



Linux OS Administrator's guide

Table of contents

1	Linux OS Administrator's Guide. Introduction	6
2	General information about Axxon One in Linux OS.....	7
3	Installing Axxon One in Linux OS.....	8
4	Starting and stopping Axxon One in Linux OS	9
5	Configuring Axxon One in Linux OS.....	10
6	Axxon One utilities for Linux OS	11
7	Creating system variables in Linux OS	12
8	Linux OS Administrator's Guide. Introduction	13
9	General information about Axxon One in Linux OS.....	14
9.1	Supported versions of Linux OS and PostgreSQL	14
9.2	Features and potential problems with Linux OS	14
9.2.1	Problems with installing the Axxon One Client	15
9.2.2	Problem with displaying a dialog box or a drop-down list	15
9.2.3	Peculiarities of detection tools operation on NVIDIA GPUs in Linux OS	15
9.2.4	Problem with incorrect CPU load when decoding on Intel GPU in detection tool configuration	16
9.2.5	Peculiarities of database operation when the PostgreSQL service is stopped	16
9.3	Limitations of Axxon One in Linux OS	16
10	Installing Axxon One in Linux OS.....	18
10.1	General information about installation in Linux OS	18
10.2	Axxon One quick installation in Linux OS	18
10.3	Installing the Axxon One Server in Linux OS.....	19
10.3.1	Installing the server from repository.....	19
10.3.2	Installing the server in Linux OS.....	20
10.3.3	Best practices for installing the Axxon One Server on Ubuntu	22
10.3.3.1	Before the installation	22
10.3.3.2	Installing the Axxon One Server	22
10.3.3.3	After the installation	23
10.3.3.3.1	Basic commands for checking the installation	23
10.3.3.3.2	Next steps	24
10.3.3.4	Possible errors during installation	24
10.3.3.5	Additional commands for the Server	24

10.3.3.6	Default folders.....	24
10.4	Installing the Axxon One client in Linux OS	25
10.4.1	Installing the Client	25
10.4.2	Installing the Axxon One client without server.....	26
10.4.3	Running the client.....	27
10.4.4	Installing the Axxon One Client from repository	28
10.5	Running the client as Flatpak	29
10.5.1	General information.....	30
10.5.2	Installation of Flatpak.....	30
10.5.3	Running Flatpak	31
10.5.4	Viewing the installed applications	31
10.5.5	Utilities and logging	31
10.5.5.1	Running Axxon One with the debug logging level.....	31
10.5.5.2	Log directory	31
10.5.5.3	Running the licensing utility.....	31
10.5.5.4	Running the backup utility	32
10.5.5.5	Collect a file with information about the system	32
10.5.5.6	Running the Watermark checker utility	32
10.5.6	Possible problems in operation	32
10.5.7	Uninstalling Flatpak.....	32
10.6	Installing add-ons to the basic DetectorPack in Linux OS	33
10.7	Installing and launching Axxon One using Docker	33
10.7.1	General information about the Docker image and container	34
10.7.2	Installing the Docker server	34
10.7.3	Starting Axxon One	35
10.7.4	Additional information	36
10.7.4.1	Directory inside the container.....	36
10.7.4.2	Collecting the support package in the Docker container	36
10.7.5	Working with the Axxon One container	37
10.7.5.1	Installing the script package	37
10.7.5.2	Building the Docker image	38
10.7.5.3	Commands to work with the Docker container	38
10.7.6	Updating the Docker container	39
10.7.7	Forwarding GPU in the Docker container	40
10.8	Creating a package for a standalone installation of Axxon One in Linux OS	41

10.8.1	General information.....	41
10.8.2	Creating a package	42
10.8.3	Possible problems and recommendations for creating a package.....	43
10.9	Updating Axxon One in Linux OS.....	44
10.10	Removing Axxon One in Linux OS.....	45
11	Starting and stopping Axxon One in Linux OS	46
11.1	Starting and stopping the Axxon One Server in Linux OS	46
11.2	Starting and stopping the Axxon One self-diagnostics service in Linux OS	46
12	Configuring Axxon One in Linux OS.....	48
12.1	Features of creating an archive in Linux OS	48
12.1.1	Features of creating an archive as a disk in Linux OS	48
12.1.2	Features of creating an archive as a file in Linux OS	49
12.1.3	Features of creating an object archive in Linux OS	49
12.1.4	Features of archives with ext and xfs file systems.....	50
12.1.5	Features of NAS archives	50
12.2	Configuration and log folders.....	51
12.3	Configuring the logging parameters of the Axxon One Client in Linux OS.....	51
12.4	Collecting system data in Linux OS	51
12.5	Changing the metadata storage path in Linux OS.....	52
12.6	Configuring the metadata storage in NAS in Linux OS.....	53
12.7	Changing the configuration of the Axxon One Server in Linux OS.....	54
12.8	Transferring the Axxon One configuration from Windows OS to Linux OS.....	57
12.9	Mounting disk and creating archive in a Docker container	58
12.10	Forwarding a Guardant USB key to a Docker container	59
13	Axxon One utilities for Linux OS	61
13.1	Activation utility for Linux OS.....	61
13.1.1	General information.....	61
13.1.2	Launching the utility	61
13.1.3	Closing the utility	63
13.1.4	Activating the Axxon One free license for Linux OS.....	63
13.1.5	Activating the Axxon One paid license for Linux OS.....	67
13.1.5.1	Creating an activation request in Linux OS	68
13.1.5.2	Activation by applying a license file in Linux OS	70
13.1.5.3	Activation with a serial number in Linux OS.....	74

13.1.6	Updating the Axxon One license in Linux OS	79
13.1.7	Deactivating a license in Linux OS.....	80
13.2	Additional actions in the Activation utility for Linux OS	82
13.2.1	Saving the license file in Linux OS	82
13.2.2	Changing the domain name in Linux OS.....	85
13.2.3	Excluding the current server from a domain in Linux OS.....	88
13.3	Backup and restore utility for Linux OS	91
13.3.1	General information.....	92
13.3.2	Launching the utility	92
13.3.3	Stopping the utility	94
13.3.4	Reverting to the original server configuration	94
13.3.5	Reverting to the original domain configuration	96
13.3.6	Creating a configuration backup.....	97
13.3.7	Restoring the configuration backup	99
13.3.8	Migrating a configuration from one operating system to another	101
13.4	Watermark checker utility for Linux OS	101
13.5	Collecting system information utility for Linux OS	103
14	Creating system variables in Linux OS	104
14.1	Creating system variables for the Axxon One server in Linux OS	104
14.2	Creating system variables for the Axxon One server in the failover mode in Linux OS	104
14.3	Creating system variables for the Axxon One client in Linux OS in Linux OS.....	105

1 Linux OS Administrator's Guide. Introduction

2 General information about Axxon One in Linux OS

- [Supported versions of Linux OS and PostgreSQL](#)(see page 14)
- [Features and potential problems with Linux OS](#)(see page 14)
- [Limitations of Axxon One in Linux OS](#)(see page 16)

3 Installing Axxon One in Linux OS

- [General information about installation in Linux OS](#)(see page 18)
- [Axxon One quick installation in Linux OS](#)(see page 18)
- [Installing the Axxon One Server in Linux OS](#)(see page 19)
 - [Installing the server from repository](#)(see page 19)
 - [Installing the server in Linux OS](#)(see page 20)
 - [Best practices for installing the Axxon One Server on Ubuntu](#)(see page 22)
- [Installing the Axxon One client in Linux OS](#)(see page 25)
 - [Installing the Axxon One Client from repository](#)(see page 28)
- [Running the client as Flatpak](#)(see page 29)
- [Installing add-ons to the basic DetectorPack in Linux OS](#)(see page 33)
- [Installing and launching Axxon One using Docker](#)(see page 33)
 - [Working with the Axxon One container](#)(see page 37)
 - [Updating the Docker container](#)(see page 39)
 - [Forwarding GPU in the Docker container](#)(see page 40)
- [Creating a package for a standalone installation of Axxon One in Linux OS](#)(see page 41)
- [Updating Axxon One in Linux OS](#)(see page 44)
- [Removing Axxon One in Linux OS](#)(see page 45)

4 Starting and stopping Axxon One in Linux OS

- [Starting and stopping the Axxon One Server in Linux OS](#)(see page 46)
- [Starting and stopping the Axxon One self-diagnostics service in Linux OS](#)(see page 46)

5 Configuring Axxon One in Linux OS

- [Features of creating an archive in Linux OS](#)(see page 48)
 - [Features of creating an archive as a disk in Linux OS](#)(see page 48)
 - [Features of creating an archive as a file in Linux OS](#)(see page 49)
 - [Features of creating an object archive in Linux OS](#)(see page 49)
 - [Features of archives with ext and xfs file systems](#)(see page 50)
 - [Features of NAS archives](#)(see page 50)
- [Configuration and log folders](#)(see page 51)
- [Configuring the logging parameters of the Axxon One Client in Linux OS](#)(see page 51)
- [Collecting system data in Linux OS](#)(see page 51)
- [Changing the metadata storage path in Linux OS](#)(see page 52)
- [Configuring the metadata storage in NAS in Linux OS](#)(see page 53)
- [Changing the configuration of the Axxon One Server in Linux OS](#)(see page 54)
- [Transferring the Axxon One configuration from Windows OS to Linux OS](#)(see page 57)
- [Mounting disk and creating archive in a Docker container](#)(see page 58)
- [Forwarding a Guardant USB key to a Docker container](#)(see page 59)

6 Axxon One utilities for Linux OS

- [Activation utility for Linux OS](#)(see page 61)
 - [Activating the Axxon One free license for Linux OS](#)(see page 63)
 - [Activating the Axxon One paid license for Linux OS](#)(see page 67)
 - [Creating an activation request in Linux OS](#)(see page 68)
 - [Activation by applying a license file in Linux OS](#)(see page 70)
 - [Activation with a serial number in Linux OS](#)(see page 74)
 - [Updating the Axxon One license in Linux OS](#)(see page 79)
 - [Deactivating a license in Linux OS](#)(see page 80)
- [Additional actions in the Activation utility for Linux OS](#)(see page 82)
 - [Saving the license file in Linux OS](#)(see page 82)
 - [Changing the domain name in Linux OS](#)(see page 85)
 - [Excluding the current server from a domain in Linux OS](#)(see page 88)
- [Backup and restore utility for Linux OS](#)(see page 91)
- [Watermark checker utility for Linux OS](#)(see page 101)
- [Collecting system information utility for Linux OS](#)(see page 103)

7 Creating system variables in Linux OS

- [Creating system variables for the Axxon One server in Linux OS](#)(see page 104)
- [Creating system variables for the Axxon One server in the failover mode in Linux OS](#)(see page 104)
- [Creating system variables for the Axxon One client in Linux OS in Linux OS](#)(see page 105)

8 Linux OS Administrator's Guide. Introduction

Linux OS Administrator's Guide provides only the features of installing and configuring *Axxon One* in Linux OS:

- [General information about Axxon One in Linux OS](#)(see page 14) describes the technical specifications for installing *Axxon One*. The section also provides solutions for the most common problems that occur during installation and working with *Axxon One*.
- [Installing Axxon One in Linux OS](#)(see page 18) describes the conditions and manuals required to install the *Axxon One* Server and Client in Linux OS.
- [Updating Axxon One in Linux OS](#)(see page 44) and [Removing Axxon One in Linux OS](#)(see page 45) provide manuals for updating and removing *Axxon One*.
- [Configuring Axxon One in Linux OS](#)(see page 48) describes the configuration of *Axxon One* in Linux OS.
- [Limitations of Axxon One in Linux OS](#)(see page 16) describes the functionality that isn't available when you run *Axxon One* in Linux OS.
- [Features of creating an archive in Linux OS](#)(see page 48) describes manuals and options for creating archives in *Axxon One*.

For recommendations for configuring and working with the user interface, see [Configuration of Axxon One](#)¹ and [Working with Axxon One](#)².

¹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314535976/Configuration+of+Axxon+One>

² <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314538301/Working+with+Axxon+One>

9 General information about Axxon One in Linux OS

9.1 Supported versions of Linux OS and PostgreSQL

Axxon One supports all 64-bit distribution packages of Linux OS:

- **Debian:** 12, 11, 10;
- **Ubuntu:** 24.04, 22.04, 20.04;
- **Server in Docker container** (see [the current list of supported distributions](#)³);
- **Client as Flatpak** (supported starting with *Axxon One* 2.0.10, see [the current list of supported distributions](#)⁴).

Axxon One supports PostgreSQL versions from 9.5 to 14. For the current versions of distribution packages, the necessary versions of PostgreSQL are located in the regular repositories. If the versions are not available in the regular repositories of the distribution packages, you can find the installation repositories with the necessary versions in the official documentation: <https://www.postgresql.org/docs/>.

Attention!

- For *Axxon One* to operate correctly with Linux GUI, you must use one of the following graphical shells: GNOME, XFCE, CINNAMON, MATE.
- For the Failover cluster to operate correctly, you must use the same versions of PostgreSQL on the cluster servers.
- Hardware decoding on NVIDIA isn't supported when you run the client as Flatpak.



Installing the Axxon One Server in Linux OS(see page 19)
 Installing the Axxon One client in Linux OS(see page 25)
 Installing and launching Axxon One using Docker(see page 33)
 Running the client as Flatpak(see page 29)

9.2 Features and potential problems with Linux OS

On the page:

- [Problems with installing the Axxon One Client\(see page 15\)](#)
- [Problem with displaying a dialog box or a drop-down list\(see page 15\)](#)
- [Peculiarities of detection tools operation on NVIDIA GPUs in Linux OS\(see page 15\)](#)
- [Problem with incorrect CPU load when decoding on Intel GPU in detection tool configuration\(see page 16\)](#)
- [Peculiarities of database operation when the](#)

³ <https://docs.docker.com/engine/install/>

⁴ <https://flatpak.org/setup/>

PostgreSQL service is
stopped(see page 16)

9.2.1 Problems with installing the Axxon One Client

Sometimes when you install the *Axxon One* Client, you can have problems with packages, specifically with incompatible versions of mono packages. By default, version 6.8 is installed, but version 6.4 is required for *Axxon One* to work. To resolve the problem, do the following:

1. Completely remove mono packages by running the commands:

```
sudo apt purge mono* libmono*
sudo apt autoremove
```

2. Run the command again to remove all dependencies:

```
sudo apt autoremove
```

After that, you can repeat the installation of the *Axxon One* Client (see [Installing the Axxon One client in Linux OS](#)(see page 25)).

9.2.2 Problem with displaying a dialog box or a drop-down list

In some cases, when you change the configuration of objects for which you need to set a location or select a value from the drop-down list, when you click on the button to select a location or list value, they do not open.

Note

In fact, the location selection window or a drop-down list are opened outside the interface shell, and therefore are not visible to the user.

To resolve this problem, select a different desktop environment and restart *Axxon One*. For example, use Gnome Classic instead of Gnome for Debian 11.

9.2.3 Peculiarities of detection tools operation on NVIDIA GPUs in Linux OS

By default, the Nouveau driver can be installed in Linux OS. This driver does not guarantee stable operation when using NVIDIA graphics cards for decoding *Axxon One* detection tools (see [Detectors](#)⁵).

