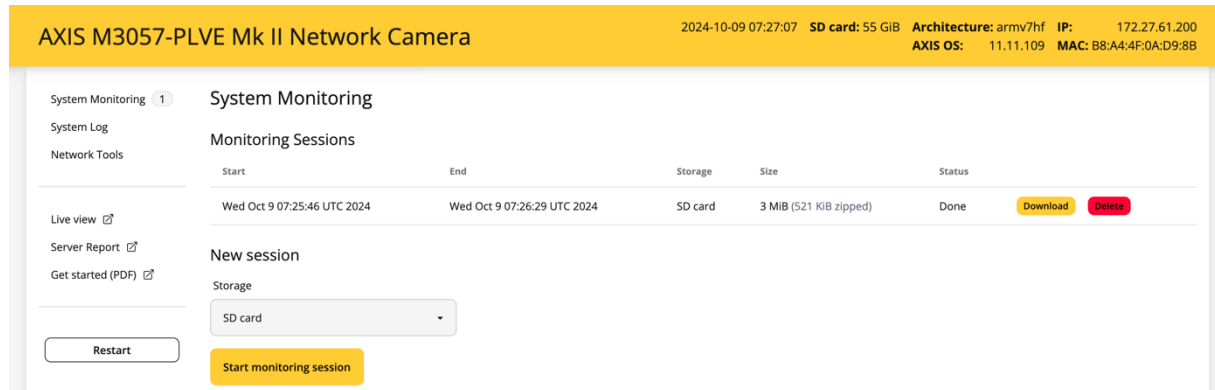
Go to *System Monitoring*, select a *Storage* (e.g. SD card or network share) and start the monitoring session. It takes a couple of seconds before the session gets started (countdown will be displayed).



After the incident/problem occurred, connect to the Support ACAPs interface again and click “Stop session” to stop the monitoring session. After stopping the monitoring session, you may have to wait for a few minutes for Support ACAP to compress the monitoring data into a zip file.



When the monitoring session has been zipped, download it by pressing “Download”. We recommend you delete the monitoring session with the “Delete” button after having downloaded it.



The screenshot shows the web interface for an AXIS M3057-PLVE Mk II Network Camera. The top header displays the camera model, a timestamp (2024-10-09 07:27:07), SD card status (55 GiB), architecture (armv7hf), IP address (172.27.61.200), AXIS OS version (11.11.109), and MAC address (B8:A4:4F:0A:D9:8B). The main content area is titled 'System Monitoring' and includes a sidebar with navigation options: System Monitoring (1), System Log, Network Tools, Live view, Server Report, and Get started (PDF). The 'Monitoring Sessions' table shows one session: Start: Wed Oct 9 07:25:46 UTC 2024, End: Wed Oct 9 07:26:29 UTC 2024, Storage: SD card, Size: 3 MiB (521 KiB zipped), Status: Done. Below the table is a 'New session' section with a 'Storage' dropdown menu set to 'SD card' and a 'Start monitoring session' button. A 'Restart' button is also visible in the sidebar.

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

## 3 System Monitoring Information

### 3.1 SD card, Network share, HDD

The Support ACAP stores a Server Report every 2 hours when a monitoring session is active.

### 3.2 Internal Storage Mode

The Support ACAP is capable of saving limited monitoring information into the camera’s internal storage. This option is available if no secondary storage is attached to the camera.

When using the internal storage, a Server Report will be stored every 6 hours while a monitoring session is active.

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