To resolve the problem, you need to install the current graphics card driver from the official NVIDIA website and run the command in the terminal:

```
nvidia-smi
```

If the operating system uses the installed driver to work, the driver version will be displayed. Otherwise, if the current driver is installed, but the operating system uses the Nouveau driver, you need to add it to the exclusions list and restart the computer. Below is an example of Ubuntu commands to add the Nouveau driver to the exclusion list:

```
sudo bash -c "echo blacklist nouveau > /etc/modprobe.d/blacklist-nvidia-nouveau.conf"
sudo bash -c "echo options nouveau modeset=0 >> /etc/modprobe.d/blacklist-nvidia-nouveau.conf"
```

After restarting, the operating system will use the installed NVIDIA driver.

⁵ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536446/Detectors>

9.2.4 Problem with incorrect CPU load when decoding on Intel GPU in detection tool configuration

When enabling decoding on Intel GPU in detection tool configuration, the AVDetector and Decoder processes may cause incorrect CPU load. To solve this problem, do the following:

1. Change the package configuration using the command:

```
sudo dpkg-reconfigure axxon-one-core
```

2. In the groups selection dialog box, set the checkbox next to the **render** group.

9.2.5 Peculiarities of database operation when the PostgreSQL service is stopped

If you stop the PostgreSQL service and then start it, the EventDatabase won't connect to PostgreSQL until the service is restarted manually.

To restore the database operation when manually stopping the PostgreSQL service, you must manually restart the EventDatabase service using the command:

- via service:

```
service axxon-one-db restart
```

- via systemctl:

```
systemctl restart axxon-one-db.service
```

You can also restart the device to restore the database operation.

9.3 Limitations of Axxon One in Linux OS

Attention!

To install, upgrade, or modify *Axxon One* in Linux OS, you must use the programs and commands described in this document. If you use third-party programs, *Axxon One* can work incorrectly. For more information, see [Features and potential problems with Linux OS](#) (see page 14).

Currently *Axxon One* has the following limitations in Linux OS:

Component	Limitation
POS	You cannot work with POS devices (see Configuring POS devices ⁶)
Web Board	You cannot work with Web Boards (see Working with Web Boards ⁷)

⁶ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536290/Configuring+POS+devices>

⁷ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314538971/Working+with+Web+Boards>

Component	Limitation
Supervisor	You cannot update cluster servers via the web interface of the supervisor (see Updating cluster servers ⁸)
Export	Export of videos to EXE format isn't supported in the <i>Axxon One</i> client in Linux OS
Utilities	- The <i>Axxon One Tray Tool</i> utility is unavailable (see Tray Tool utility⁹) - The <i>Axxon Player</i> utility isn't supported in Linux OS
Detectors	The Face detector TV ¹⁰ and Face detector VA ¹¹ cannot work in Debian 9
Network restrictions and configuration	- In one LAN, two servers with the same name are not allowed, even if they belong to different Axxon-domains. - If the name of the client computer and the name of the server computer in the LAN are the same, the correct operation of <i>Axxon One</i> <u>isn't guaranteed</u>. - You cannot name servers LOCALHOST, LOCAL, TEST, EXAMPLE, or INVALID, as these are special-purpose domain names, and their use can prevent <i>Axxon One</i> from working. - Computer name: - must contain only Latin letters, digits, and the "-" character; - the name length must not exceed 15 characters

⁸ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314538266/Updating+cluster+servers>

⁹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539404/Tray+Tool+utility>

¹⁰ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536828/Face+detector+TV>

¹¹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536806/Face+detector+VA>

10 Installing Axxon One in Linux OS

10.1 General information about installation in Linux OS

⚠ Attention!

You must perform all steps to install *Axxon One* in the terminal as the **root** user, who has administrative access to the system.
You must use the **sudo** program and the commands described in this manual to install *Axxon One*. If you use third-party programs, such as Discover software center, you may have to reinstall *Axxon One*.

Axxon One installation types:

1. **Server**—installation of the server and additional services. This installation option is described in [Installing the server in Linux OS](#)(see page 20).
The server is required for:
 - a. Interacting with devices (cameras, microphones, sensors, relays, and so on) that constitute the security system.
 - b. Storing the archive data on its own disk space and interacting with archives located in network or cloud storages.
 - c. Storing the database of events and metadata of object movement.
 - d. Analyzing incoming video images by detectors.
 - e. Storing the security system configuration, user parameters, layouts created in the system, macros, and so on.
2. **Server in Docker container**—installation of the server using Docker image (see [Installing and launching Axxon One using Docker](#)(see page 33)).
3. **Failover server**—installation of the server and additional services with Failover technology. In case of emergency (server power failure, loss of network connection), the configuration of the server with Failover technology is restored on another server of the system. This option is described in [Installing the server in Linux OS](#)(see page 20).
4. **Client**—installation of the client application only that allows the user to connect to any server and perform administrative/management/monitoring operations with the protected facility based on the permissions granted by the administrator. This option is described in [Installing the Axxon One client in Linux OS](#)(see page 25).
5. **Client as Flatpak**—starting with *Axxon One* 2.0.10, you can run the *Axxon One* client on any supported Linux distribution (see [Supported versions of Linux OS and PostgreSQL](#)(see page 14), [Running the client as Flatpak](#)(see page 29)).

⚠ Attention!

Hardware decoding on NVIDIA isn't supported.

6. **Server and client**—first you must install the server (see [Installing the server in Linux OS](#)(see page 20)), then you must install the client (see [Installing the Axxon One client in Linux OS](#)(see page 25)).
7. **Failover server and client**—first you must install the Failover server (see [Installing the server in Linux OS](#)(see page 20)), then you must install the client (see [Installing the Axxon One client in Linux OS](#)(see page 25)).

i Note

You can install the **Client** only after you install the **Server** of the same version.



[Updating Axxon One in Linux OS](#)(see page 44)
[Removing Axxon One in Linux OS](#)(see page 45)
[Limitations of Axxon One in Linux OS](#)(see page 16)

10.2 Axxon One quick installation in Linux OS

For quick installation of the *Axxon One* Server and Client in Linux OS, do the following:

1. Add the repositories by sequentially running the following commands:

```
echo 'deb http://download.axxonsoft.com/debian-repository buster main backports/main' |
sudo tee -a /etc/apt/sources.list.d/axxonsoft.list
echo 'deb http://download.axxonsoft.com/debian-repository stretch backports/main' | sudo
tee -a /etc/apt/sources.list.d/axxonsoft.list
echo 'deb http://download.axxonsoft.com/debian-repository stable main' | sudo tee -a /etc/
apt/sources.list.d/axxonsoft.list
wget --quiet -O - "http://download.axxonsoft.com/debian-repository/
info@axxonsoft.com.gpg.key" | sudo apt-key --keyring /etc/apt/trusted.gpg.d/axxonsoft.gpg
add - && sudo apt-get update
```

2. Install the *Axxon One* Server:

```
sudo apt-get install axxon-one
```

3. If you use Ubuntu 20.04, Debian 11 or above, then install the mono-complete from the stretch repository:

```
sudo apt-get install mono-complete -t stretch
```

4. Install the *Axxon One* Client:

```
sudo apt-get install axxon-one-client
```

The Server and Client installation is complete.

10.3 Installing the Axxon One Server in Linux OS

10.3.1 Installing the server from repository

Attention!

Before installation, we strongly recommend that you read the restrictions on names of servers and computers in *Axxon One* (see [Limitations of Axxon One in Linux OS](#)).

Installation from the repository is performed automatically, including all the system components.

To install from the repository, do the following:

1. Sequentially run the commands:

```
echo 'deb http://download.axxonsoft.com/debian-repository buster main backports/main' |
sudo tee -a /etc/apt/sources.list.d/axxonsoft.list
echo 'deb http://download.axxonsoft.com/debian-repository stretch backports/main' | sudo
tee -a /etc/apt/sources.list.d/axxonsoft.list
echo 'deb http://download.axxonsoft.com/debian-repository stable main' | sudo tee -a /etc/
apt/sources.list.d/axxonsoft.list
wget --quiet -O - "http://download.axxonsoft.com/debian-repository/
info@axxonsoft.com.gpg.key" | sudo gpg --dearmor -o /etc/apt/trusted.gpg.d/axxonsoft.gpg
&& sudo apt-get update
```

Note

If the distribution packages based on Debian 10 are used, it may be necessary to install additional packages:

```
sudo apt-get install wget
sudo apt-get install gnupg
```

- To install *Axxon One* server, run the following command:

```
sudo apt install axxon-one
```

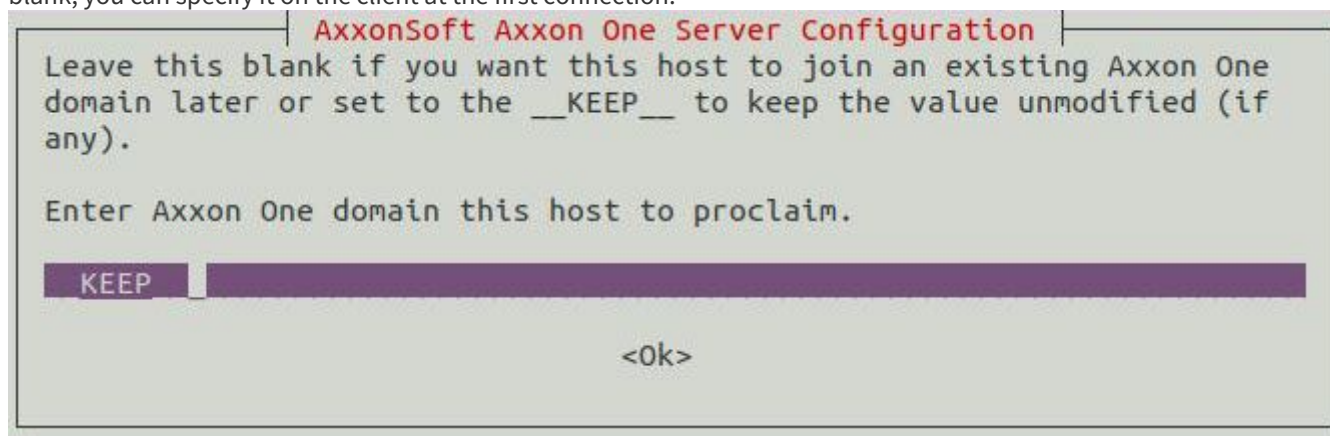
To install the FailOver server, run the following command:

```
sudo apt install axxon-one-raft
```

⚠ Attention!

It is not allowed to simultaneously install the regular server and the FailOver server.

During the installation, the installer will request the name of the domain for the *Axxon One* server. If you leave this field blank, you can specify it on the client at the first connection.



- If necessary, you can install the add-ons to the basic *DetectorPack* (see [Installing add-ons to the basic DetectorPack in Linux OS](#)(see page 33)).

Installation is complete.

10.3.2 Installing the server in Linux OS

⚠ Attention!

Before installation, we strongly recommend that you read the restrictions on names of servers and computers in *Axxon One* (see [Limitations of Axxon One in Linux OS](#)).

To install the *Axxon One* server manually, do the following:

- Add the repositories by sequentially running the following commands:

```
echo 'deb http://download.axxonsoft.com/debian-repository buster main backports/main' |
sudo tee -a /etc/apt/sources.list.d/axxonsoft.list
echo 'deb http://download.axxonsoft.com/debian-repository stretch backports/main' | sudo
tee -a /etc/apt/sources.list.d/axxonsoft.list
echo 'deb http://download.axxonsoft.com/debian-repository stable main' | sudo tee -a /etc/
apt/sources.list.d/axxonsoft.list
```

```
wget --quiet -O - "http://download.axxonsoft.com/debian-repository/
info@axxonsoft.com.gpg.key" | sudo gpg --dearmor -o /etc/apt/trusted.gpg.d/axxonsoft.gpg
&& sudo apt-get update
```

- Download the necessary archive with packages to install *Axxon One*: <https://www.axxonsoft.com/support/downloads/axxon-one-vms>. You need either **Server** or **Failover server** from the **Linux 64-bit.deb** section. The difference between **Server** and **Failover server** is described in [General information about installation in Linux OS](#) (see page 18).

The archive contains all necessary packages to install the server:

Package name	Description
axxon-drivers-pack_%version.number%_amd64.deb	<i>DriversPack</i> is required for IP devices support in <i>Axxon One</i>
axxon-detector-pack_%version.number%_amd64.deb	Basic <i>DetectorPack</i> package includes only Object tracker ¹² , Video clarity detector ¹³ , Signal detector ¹⁴ , Noise detector ¹⁵ , Audio loss detector ¹⁶ , and Motion detector ¹⁷
axxon-one-core_%version.number%_amd64.deb	Required package to install the server
axxon-one_%version.number%_all.deb or axxon-one-raft_%version.number%_amd64.deb	Package for the Server installation type or package for the Failover server installation type

- Download video analytics packages if you plan to use them: <https://www.axxonsoft.com/support/downloads/detector-pack> (the **Add-ons** list in the **Linux 64-bit.deb** section).
- Unzip the downloaded files.
- Install *DriverPack*, *DetectorPack* and additional packages (if available) using the following command:

```
sudo dpkg -i axxon-d*.deb || sudo apt-get install -f
```

- Install *Axxon One* using the following command:

```
sudo dpkg -i axxon-one*.deb || sudo apt-get install -f
```

Attention!

You cannot simultaneously install the **regular server** and the **Failover server**.

- During the *Axxon One* **Server** installation, the installer will request the name of the domain for the *Axxon One* server. If you leave this field blank, you can later specify it on the Client at the first connection.

¹² <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536636/Object+tracker>

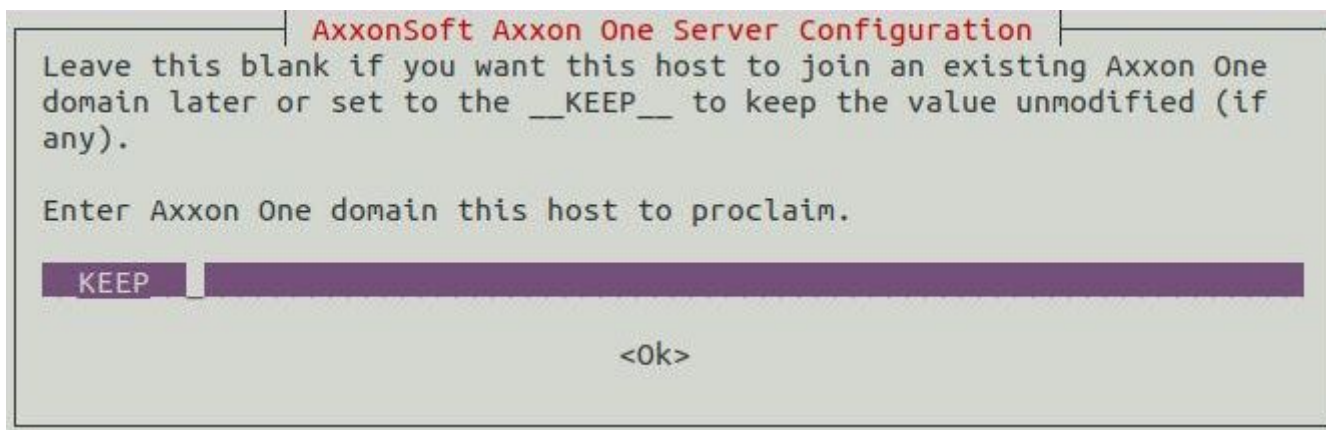
¹³ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537319/Video+clarity+detector>

¹⁴ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537314/Signal+detector>

¹⁵ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537309/Noise+detector>

¹⁶ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537304/Audio+loss+detector>

¹⁷ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536695/Motion+detector>



8. If necessary, you can change the server configuration after installation (see [Changing the configuration of the Axxon One Server in Linux OS](#)(see page 54)).

Installation is complete.

10.3.3 Best practices for installing the Axxon One Server on Ubuntu

This is a manual for installing the *Axxon One* 2.0 Server on Ubuntu OS 18 version and later. The manual describes the silent installation from the repository.

- [Before the installation](#)(see page 22)
- [Installing the Axxon One Server](#)(see page 22)
- [After the installation](#)(see page 23)
 - [Basic commands for checking the installation](#)(see page 23)
 - [Next steps](#)(see page 24)
- [Possible errors during installation](#)(see page 24)
- [Additional commands for the Server](#)(see page 24)
- [Default folders](#)(see page 24)

10.3.3.1 Before the installation

All actions are performed in the terminal as the root user. If you use third-party programs, for example, Discover, you may need to reinstall *Axxon One*.

10.3.3.2 Installing the Axxon One Server

To install the *Axxon One* Server, do the following:

1. Add the AxxonSoft repositories by sequentially running the commands:

```
echo 'deb http://download.axxonsoft.com/debian-repository buster main backports/main' |
sudo tee -a /etc/apt/sources.list.d/axxonsoft.list
echo 'deb http://download.axxonsoft.com/debian-repository stretch backports/main' | sudo
tee -a /etc/apt/sources.list.d/axxonsoft.list
echo 'deb http://download.axxonsoft.com/debian-repository stable main' | sudo tee -a /etc/
apt/sources.list.d/axxonsoft.list
wget --quiet -O - "http://download.axxonsoft.com/debian-repository/
info@axxonsoft.com.gpg.key" | sudo apt-key --keyring /etc/apt/trusted.gpg.d/axxonsoft.gpg
add - && sudo apt-get update
```

2. Install the required version of *Axxon One*.

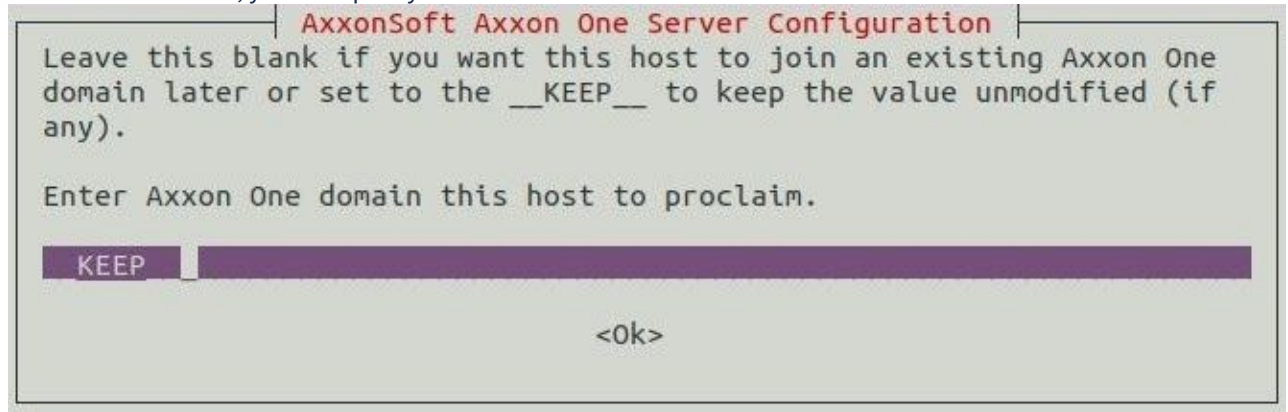
 **Attention!**

The installation command depends on your variant of the software package: either the Server or the Failover Server. These are two different types of the software package. You should install only one of them. Both variants are described below (for more information about the installation types, see [Installation](#)¹⁸, [General information about a failover system](#)¹⁹).

- a. If you need to install only the Server part of *Axxon One*, sequentially run the commands:

```
sudo apt install axxon-one
sudo apt-get install -f -y
```

During the installation, the installer will request the name of the Axxon-domain for the *Axxon One* Server. If you leave this field blank, you can specify the name on the Client at the first connection.



- b. If you need to install the Failover Server, sequentially run the commands:

```
sudo apt install axxon-one-raft
sudo apt-get install -f -y
```

10.3.3.3 After the installation

10.3.3.3.1 Basic commands for checking the installation

Check the versions of the installed *Axxon One* modules:

```
sudo dpkg -l | grep axxon
```

Check the server status:

```
sudo systemctl status axxon-one
sudo systemctl status axxon-one-raft # for Failover Server
```

Start and stop of the *Axxon One* Server (if it was installed):

```
sudo systemctl stop axxon-one
sudo systemctl start axxon-one
```

Start and stop of the *Axxon One* Failover Server (if it was installed):

¹⁸ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314535894/Installation>

¹⁹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314538150/General+information+about+a+failover+system>

```
sudo systemctl start axxon-one-raft
sudo systemctl stop axxon-one-raft
```

10.3.3.3.2 Next steps

For *Axxon One* Server: [Configuring domains](#)²⁰

For *Axxon One* Failover Server: [Creating a cluster](#)²¹ and [Configure a Failover System Cluster](#)²²

10.3.3.4 Possible errors during installation

Packages from the unsigned repositories aren't loaded

Add [trusted=yes] to the repository path. Example:

```
deb [trusted=yes] http://download.axxonsoft.com/debian-repository stretch main backports/main
```

The repository key isn't added

Load the key. Run the command:

```
sudo apt-key add key_file_name
```

10.3.3.5 Additional commands for the Server

Use the required command depending on the version of the installed software package: only the Server (axxon-one) or the Failover Server (axxon-one-raft).

```
# display of the package dependencies
apt-cache depends
# display of the repositories with the package
apt-cache policy
# build reconfiguration
sudo dpkg-reconfigure axxon-one
sudo dpkg-reconfigure axxon-one-raft
```

10.3.3.6 Default folders

The following folders are used by default:

1. Logs and Client configuration: /home/USER/.local/share/AxxonSoft/
2. Server configuration: /opt/AxxonSoft/AxxonOne/

The path to the Support log collection utility: /opt/AxxonSoft/AxxonOne/bin/support

- ✓ Manual installation of the *Axxon One* Server is described here: [Installing the server in Linux OS](#)(see page 20). The section about *Axxon One* on Linux: [Linux OS Administrator's guide](#)(see page 6).

²⁰ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314535995/Configuring+domains>

²¹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314538160/Creating+a+cluster>

²² <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314538182/Configure+a+Failover+System+Cluster>

10.4 Installing the Axxon One client in Linux OS

On the page:

- [Installing the Client](#)(see page 25)
- [Installing the Axxon One client without server](#)(see page 26)
- [Running the client](#)(see page 27)



General information about installation in Linux OS(see page 18)

10.4.1 Installing the Client

⚠ Attention!

- The stable operation of the client is not guaranteed on Ubuntu 18 and 19. We recommend installing only the *Axxon One* server (see [Installing the Axxon One Server in Linux OS](#)(see page 19)). Both the client and the *Axxon One* server are supported on Ubuntu 20 and newer versions.
- The client and server versions must match.

To install the *Axxon One* client in Linux OS, do the following:

1. Add the repositories by sequentially running the following commands:

```
echo 'deb http://download.axxonsoft.com/debian-repository buster main backports/main' |
sudo tee -a /etc/apt/sources.list.d/axxonsoft.list
echo 'deb http://download.axxonsoft.com/debian-repository stretch backports/main' | sudo
tee -a /etc/apt/sources.list.d/axxonsoft.list
echo 'deb http://download.axxonsoft.com/debian-repository stable main' | sudo tee -a /etc/
apt/sources.list.d/axxonsoft.list
wget --quiet -O - "http://download.axxonsoft.com/debian-repository/
info@axxonsoft.com.gpg.key" | sudo gpg --dearmor -o /etc/apt/trusted.gpg.d/axxonsoft.gpg
&& sudo apt-get update
```

2. If you use Ubuntu 20.04, Debian 11 or higher, then install the mono-complete from the stretch repository:

```
sudo apt-get install mono-complete -t stretch
```

3. Download the *Axxon One* client installation package from the [AxxonSoft website](#)²³ (the **Client** line in the **Linux 64-bit.deb** section).
4. Install the *Axxon One* client by sequentially running the following commands:

```
sudo dpkg -i axxon-one-client-bin*.deb || sudo apt-get install -f
sudo dpkg -i axxon-one-client_*all.deb || sudo apt-get install -f
```

5. During installation, you must specify the maximum size of the log files in megabytes and the log level.

²³ <https://www.axxonsoft.com/support/downloads/axxon-one-vm>

AxxonSoft Axxon One Client Configuration

Maximum log size (in megabytes)

10

<Ok>

AxxonSoft Axxon One Client Configuration

Log level for Axxon One Client

OFF
ERROR
WARN
INFO
DEBUG
TRACE
ALL

<Ok>

Note

Later you can change the specified value (see [Configuring the logging parameters of the Axxon One Client in Linux OS](#)(see page 51)). To do this, run the command:

```
sudo dpkg-reconfigure axxon-one-client
```

Installation of the *Axxon One* client in Linux OS is complete. When the installation is complete, the Client icon will be displayed in the application menu.

10.4.2 Installing the Axxon One client without server

In Linux OS, you can install the *Axxon One* client without installing the server. To do this, do the following:

1. Add repositories as described in the [Installing the Client](#)(see page 25) section.
2. Download the archive with packages to install the *Axxon One* client from the [AxxonSoft website](#)²⁴ (the **Client** line in the **Linux 64-bit.deb** section).

The archive contains all necessary packages to install the client:

Package name	Description
axxon-drivers-pack_%version.number%_amd64.deb	<i>DriversPack</i> is required for IP devices support in <i>Axxon One</i>

²⁴ <https://www.axxonsoft.com/support/downloads/axxon-one-vms>

Package name	Description
axxon-detector-pack_%version.number%_amd64.deb	Basic <i>DetectorPack</i> package includes only Object tracker ²⁵ , Video clarity detector ²⁶ , Signal detector ²⁷ , Noise detector ²⁸ , Audio loss detector ²⁹ , and Motion detector ³⁰
axxon-one-core_%version.number%_amd64.deb	The Client installation packages
axxon-one-client_%version.number%_all.deb	
axxon-one-client-bin_%version.number%_amd64.deb	

- Go to the folder with the downloaded archive and unzip it.
- Install *DriverPack* and *DetectorPack* using the following command:

```
sudo dpkg -i axxon-d*.deb || sudo apt-get install -f
```

- Install the axxon-one-core_%version.number%_amd64.deb package using the following command:

```
sudo dpkg -i axxon-one-core*.deb || sudo apt-get install -f
```

- Install the client packages using the commands described in the [Installing the Client](#) section up to the last step.

Installation of the *Axxon One* client without server in Linux OS is complete.

10.4.3 Running the client

Attention!

- You cannot run the *Axxon One* client as a Linux user with the root rights.
- You can authorize in the client as any *Axxon One* user.

By default, at the first client start, the OS interface language will be used. To change the language of the client interface at the first start, do the following:

- Run the command:

```
sudo dpkg-reconfigure axxon-one-client
```

- Select the required language:

Attention!

- This setting must be configured for each OS user separately.
- On the next launches, the interface language can be changed in the client settings (see [Regional settings](#)³¹).

²⁵ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536636/Object+tracker>

²⁶ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537319/Video+clarity+detector>

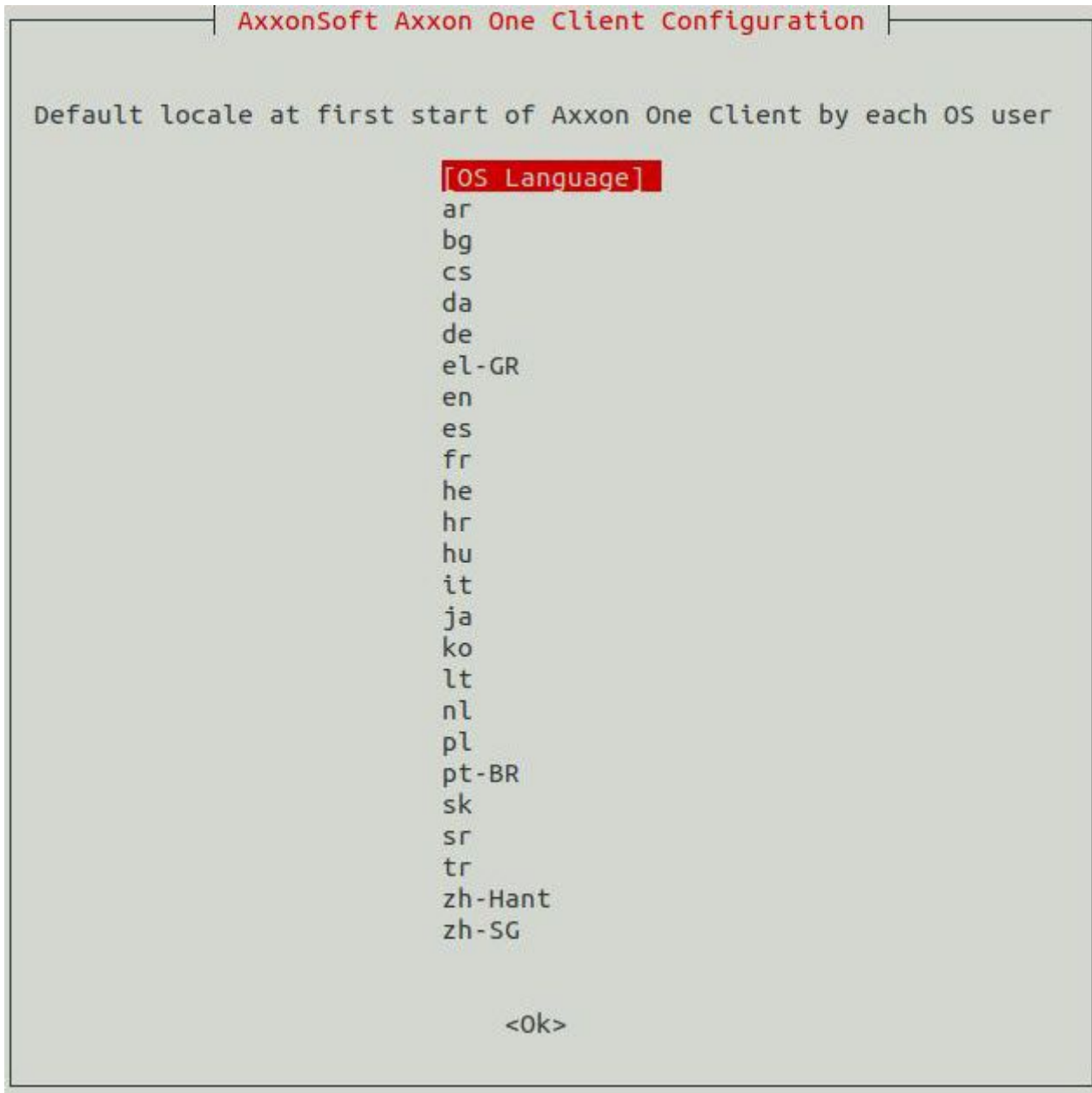
²⁷ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537314/Signal+detector>

²⁸ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537309/Noise+detector>

²⁹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537304/Audio+loss+detector>

³⁰ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536695/Motion+detector>

³¹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/396362029/Regional+settings>



10.4.4 Installing the Axxon One Client from repository

To install the *Axxon One* Client in from repository, do the following:

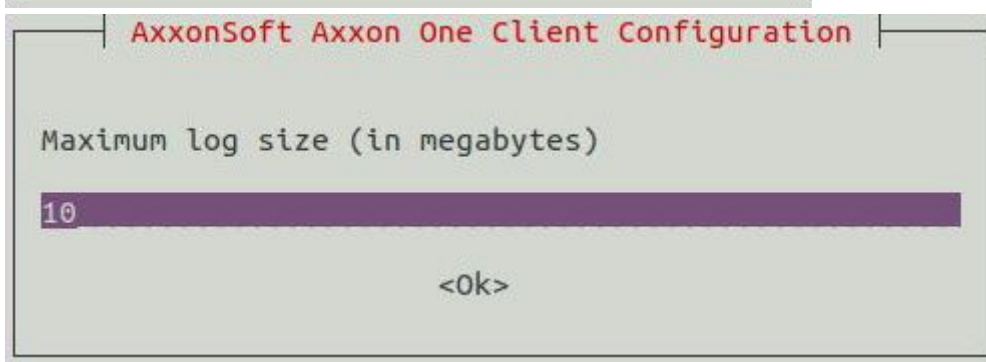
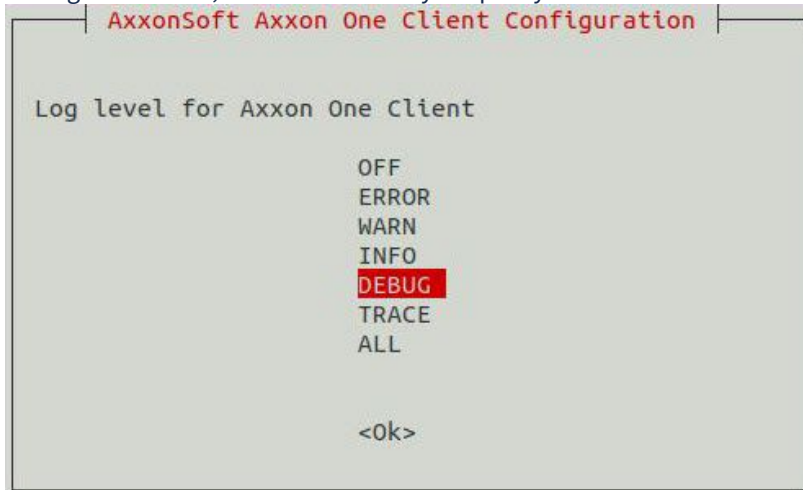
1. Install *Axxon One* Server (see [Installing the server from repository](#)(see page 19), [Installing the server in Linux OS](#)(see page 20)).
2. If you use Ubuntu 20.04, Debian 11 or above, then install the mono-complete from the stretch repository:

```
sudo apt-get install mono-complete -t stretch
```

3. To install *Axxon One* Client, run the following command:

```
sudo apt install axxon-one-client
```

4. During installation, it will be necessary to specify the maximum size of the log files in megabytes and the log level.



Note

Later you can change the specified value (see [Configuring the logging parameters of the Axxon One Client in Linux OS](#)(see page 51)). To do this, run the command:
`sudo dpkg-reconfigure axxon-one-client`

Installation of the *Axxon One* in Linux OS is complete. When the installation is complete, the Client icon will be displayed in the application menu.

10.5 Running the client as Flatpak

On the page:

- [General information](#)(see page 30)
- [Installation of Flatpak](#)(see page 30)
- [Running Flatpak](#)(see page 31)
- [Viewing the installed applications](#)(see page 31)
- [Utilities and logging](#)(see page 31)

- [Running Axxon One with the debug logging level](#)(see page 31)
- [Log directory](#)(see page 31)
- [Running the licensing utility](#)(see page 31)
- [Running the backup utility](#)(see page 32)
- [Collect a file with information about the system](#)(see page 32)
- [Running the Watermark checker utility](#)(see page 32)
- [Possible problems in operation](#)(see page 32)
- [Uninstalling Flatpak](#)(see page 32)

10.5.1 General information

Starting with *Axxon One* 2.0.10, you can use Flatpak to run the client in Linux OS. This package allows you to run the *Axxon One* client on any supported Linux distribution, regardless of the operating system version, graphical shell, and so on (see [the current list of supported distributions](#)³²).

Attention!

Hardware decoding on NVIDIA isn't supported.

10.5.2 Installation of Flatpak

To install Flatpak, do the following:

1. Install the package by running the command:

```
sudo apt-get install flatpak
```

For the Red Hat Enterprise Linux distribution, run the command:

```
sudo yum install flatpak
```

2. Add the **Flathub** repository:

```
sudo flatpak remote-add --if-not-exists flathub https://flathub.org/repo/flathub.flatpakrepo
```

3. Install the *Axxon One* client:

³² <https://flatpak.org/setup/>

```
sudo flatpak install axxon-one-client*.flatpak
```

Installation of Flatpak is complete.

10.5.3 Running Flatpak

To start Flatpak, run the command:

```
flatpak run com.AxxonSoft.AxxonOne
```

Attention!

- You must run the command under the current user (**not** as the root user).
- In Ubuntu 24, there can be startup problems if you use this command. For the correct startup, we recommend using the commands from the [Possible problems in operation](#)(see page 32) section.

10.5.4 Viewing the installed applications

To view all installed applications via Flatpak, run the command:

```
flatpak list
```

You can also use this command to check if Flatpak is installed/uninstalled.

10.5.5 Utilities and logging

10.5.5.1 Running Axxon One with the debug logging level

```
flatpak run com.AxxonSoft.AxxonOne --debug
```

10.5.5.2 Log directory

Attention!

You must run the command under the current user (**not** as the root user).

```
~/.var/app/com.AxxonSoft.AxxonOne/data/AxxonSoft/AxxonOne/Logs
```

10.5.5.3 Running the licensing utility

```
flatpak run com.AxxonSoft.AxxonOne --licensetool
```

10.5.5.4 Running the backup utility

```
flatpak run com.AxxonSoft.AxxonOne --backuptool
```

Path to the backup file: **/home/user/AxxonSoft/Backups**.

10.5.5.5 Collect a file with information about the system

```
flatpak run com.AxxonSoft.AxxonOne --support /path/to/output
```

10.5.5.6 Running the Watermark checker utility

```
flatpak run com.AxxonSoft.AxxonOne --watermark
```

10.5.6 Possible problems in operation

If *Axxon One* doesn't start after you install Flatpak, you can run the command:

```
flatpak repair com.AxxonSoft.AxxonOne
```

This command checks installed files and fixes errors in Flatpak apps, updates dependencies, fixes permission errors, and can also detect configuration errors.

If *Axxon One* still doesn't start after you run the previous command, you can run the command:

```
xhost +si:localuser:$USER && flatpak run com.AxxonSoft.AxxonOne
```

If the *Axxon One* client starts after you run the command, then **xhost +si:localuser:\$USER** must be:

1. Run on every new system startup.
2. Added to autostart.

10.5.7 Uninstalling Flatpak

To uninstall Flatpak, do the following:

1. Uninstall **com.AxxonSoft.AxxonOne**:

```
flatpak uninstall com.AxxonSoft.AxxonOne
```

After you run the command, the system can ask you to confirm the uninstallation. If unused dependencies are detected during the process, you will be prompted to uninstall them as well.

2. If necessary, you can uninstall all unused dependencies with the command:

```
flatpak uninstall --unused
```

Uninstalling Flatpak is complete.

10.6 Installing add-ons to the basic DetectorPack in Linux OS

By default, *Axxon One* distribution package comes with only the basic *DetectorPack* (see [Installing DetectorPack add-ons](#)³³).

To install the add-ons to the basic *DetectorPack* in Linux OS, do the following:

1. Run the command to get a list of *DetectorPack* add-ons:

```
apt-cache show axxon-detector* | grep -i Package
```

A list with the names of *DetectorPack* add-ons will be displayed.

```
tester@ubuntu-d:~/Desktop$ apt-cache show axxon-detector* | grep -i Package
Package: axxon-detector-pack
Package: axxon-detector-pack-plugin-frs-tv
Package: axxon-detector-pack-plugin-frs-vl
Package: axxon-detector-pack-plugin-sdk-vl
Package: axxon-detector-pack-plugin-huaweiascendacl
Package: axxon-detector-pack-plugin-huaweiascendmatrix
Package: axxon-detector-pack-plugin-lpr-iv
Package: axxon-detector-pack-plugin-lpr-rr
Package: axxon-detector-pack-plugin-lpr-vt
Package: axxon-detector-pack-plugin-neuro-pack
Package: axxon-detector-pack-plugin-ppe-vl
Package: axxon-detector-pack-plugin-vi-detector
tester@ubuntu-d:~/Desktop$
```

2. Run the following command to install the necessary add-ons:

```
apt-get install %add-on name%
```

For example, to install the Neuro Pack add-on, run the command:

```
apt-get install axxon-detector-pack-plugin-neuro-pack
```

3. After installing the necessary add-ons, restart the Server:

```
service axxon-one restart
```

Attention!

It is required that the versions of the basic *DetectorPack* and the *DetectorPack* add-ons are the same. If the versions differ, it is necessary to update the version of the basic *DetectorPack* so it matches the version of the *DetectorPack* add-on.

10.7 Installing and launching Axxon One using Docker

On the page:

³³ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536453/Installing+DetectorPack+add-ons>

- General information about the Docker image and container(see page 34)
- Installing the Docker server(see page 34)
- Starting Axxon One(see page 35)
- Additional information(see page 36)
 - Directory inside the container(see page 36)
 - Collecting the support package in the Docker container(see page 36)

10.7.1 General information about the Docker image and container

	Image	Container
Description	Template (template blank) on the basis of which containers are created	A complete software instance created on the basis of the image
Features	The image includes: • application code; • libraries and dependencies; • startup commands and service settings	Container features: • isolation from the host system and other containers; • the use of host machine resources (CPU, memory, network, storage); • can be started, stopped, removed, or restarted

10.7.2 Installing the Docker server

To install and launch *Axxon One* using Docker, do the following:

1. Install Docker using the official manuals:
 - Debian: <https://docs.docker.com/engine/install/debian/>.
 - Ubuntu: <https://docs.docker.com/engine/install/ubuntu/>.

Note

Minimum requirements to launch *Axxon One* using Docker on Ubuntu:

- dual-core CPU;
- 4 GB RAM;
- 200 GB HDD.

2. Download the latest version of the *Axxon One* Docker image using the following command:

```
sudo docker pull axxonsoft/axxon-one:latest
```

Attention!

The *Axxon One* failover build of the Docker image is available. If necessary, AxxonSoft technical support specialists can provide it.

- Launch Docker using the following command:

```
sudo docker run axxonsoft/axxon-one:latest
```

Note

If you need to install an earlier version of the *Axxon One* Docker image:

- Open the [link](#)³⁴ to select the required *Axxon One* Docker image.
- Next to the required Docker image, click the button to copy the command.
Example of the command:

```
sudo docker pull axxonsoft/axxon-one:2.0.10.42
```

- Paste the copied command into the terminal and run it.
- Launch Docker using the following command:

```
sudo docker run <image version>
```

For example:

```
sudo docker run axxonsoft/axxon-one:2.0.10.42
```

10.7.3 Starting Axxon One

After installation, you can connect to the Docker server with the separately installed *Axxon One* client. To do this, when starting the client, enter the IP address of the Docker server, login, and password in the authorization window (when you start *Axxon One* for the first time, enter the following login and password: root/root). You can connect to the Docker server using the Flatpak package as well (see [Running the client as Flatpak](#)(see page 29)).

List of useful commands:

- Determine the IP address to connect to:

```
docker inspect <container id> | grep "IPAddress"
```

- View the list of containers and their status:
 - Only active containers:

```
docker ps
```

- All containers (active and stopped):

³⁴ <https://hub.docker.com/r/axxonsoft/axxon-one/tags>

```
docker ps -a
```

- Check the availability of the server:

```
ping <ip address>
```

- View the running processes:

```
docker top <container name>
```

- Start the container:

```
docker start <container_id>
```

- Check the status of the container:

```
docker ps
```

- Stop the container:

```
docker stop <container_id>
```

Installing and starting *Axxon One* using Docker is complete.

10.7.4 Additional information

10.7.4.1 Directory inside the container

Directory is mounted inside the container:

```
/var/lib/docker/volumes/<volume_id>
```

You can change the path upon request via AxxonSoft technical support specialists.
To receive the **volume_id** value, use the command:

```
docker inspect <container_id>
```

10.7.4.2 Collecting the support package in the Docker container

To collect the support package, do the following:

1. First, find out the ID of the Docker container using the command:

```
docker ps -a
```

2. Get access to the container terminal (container must be running):

```
docker exec -it <container_id> sh
```

where **<container_id>** is the Docker container ID.

3. Go to the *Axxon One* **bin** directory:

```
cd /opt/AxxonSoft/AxxonOne/bin
```

4. Run the command:

```
./start_app support /data
```

This initiates the process of creating the support package, which will be saved in the **data** directory.

5. Exit the terminal using the command:

```
exit
```

6. Go to the **/var/lib/docker/volumes/<volume_id>/data** directory, which is configured for file exchange between the container and the host. The completed support package will be located in this directory.

Collecting the support package in the Docker container is complete.

10.7.5 Working with the Axxon One container

On the page:

- [Installing the script package](#)(see page 37)
- [Building the Docker image](#)(see page 38)
- [Commands to work with the Docker container](#)(see page 38)

10.7.5.1 Installing the script package

To work with the Docker container, you must first install the script package. To install the package, do the following:

1. Connect the *Axxon One* repository. To do this, do the following:
 - a. Install git and the envsubst utility using the command:
 - i. For Debian and Ubuntu:

```
sudo apt-get install git gettext binutils
```

- ii. For Fedora, RedHat Linux, CentOS:

```
dnf install git gettext binutils
```

- b. Clone the **axxonone.docker** repository.

```
git clone https://src.axxonsoft.dev/bitbucket/scm/one/axxonone.docker.git
```

Attention!

If the "server certificate verification failed" error occurs, execute the following command in the terminal:

```
export GIT_SSL_NO_VERIFY=1
```

c. Update the cloned repository files:

i. Go to the **axxonone.docker** folder:

```
cd /home/%username/axxonone.docker/
```

where %username is a username under which the container will be created.

ii. Download the contents of the git repository:

```
git pull
```

Installing the script package is complete.

10.7.5.2 Building the Docker image

Before you start the container, you must build the Docker image. To do this, do the following:

1. Copy the following deb packages to the **axxonone.docker/build** folder:
 - axxon-one-core,
 - axxon-one,
 - axxon-detector-pack,
 - axxon-drivers-pack.
2. Run the Docker image build:

```
./axxon-one.sh build
```

After you complete the build, *Axxon One* will be ready to be started in the Docker container. To view the available versions, use the command:

```
./axxon-one.sh list
```

Output example:

REPOSITORY	TAG	IMAGE ID	CREATED	SIZE
axxon-one	latest	00deadbeefff	1 hour ago	5.92GB
axxon-one	2.0.10.42	00deadbeefff	1 hour ago	5.92GB

Attention!

- The last completed build receives the **latest** tag, in addition to the actual version.
- There can be several versions of the *Axxon One* image in the system, but you can run only one image.
- You cannot run the Docker container in parallel with the native version of *Axxon One*.

10.7.5.3 Commands to work with the Docker container

- Starting the Docker container:

```
./axxon-one.sh start
```

By default, the image with the **latest** tag is used. To start a specific version of the Docker container, specify its number, for example:

```
./axxon-one.sh start 2.0.10.42
```

- Stopping the Docker container:

```
./axxon-one.sh stop
```

- Checking the Docker container status:

```
./axxon-one.sh status
```

- Collecting the system data:

```
./axxon-one.sh support
```

The file with data will be saved in the **/home/axxonone.docker/data** directory.

10.7.6 Updating the Docker container

To update *Axxon One* expanded in the Docker container, you must install new .deb packages over the existing ones in the running container. This allows updating the software without removing the user data. To update packages, do the following:

1. Download the required archive with packages of the new *Axxon One* version from [the official AxxonSoft website](#)³⁵.
2. Copy the **axxon-one_%version.number%_all.deb** and the **axxon-one-core_%version.number%_amd64.deb** packages to the **/var/lib/docker/volumes/<VOLUME_ID>/_data/** directory.

Attention!

- If you create a container by using a script (see [Working with the Axxon One container](#)(see page 37)), place new packages in the directory:

```
~/axxonnext.docker/data
```

- If you build a container from the Docker image (see [Installing and launching Axxon One using Docker](#)(see page 33)), place packages in the directory:

```
/var/lib/docker/volumes/<VOLUME_ID>/_data/
```

3. Make sure that a container is running:

```
docker ps -a
```

4. If necessary, run a container using the command:

³⁵ <https://www.axxonsoft.com/support/downloads/axxon-one-vm>s

```
docker start <container_id>
```

5. Get access to the container terminal:

```
docker exec -it <container_id> sh
```

After you log into the container terminal, the current default path is the directory where the .deb packages are located.

6. Sequentially execute commands to install new packages:

```
apt update
apt install ./axxon-one*.deb
```

After you complete the installation, make sure that all processes are running using the command:

```
docker top <container_name>
```

If all child processes are active and the server is available over the network, the update is successful.

You can update the following components in the same way:

- *DriversPack*,
- *DetectorPack*,
- *DetectorPack* add-ons.

10.7.7 Forwarding GPU in the Docker container

Forwarding the GPU provides the container with access to the server GPU (host), on which Docker is installed and containers run. Only the NVIDIA GPU forwarding is supported, and the container uses the drivers installed on the host.

To forward the GPU, do the following:

1. Make sure that NVIDIA drivers are installed and available:

```
nvidia-smi
```

2. If there are no drivers, download and install them from the [official NVIDIA website](https://www.nvidia.com/en-us/drivers/)³⁶.
3. Install the package to support the GPU in the Docker container using the [official NVIDIA documentation](https://docs.nvidia.com/datacenter/cloud-native/container-toolkit/latest/install-guide.html)³⁷.
4. Restart Docker after you install the package:

```
sudo systemctl restart docker
```

5. Start the container using the command:

```
sudo docker run --gpus all <image_id>/<container_id>
```

6. To find out the IP address of the running container, execute the command:

```
sudo docker inspect <container_id> | grep "IPAddress"
```

³⁶ <https://www.nvidia.com/en-us/drivers/>

³⁷ <https://docs.nvidia.com/datacenter/cloud-native/container-toolkit/latest/install-guide.html>

7. Run the *Axxon One* client and connect to the received IP address. At first launch, you must enter the name of the user and the root/root password.

Note

You can add the GPU support to the already created container. To do this, do the following:

- a. Run the container with the **--gpus** flag.
- b. Get access to the container terminal.
- c. Install the missing libraries:

```
apt update && apt install -y \
    cuda-toolkit-12-1 \
    libcudnn8
```

8. Get access to the container terminal using the command:

```
sudo docker exec -it <container_id> sh
```

9. Check the GPU availability in the container:

```
nvidia-smi
```

The output must match the results on the host and contain information about available GPUs.

Forwarding the GPU in the Docker container is complete.

10.8 Creating a package for a standalone installation of Axxon One in Linux OS

On the page:

- [General information](#)(see page 41)
- [Creating a package](#)(see page 42)
- [Possible problems and recommendations for creating a package](#)(see page 43)

10.8.1 General information

You can run a standalone installation of *Axxon One* if external repositories aren't available. For a standalone installation, you must create a special package. To create a package, you need the following information:

1. Operating system version.
2. *Axxon One* version.
3. Versions of additional software (*DetectorPack*, *DriversPack*, and so on).

Attention!

For each operating system, you must create a separate set of packages for a standalone installation of *Axxon One*.

You must have either a virtual machine with the default operating system installed or use the Linux OS on a real computer that contains no other software. You must save the required dependencies and create a complete package that includes dependencies of both the OS and *Axxon One*.

10.8.2 Creating a package

To create a package for a standalone installation of *Axxon One*, do the following:

1. Configure the Linux OS environment by running the commands one by one:

```
sudo apt-get clean
sudo apt-get autoclean
sudo apt-get install --download-only wget ca-certificates
```

2. Add repositories:

```
echo "deb http://download.axxonsoft.com/debian-repository stretch main backports/main" >> /etc/apt/sources.list.d/axxonsoft.list
echo "deb http://apt.postgresql.org/pub/repos/apt $(lsb_release -cs)-pgdg main" >> /etc/apt/sources.list.d/pgdg.list
wget --quiet -O - "http://download.axxonsoft.com/debian-repository/info@axxonsoft.com.gpg.key" | apt-key --keyring /etc/apt/trusted.gpg.d/axxonsoft.gpg add -
wget --quiet -O - https://www.postgresql.org/media/keys/ACCC4CF8.asc | sudo apt-key add -
&& sudo apt-get update
```

3. Check if the **mono** package version 6.4 is available on the device. If the **mono** version is different from 6.4, do the following:
 - a. Completely remove the **mono** packages by running the commands:

```
apt-get purge "mono*" "libmono*"
apt-get autoremove
```

- b. Install new **mono** packages:

```
rm -r /etc/apt/sources.list.d/mono-official*
apt-get update && apt-get install -f
```

4. Download the necessary archives with packages to install *Axxon One*:

Archive name	Download link	Description
Server	https://www.axxonsoft.com/support/downloads/axxon-one-vms	The system requires either Server or Failover Server from the Linux 64-bit.deb section. The difference between Server and Failover Server is described in General information about installation in Linux OS (see page 18)
Failover Server		
Client		<i>Axxon One</i> client
DriversPack	https://www.axxonsoft.com/support/downloads/drivers-pack	<i>DriversPack</i> is required to support IP devices in <i>Axxon One</i>

Archive name	Download link	Description
Basic <i>DetectorPack</i>	https://www.axxonsoft.com/support/downloads/detector-pack	The basic <i>DetectorPack</i> includes only Object Tracker ³⁸ , Video clarity detector ³⁹ , Signal detector ⁴⁰ , Noise detector ⁴¹ , Audio loss detector ⁴² , and Motion detector ⁴³
Video analytics add-ons		Video analytics add-ons if you plan to use them (the Add-ons list is in the Linux 64-bit.deb section)

5. Unzip the downloaded packages.

Note

Once you download the necessary packages, you can run the following command to view the contents of the directory, as well as the files and their attributes:

```
ls -la
```

6. Move the downloaded packages to **/var/cache/apt/archives/**.

```
mv * /var/cache/apt/archives/
```

7. Download dependencies from repositories:

- a. For a regular server:

```
apt-get install --download-only mono-complete -t stretch
apt-get install --download-only axxon-one
apt-get install --download-only axxon-one-client
```

- b. For the Failover server:

```
apt-get install --download-only mono-complete -t stretch
apt-get install --download-only axxon-one-raft
apt-get install --download-only axxon-one-client
```

A set of packages for a standalone installation of *Axxon One* is ready and can be found at **/var/cache/apt/archives/**.

To simplify the installation process, we recommend installing all dependencies first, then installing *Axxon One*.

10.8.3 Possible problems and recommendations for creating a package

Sometimes *Axxon One* can refuse to load some dependencies when you create a package. In this case, you must first install the **mono** package version 6.4 and then reload the dependencies for the *Axxon One* client.

³⁸ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536636/Object+tracker>

³⁹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537319/Video+clarity+detector>

⁴⁰ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537314/Signal+detector>

⁴¹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537309/Noise+detector>

⁴² <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537304/Audio+loss+detector>

⁴³ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536695/Motion+detector>

10.9 Updating Axxon One in Linux OS

Attention!

Updating the OS doesn't affect the performance of *Axxon One*. However, before updating the OS, we recommend backing up the configuration (see [Backup and restore utility](#)⁴⁴).

There are two options to update *Axxon One* in Linux OS: from the repository and from the folder.

1. To update *Axxon One* from the repository, sequentially run the commands as a **root**:

```
sudo apt-get update
sudo apt-get install <package name>
```

Example of packages:

- axxon-one (for the Server side);
- axxon-one-raft (for the Server in the Failover mode);
- axxon-one-client (for the Server and Client type).

For example:

```
sudo apt-get update
sudo apt-get install axxon-one
```

2. To update *Axxon One* from the folder, do the following:
 - a. Go to the folder with the downloaded packages.
 - b. Run the following command:

```
sudo dpkg -i *
```

Package examples

Example of packages required to update the Server side:

```
axxon-drivers-pack_3.73_amd64.deb
axxon-detector-pack_3.8_amd64.deb
axxon-one-core_1.9.0_amd64.deb
axxon-one_1.9.0_all.deb
```

Example of packages required to update the Server in the Failover mode:

```
axxon-drivers-pack_3.73_amd64.deb
axxon-detector-pack_3.8_amd64.deb
axxon-one-core_1.9.0_amd64.deb
axxon-one-raft_1.9.0_amd64.deb
```

Example of packages required for the Server and Client updating type:

⁴⁴ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539417/Backup+and+restore+utility>

```
axxon-drivers-pack_3.73_amd64.deb
axxon-detector-pack_3.8_amd64.deb
axxon-one_1.9.0_all.deb
axxon-one-core_1.9.0_amd64.deb
axxon-one-client-bin_1.9.0_amd64.deb
axxon-one-client_1.9.0_all.deb
```

These options describe an update within one version of *Axxon One* (for example, from 1.0 to 1.9). If you want to update from *Axxon One* 1.0 to *Axxon One* 2.0, you must first update the repositories. The repositories and the commands are specified in the step 1 on the page [Installing the server from repository](#)(see page 19).

Attention!

After the update is completed, you must check the access permissions of the archive file and the folder where it is stored.

The **ngp** user must be specified as the owner of both the file and the folder.

10.10 Removing Axxon One in Linux OS

To remove *Axxon One* but save the configuration, run the following command:

```
sudo apt remove axxon-*
```

To completely remove *Axxon One*, run the following commands in sequence:

```
sudo apt --purge remove axxon-* -y
```

```
sudo apt autoremove -y
```

```
sudo rm -r /opt/AxxonSoft/
```

11 Starting and stopping Axxon One in Linux OS

11.1 Starting and stopping the Axxon One Server in Linux OS

Note

The *Axxon One* Server starts automatically when the operating system starts.

Server start:

```
sudo service axxon-one start
```

Server stop:

```
sudo service axxon-one stop
```

Server restart:

```
sudo service axxon-one restart
```

Server status check:

```
sudo service axxon-one status
```

11.2 Starting and stopping the Axxon One self-diagnostics service in Linux OS

Note

The *Axxon One* self-diagnostics service is running by default.

Controlling the self-diagnostics service via service

Start the service:

```
service axxon-one-selfdiag start
```

Stop the service:

```
service axxon-one-selfdiag stop
```

Restart the service:

```
service axxon-one-selfdiag restart
```

Controlling the self-diagnostics service via systemctl

Start the service:

```
systemctl start axxon-one-selfdiag.service
```

Stop the service:

```
systemctl stop axxon-one-selfdiag.service
```

Restart the service:

```
systemctl restart axxon-one-selfdiag.service
```

Enable the automatic start of the service:

```
systemctl enable axxon-one-selfdiag.service
```

Disable the automatic start of the service:

```
systemctl disable axxon-one-selfdiag.service
```

12 Configuring Axxon One in Linux OS

12.1 Features of creating an archive in Linux OS

12.1.1 Features of creating an archive as a disk in Linux OS

To allocate the disk for recording, run the command as a root.

```
sudo su
```

```
fdisk -l
```

where

- /dev/sd**a**—the first physical disk;
- /dev/sda**1**—the first partition of the first physical disk;
- /dev/sda**2**—the second partition of the first physical disk;
- dev/sd**b**—the second physical disk.

To delete the disk partition, do the following:

1. Go to the disk on which you want to delete a partition.

```
fdisk /dev/sdb
```

2. Delete the partition.

```
d
```

3. Specify the partition number.

```
2
```

4. Save the changes.

```
w
```

To create a partition, do the following:

1. Go to the disk on which you want to create a partition.

```
fdisk /dev/sdb
```

2. Create the partition.

```
n
```

3. Specify the partition type: primary (p) or extended (e).

```
p
```

- Specify the partition number.

1

- Specify the partition size. G—gigabytes, M—megabytes, K—kilobytes.

+5G

- Save the changes.

w

To create the archive as a disk, do the following:

- Create a new archive in the *Axxon One* Client (see [Creating a local archive](#)⁴⁵).
- Select the archive volume.
- Specify the path to partition in the address window. For example: `/dev/sdb1`. If it is required to use the whole disk as an archive, specify the `/dev/sdc`, `/dev/sdd`, and so on.
- Set the **Format** checkbox and click the **Apply** button.



Attention!

At this point you cannot change the archive size.

12.1.2 Features of creating an archive as a file in Linux OS

By default, in Linux OS, the **ngp** user has rights to record only in the `/opt/AxxonSoft/AxxonOne/` directory.

To create an archive in another directory, do the following:

- Create a folder with write permissions.

```
sudo mkdir -m755 /home/archive
```

- Change the folder owner to **ngp** user.

```
sudo chown -R ngp:ngp /home/archive/
```

- Check the permissions on the created folder.

```
ls -lt /home/
```

If there is a string with the **ngp** user permissions in the result, it is now possible to create an archive as a file in this directory.

```
drwxr-xr-x  2 ngp  ngp  4096 aug.  8 15:18 archive
```

12.1.3 Features of creating an object archive in Linux OS

By default, in Linux OS, the **ngp** user has rights to record only in the `/opt/AxxonSoft/AxxonOne/` directory.

⁴⁵ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536348/Creating+a+local+archive>

To create an object archive, do the following:

1. Create a folder, for example:

```
sudo mkdir /home/"user"/archive
```

2. Change the folder owner to **ngp** user.

```
sudo chown -R ngp:ngp /home/"user"/archive
```

3. Check the permissions on the created folder.

```
ls -l /home/"user"/
```

If there is a string with the **ngp** user permissions in the result, it is now possible to create an object archive by selecting the object storage type and specifying the path to this folder.

```
drwxr-xr-x  2 ngp  ngp  4096 aug.  8 15:18 archive
```

12.1.4 Features of archives with ext and xfs file systems

When you work with archives (both local and network) in the ext and xfs file systems, take into account the following features:

1. When you create an archive (see [Creating an archive](#)⁴⁶), the displayed free disk space is calculated based on the actual used space.

Note

For example, the disk size is 60 GB, and a 10 GB archive is created on it, but it is only 1 GB full. When you try to create a second archive on this disk, 59 GB of free space will be displayed, not 50 GB.

2. Availability of the entire archive file size is not guaranteed in cases when other files run out of available space.

Note

Due to the ext and xfs file systems features, it is possible to create archives whose total size exceeds the free disk space.

Attention!

In such cases, it is necessary for the system administrator to control the free disk space.

12.1.5 Features of NAS archives

To connect to the NAS server, use the following versions of protocols:

- SMB2/SMB3 (2.02, 2.10, 3.00, 3.02, 3.1.1);
- NFSv3, NFSv4.

It is also possible to use the CIFS and iSCSI protocols.

⁴⁶ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539786/Creating+an+archive>

12.2 Configuration and log folders

The following folders are used by default:

1. Logs and Client configuration: /home/USER/.local/share/AxxonSoft/
2. Server configuration: /opt/AxxonSoft/AxxonOne/

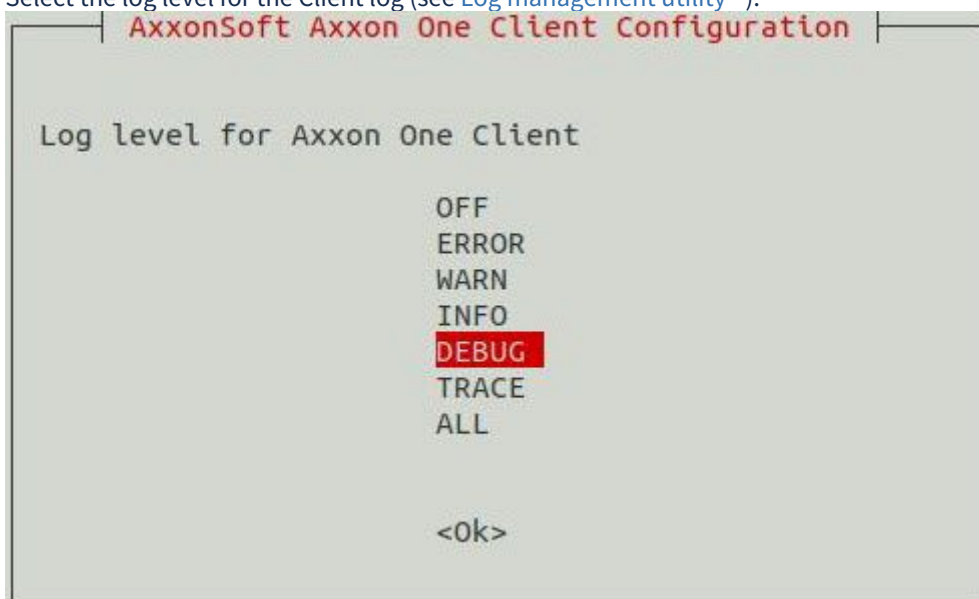
12.3 Configuring the logging parameters of the Axxon One Client in Linux OS

To change the logging parameters of the *Axxon One* Client, do the following:

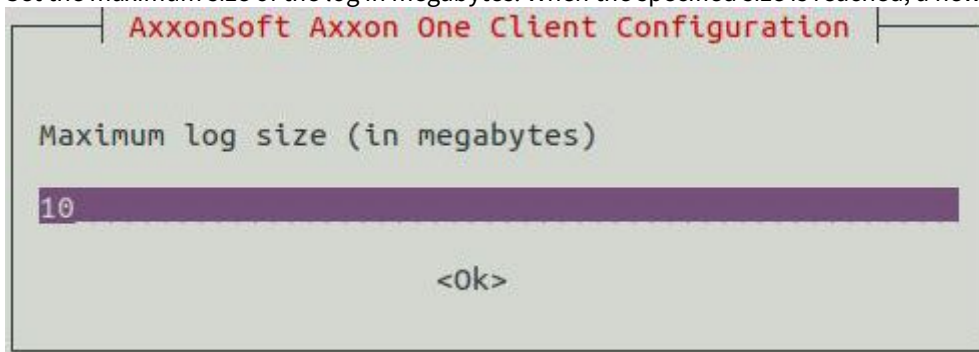
1. Run the following command.

```
sudo dpkg-reconfigure axxon-one-client
```

2. Select the log level for the Client log (see [Log management utility](https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539456/Log+management+utility)⁴⁷).



3. Set the maximum size of the log in megabytes. When the specified size is reached, a new log will be created.



12.4 Collecting system data in Linux OS

To collect the system data in Linux OS, run the following command:

```
sudo /opt/AxxonSoft/AxxonOne/bin/support /home/$USER/
```

where

⁴⁷ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539456/Log+management+utility>

- /opt/AxxonSoft/AxxonOne/bin/support—the utility location directory;
- /home/\$USER—the user's home directory.

If you do not want to delete the temporary repository, run the following command:

```
--debug
```

If you want to include dumps from currently running NGP processes, run the following command:

```
--dump-processes
```

If you want to collect process dumps and logs for a specific node, run the following command:

```
--node <node-name>
```

This can be used multiple times to specify multiple nodes. If a node is not specified, dumps and logs will be collected for all available nodes.

If you want to use a limited number of threads (N) to collect dumps of Server processes, run the following command:

```
--jobs N
```

If N = 0, then all available threads will be used to collect dumps. By default, N = 1.

By default, the system data report includes information from Linux OS log. To exclude this information from the report, run the following command:

```
--skip-journalctl
```

If you want the report not to include the information on the self-diagnostics service (see [Self-diagnostics service](#)⁴⁸), run the following command:

```
--skip-prometheus
```

If errors occur, you can run the following command to try to resolve them:

```
--fix
```

If you want to see the list with all built-in commands, run the following command:

```
--help
```

12.5 Changing the metadata storage path in Linux OS

By default, metadata is stored in the directory /opt/AxxonSoft/AxxonOne/vmda_db.

To change the metadata storage path, do the following:

1. Create a folder for storing metadata. For example, create a folder named **Metadata** in the **/media** directory:

⁴⁸ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314538283/Self-diagnostics+service>

```
sudo mkdir /media/Metadata
```

2. Change the folder owner to **ngp** user:

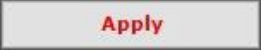
```
sudo chown -R ngp:ngp /media/Metadata
```

3. Check the permissions on the created folder.

```
ls -l /media
```

As a result, a line with permissions for the **ngp** user should be displayed:

```
drwxr-xr-x 3 ngp ngp 4096 jul 18 12:05 Metadata
```

4. Launch the *Axxon One* Client and go to the **Options** → **Data storage** tab.
5. Enter the path to the new folder in the **Metadata storage path** field. For example, **/media/Metadata**.
6. Click the **Apply**  button to save the changes.

Changing the metadata storage path is complete.

12.6 Configuring the metadata storage in NAS in Linux OS

To store the metadata in a network attached storage (NAS), do the following:

1. Create a shared network folder.
2. On the Server in Linux OS, create the **netdir** folder. For example, in the **/media** folder:

```
sudo mkdir /media/netdir
```

3. Install the **cifs-utils** utility.

```
sudo apt-get install cifs-utils
```

4. Attach the shared network folder to the created **netdir** folder.

```
sudo mount -t cifs //IP address/common /media/netdir -o user=User,password=123,uid=1001,gid=1002,vers=2.0
```

where,

- a. **IP address**—NAS address,
- b. **common**—shared network folder,
- c. **user, password**—NAS access credentials,
- d. **uid, gid**—id of the user and ngp group. They can be obtained using the following command:

```
id ngp
```

5. In the *Axxon One* metadata storage settings, specify the **/media/netdir** path (see [Data storage](#)⁴⁹).

After you restart Linux OS, the attached folder will be deleted. To configure the network folder to be attached on the OS loading, do the following:

⁴⁹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314537992/Data+storage>

1. Open the `/etc/fstab` file.

```
sudo nano /etc/fstab
```

2. Add the following string to the file:

```
//IP address/common /media/netdir cifs user=User,password=123,uid=1001,gid=1002,vers=2.0 0
0
```

3. Save the file.

12.7 Changing the configuration of the Axxon One Server in Linux OS

To change the configuration of the Server, do the following:

1. Run the following command.

```
sudo dpkg-reconfigure axxon-one
```

⚠ Attention!

If you change the server configuration, the system variables previously added to the **instance.conf** file will be deleted (see [Creating system variables in Linux OS](#) (see page 104)).

2. Enter the ID of the Axxon-domain to which you want to add the Server. To skip this step, press the Enter key.

```

AxxonSoft Axxon One Server Configuration
Leave this blank if you want this host to join an existing Axxon One domain later or set to the __KEEP__
to keep the value unmodified (if any).

Enter Axxon One domain this host to proclaim.

KEEP
<Ok>

```

3. Change the Server node name.

```

AxxonSoft Axxon One Server Configuration
Name that uniquely identifies the installed server within Axxon One domain. Leave this blank to have the
value initialized from the host name or set to the __KEEP__ to keep the value unmodified (if any).

Axxon One server node name

UBUNTU-D
<Ok>

```

4. Specify the beginning of the port range for the Server operation.

```

AxxonSoft Axxon One Server Configuration
This port is used to determine base port of a TCP port span for Axxon One applications. You may need to
change this value if you run several instances of Axxon One on the same host.

TCP port - base for Axxon One TCP ports range

20111
<Ok>

```

5. Specify the number of ports for the Server operation.

AxxonSoft Axxon One Server Configuration

In addition to the base port it determines TCP ports range used by Axxon One applications.

Axxon One TCP ports span

100

<Ok>

6. Restrict the visibility of Servers from various networks in the Servers list during *Axxon One* configuration. Possible values:
- 0.0.0.0/0—Servers from all networks will be visible.
 - 10.0.1.23/32,192.168.0.7/32—only the Servers from the specified networks will be visible.
 - 127.0.0.1—only the Servers from the local network will be visible.

AxxonSoft Axxon One Server Configuration

Comma-separated list of network interfaces in CIDR notation for AxxonSoft Axxon One to listen on. Leave it empty if Axxon One is supposed to use all available network interfaces.

List of network interfaces for Axxon One to listen on.

<Ok>

7. Specify the alternative Server address—the external address of the switch if the Server is located behind the NAT⁵⁰. The format of interfaces setting: "IP Address1 or DNS Name1, IP Address2 or DNS Name2".

AxxonSoft Axxon One Server Configuration

It may be used to specify public address for AxxonSoft Axxon One when access a server working behind the NAT from outside. Appropriate port forwarding must be set up on the NAT itself in order to make this option work. Leave it empty if unsure or the server is not supposed to be accessed from outside.

Alternate primary network interfaces for Axxon One to listen on.

<Ok>

8. Select the Server log level (see [Log management utility](https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539456/Log+management+utility)⁵¹).

AxxonSoft Axxon One Server Configuration

Log level for Axxon One

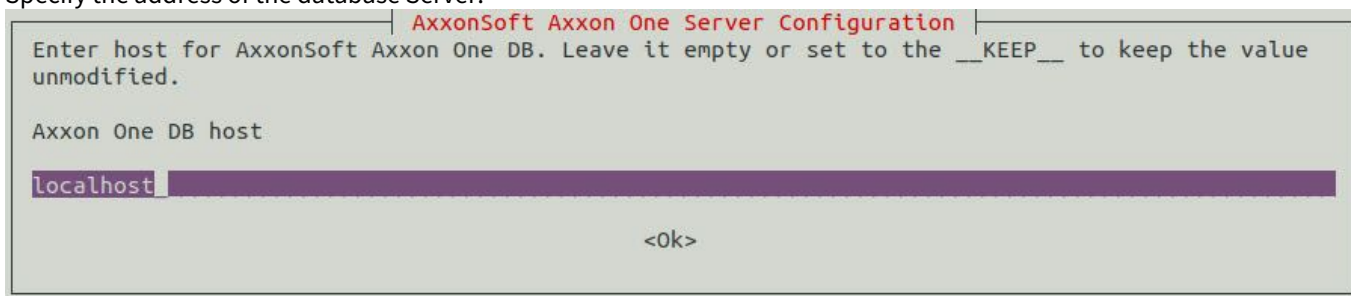
0
ERROR
WARN
INFO
DEBUG
TRACE
ALL

<Ok>

⁵⁰ https://en.wikipedia.org/wiki/Network_address_translation

⁵¹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539456/Log+management+utility>

9. Specify the address of the database Server.



AxxonSoft Axxon One Server Configuration

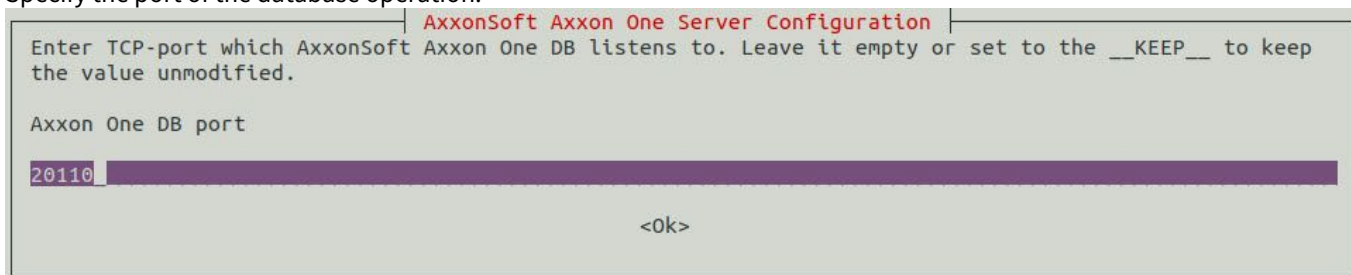
Enter host for AxxonSoft Axxon One DB. Leave it empty or set to the __KEEP__ to keep the value unmodified.

Axxon One DB host

localhost

<Ok>

10. Specify the port of the database operation.



AxxonSoft Axxon One Server Configuration

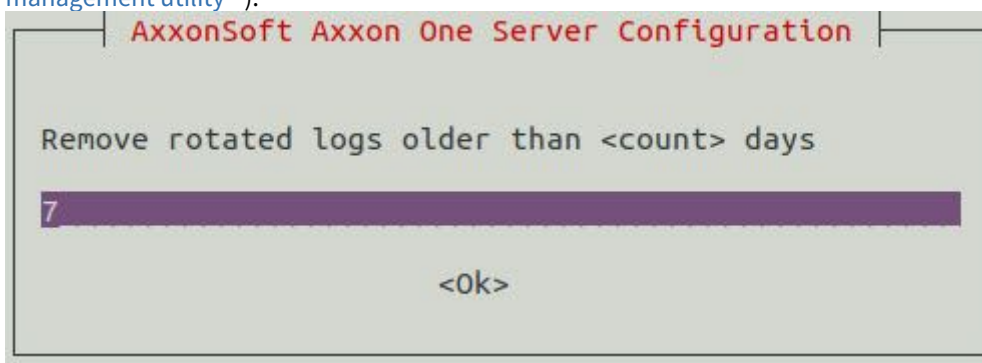
Enter TCP-port which AxxonSoft Axxon One DB listens to. Leave it empty or set to the __KEEP__ to keep the value unmodified.

Axxon One DB port

20110

<Ok>

11. Specify the maximum time in days the log will be stored in the archive. After that time, the log will be deleted (see [Log management utility](https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539456/Log+management+utility)⁵²).



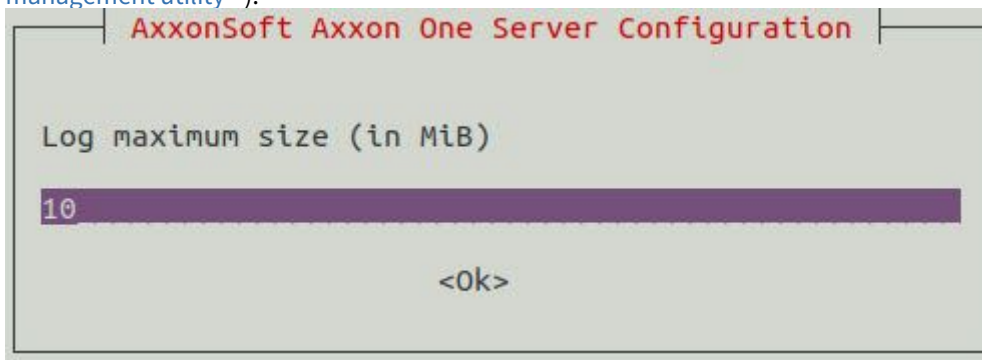
AxxonSoft Axxon One Server Configuration

Remove rotated logs older than <count> days

7

<Ok>

12. Specify the maximum size of the archive, above which the earliest logs will be deleted from the archive (see [Log management utility](https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539456/Log+management+utility)⁵³).



AxxonSoft Axxon One Server Configuration

Log maximum size (in MiB)

10

<Ok>

⁵² <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539456/Log+management+utility>

⁵³ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539456/Log+management+utility>

13. Specify the maximum size of the log directory.

Server configuration change is complete.

12.8 Transferring the Axxon One configuration from Windows OS to Linux OS

To transfer the *Axxon One* configuration from Windows OS to Linux OS, do the following:

1. Create the backup configuration in Windows OS (see [Backup and restore utility](#)⁵⁴).
2. Run the following command in Linux OS:

```
sudo dpkg-reconfigure axxon-one
```

⚠ Attention!

The Server in Linux OS must belong to some Axxon-domain.

The following window will be displayed.

3. Press the Enter key several times until the Server node name change window is displayed.

4. Enter the Server node name which is used in Windows OS.
5. Run the backup and configuration recovery utility (see [Backup and restore utility](#)⁵⁵) and select the specified Server on its launch.
6. Restore the configuration by selecting the saved backup.

⁵⁴ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539417/Backup+and+restore+utility>

⁵⁵ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539417/Backup+and+restore+utility>

- Deactivate the license (see [Deactivating the license](#)⁵⁶) and distribute the license file again (see [Activation by applying license file](#)⁵⁷).

12.9 Mounting disk and creating archive in a Docker container

To create an archive on the mounted disk in the Docker container, do the following:

- Display the list of available disks using the command:

```
lsblk
```

- Create a directory for mounting:

```
sudo mkdir -p /mnt/mydisk
```

- Mount the selected disk in the created directory:

```
sudo mount /dev/sda4 /mnt/mydisk
```

- Assign directory permissions to the **ngp** user:

```
sudo chown -R ngp:ngp /mnt/mydisk
```

Attention!

If the user and the **ngp** group are absent on the host machine, you must run the following command to create them:

```
for g in ngp disk dialout audio video render detector-pack-users; do getent group "$g" >/dev/null || sudo groupadd --system "$g"; done && sudo useradd --system --gid ngp --groups disk,dialout,audio,video,render,detector-pack-users --no-create-home --shell /usr/sbin/nologin ngp
```

- Run the Docker image with the mounted disk:

```
docker run -it -v /mnt/mydisk:/dev/sda4 axxon-one
```

In this particular example, the **/dev/sda4** disk is mounted.

Note

For further launches, to start the Docker container, use the command:

```
docker start <container_id>
```

You don't need to specify the mounting parameter again, as it is saved in the container configuration.

- Create the remote archive in *Axxon One*, specifying the **/dev/sda4** path (see [Creating a remote archive](#)⁵⁸).

⁵⁶ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539713/Deactivating+the+license>

⁵⁷ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539694/Activation+by+applying+license+file>

⁵⁸ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314536359/Creating+a+remote+archive>

Creating an archive on the mounted disk is complete.

12.10 Forwarding a Guardant USB key to a Docker container

Forwarding a Guardant USB key to a Docker container is the process when a physical device connected to the host machine becomes available inside a Docker container to work with.

Attention!

Before you start, make sure that the Guardant key is compatible with Linux OS. GNU/Linux native support is implemented for the models:

- Guardant Sign;
- Guardant Time;
- Guardant Code;
- As well as for the network versions of the above models.

Models that aren't supported:

- Guardant Stealth III / Net III;
- Guardant Stealth II USB / Net II USB.

To forward a USB key to a Docker container, do the following:

1. Run the command to view the list of connected USB devices:

```
lsusb
```

Example of information output about USB devices connected to the system:

```
Bus 001 Device 006: ID 0a89:0008 Aktiv Guardant Stealth 3 Sign/Time
```

Memorize the **Bus** and **Device** values for the required device. In this example, they are **001** and **006**.

2. Open the **guardant-docker.service** file for editing:

```
nano /etc/systemd/system/guardant-docker.service
```

3. Add the following lines to the file:

```
[Service]
Restart=always
ExecStart=/usr/bin/docker run --rm --device=/dev/bus/usb/BUS value/Device docker_IMAGE
value
ExecStop=/usr/bin/docker stop CONTAINER_ID
```

you must:

- a. Replace the **Bus** and **Device** values with the actual values from the output of the **lsusb** command.
- b. Instead of **docker_IMAGE**, specify the required Docker image (see [Installing and launching Axxon One using Docker](#)(see page 33)).
- c. Instead of **CONTAINER_ID**, specify the identifier of the container.
For example:

```
[Unit]
Description=Start Docker container with Guardant USB
```

```
After=network.target docker.service
Requires=docker.service

[Service]
Restart=always
ExecStart=/usr/bin/docker run --rm --device=/dev/bus/usb/001/006 ec03cff81943
ExecStop=/usr/bin/docker stop 71cfe3eb9019

[Install]
WantedBy=multi-user.target
```

4. Run the following commands to activate autostart:

```
sudo systemctl daemon-reload
sudo systemctl enable guardant-docker.service
sudo systemctl start guardant-docker.service
```

5. Restart the operating system.

After you restart the operating system, the container starts automatically. The Guardant USB key is available inside the container, and it will be correctly detected by the system when creating a license, for example.

13 Axxon One utilities for Linux OS

13.1 Activation utility for Linux OS

On this page:

- [General information](#)(see page 61)
- [Launching the utility](#)(see page 61)
- [Closing the utility](#)(see page 63)

13.1.1 General information

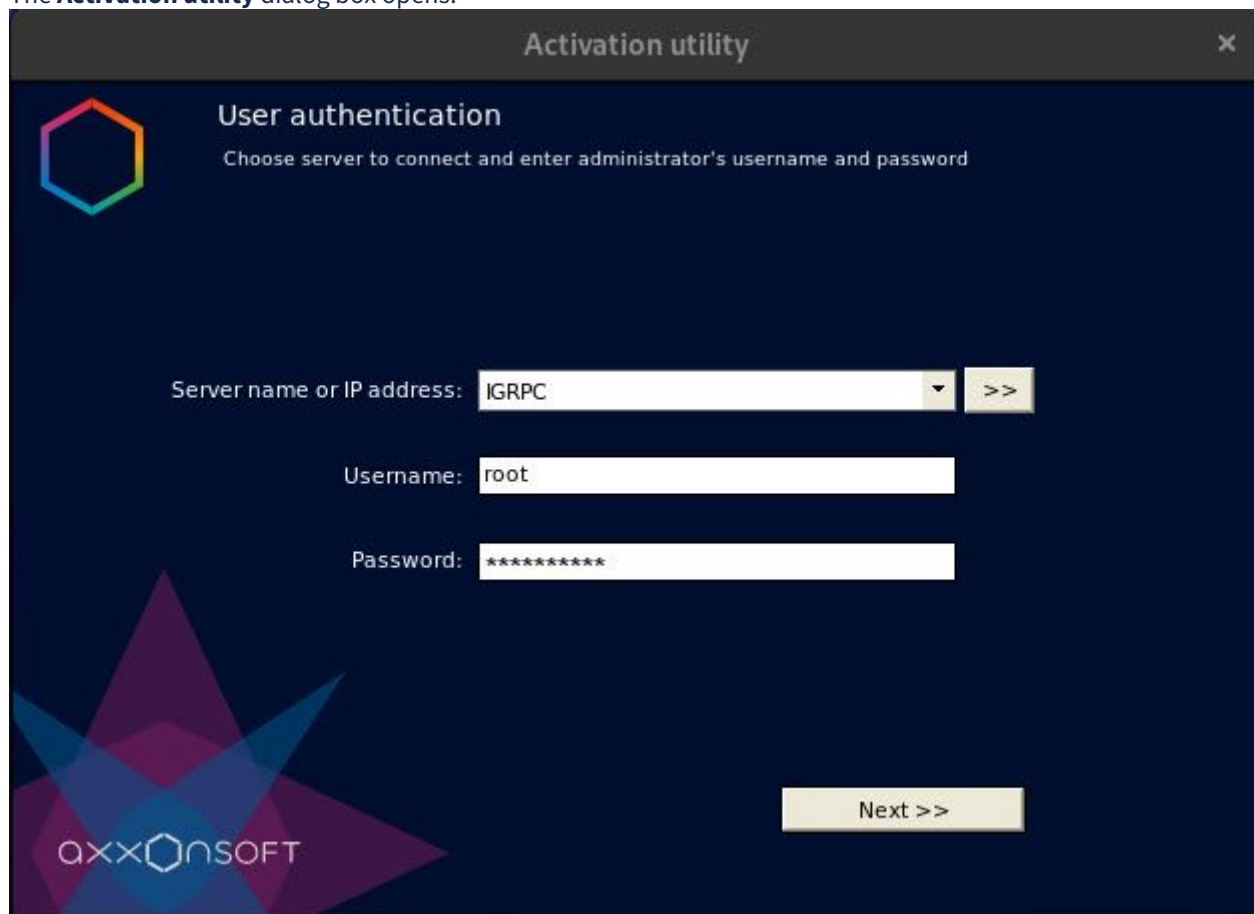
The **Activation utility** is designed to:

- activate a free license for *Axxon One* (see [Activating the Axxon One free license for Linux OS](#)(see page 63));
- create a request to activate a paid license (see [Creating an activation request in Linux OS](#)(see page 68));
- activate a license by distributing a license file (see [Activation by applying a license file in Linux OS](#)(see page 70));
- activate a license by distributing a serial number (see [Activation with a serial number in Linux OS](#)(see page 74));
- update a license (see [Updating the Axxon One license in Linux OS](#)(see page 79));
- deactivate a license (see [Deactivating a license in Linux OS](#)(see page 80));
- save a license file (see [Saving the license file in Linux OS](#)(see page 82));
- change a domain name (see [Changing the domain name in Linux OS](#)(see page 85));
- exclude a server from a domain (see [Excluding the current server from a domain in Linux OS](#)(see page 88)).

13.1.2 Launching the utility

To launch the **Activation utility**, go to the apps menu and click the **LicenseTool** utility shortcut.

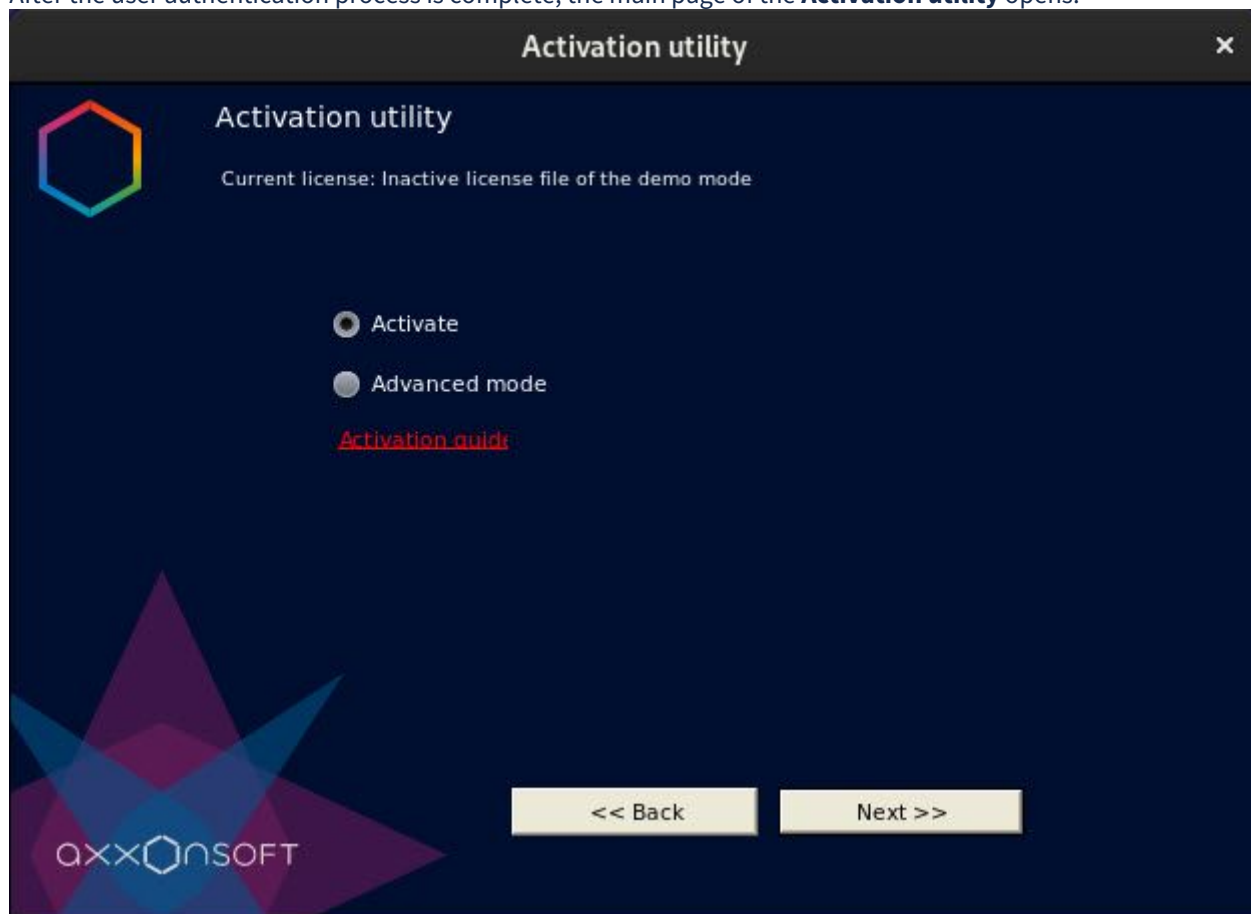
The **Activation utility** dialog box opens:



The screenshot shows a window titled "Activation utility" with a close button (X) in the top right corner. Inside the window, there is a logo on the top left and the title "User authentication" followed by the instruction "Choose server to connect and enter administrator's username and password". Below this, there are three input fields: "Server name or IP address:" with a dropdown menu showing "IGRPC" and a ">>" button; "Username:" with a text field containing "root"; and "Password:" with a text field containing "*****". At the bottom right, there is a "Next >>" button. The AxxonSoft logo is visible in the bottom left corner of the dialog box.

1. From the **Server name or IP address** drop-down list, select one of the domain servers.
2. In the **Username** field, enter the server user name.
3. In the **Password** field, enter the server user password.
4. Click the **Next >>** button. The user authentication process starts.

After the user authentication process is complete, the main page of the **Activation utility** opens:



The **Activation utility** is launched.

13.1.3 Closing the utility

To exit the **Activation utility**, click the  button.

13.1.4 Activating the Axxon One free license for Linux OS

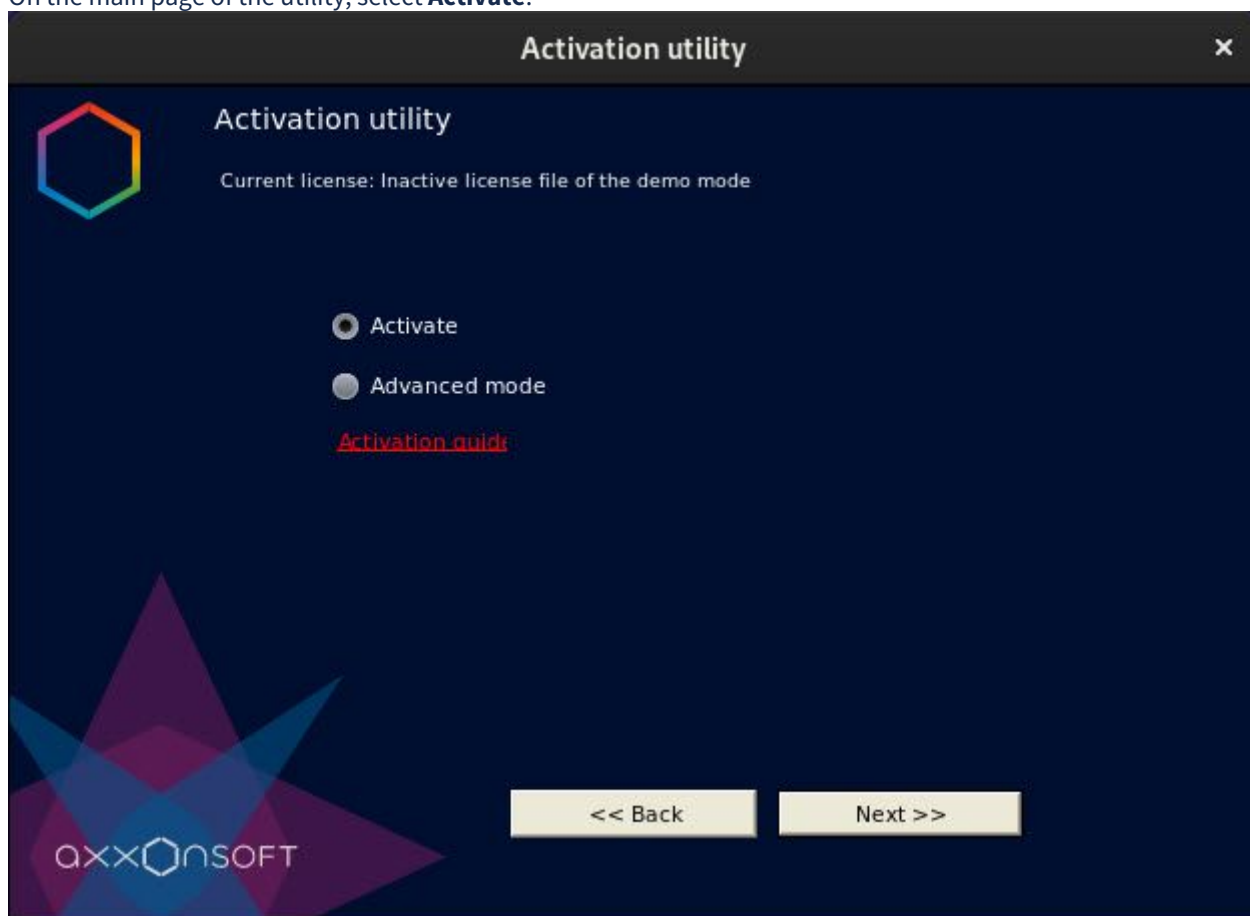
To activate the *Axxon One* free license, do the following:

Attention!

The number of cameras created in the system at the time of activation must not exceed four.

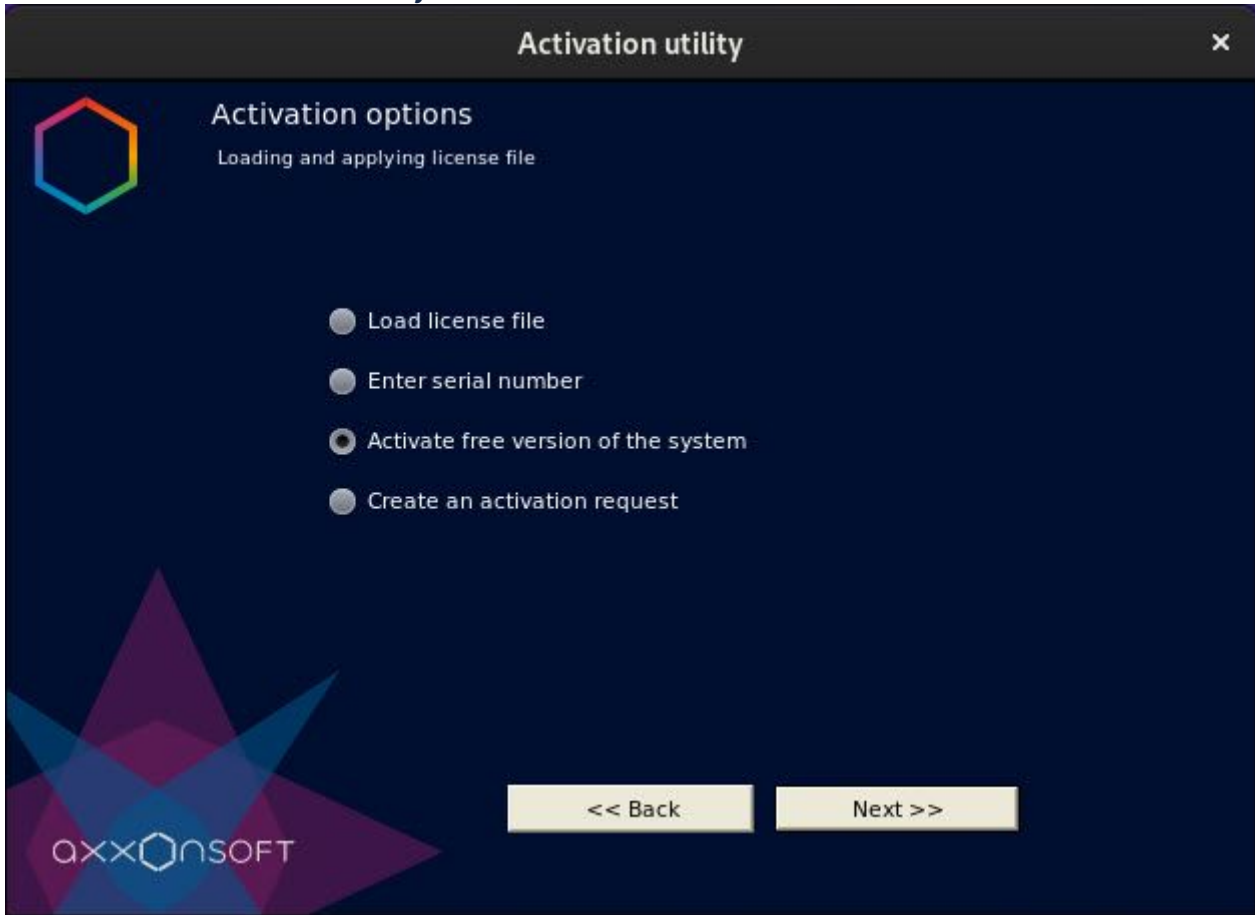
1. Launch the **Activation utility** (see [Activation utility for Linux OS](#)(see page 61)).

2. On the main page of the utility, select **Activate**.



3. Click the **Next >>** button.

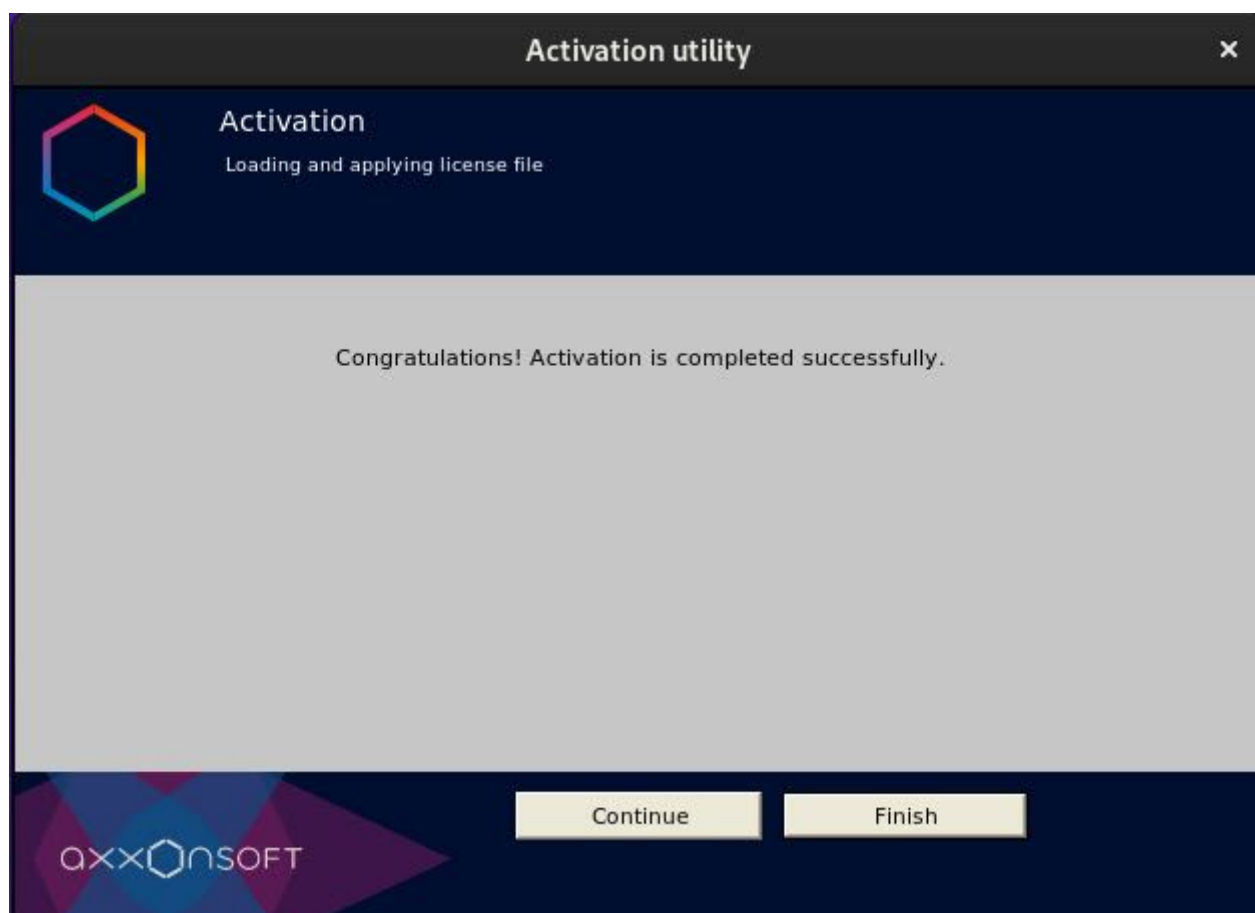
4. Select **Activate free version of the system**.



5. Click the **Next >>** button.

As a result, a request for activation is sent online. If activation is successfully completed on the *licensing service* (<https://sale.axxonsoft.com/>⁵⁹), the license file is automatically downloaded and distributed within the system.

⁵⁹ <https://sale.axxonsoft.com/sale/>

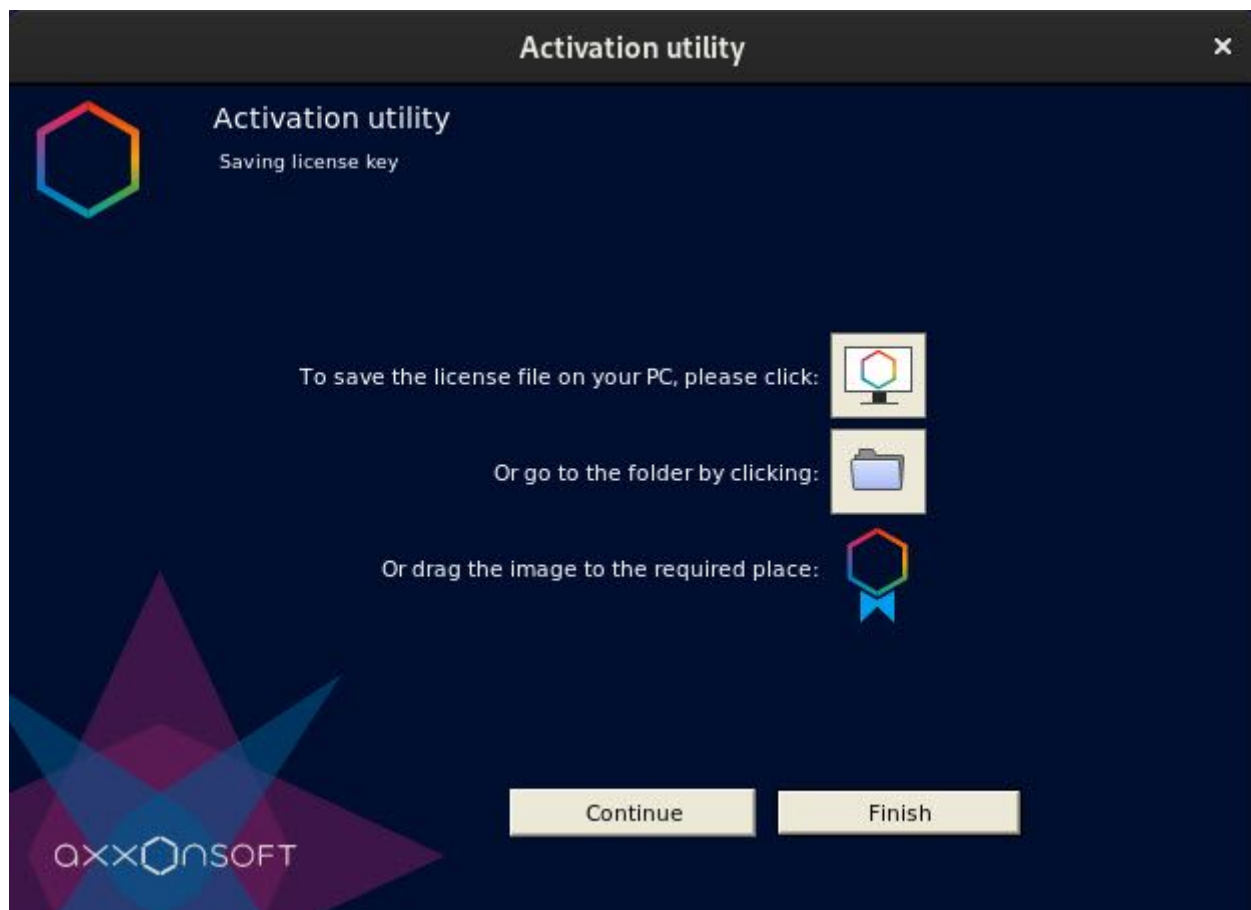


Activation of the *Axxon One* free license is complete. To return to the main page of the utility, click the **Continue** button. To exit, click the **Finish** button.

 Attention!

To ensure the correct operation of *Axxon One*, you must restart the server after activating the license.

If your computer is offline, you are prompted to save the activation request file using any of the following methods:



1. Click the  button, and in the standard dialog window, specify the storage location and the name of the request file.
2. Click the  button. The folder that contains the request file opens.
3. Drag and drop the  image to the destination folder.

Submit the request file to an AxxonSoft representative. You can also generate a license file on the *licensing service* (see [Generating license files via the web interface of the licensing service](#)⁶⁰) and then upload the license file to the system (see [Activation by applying a license file in Linux OS](#)(see page 70)).

13.1.5 Activating the Axxon One paid license for Linux OS

You can activate the *Axxon One* paid license according to the following steps:

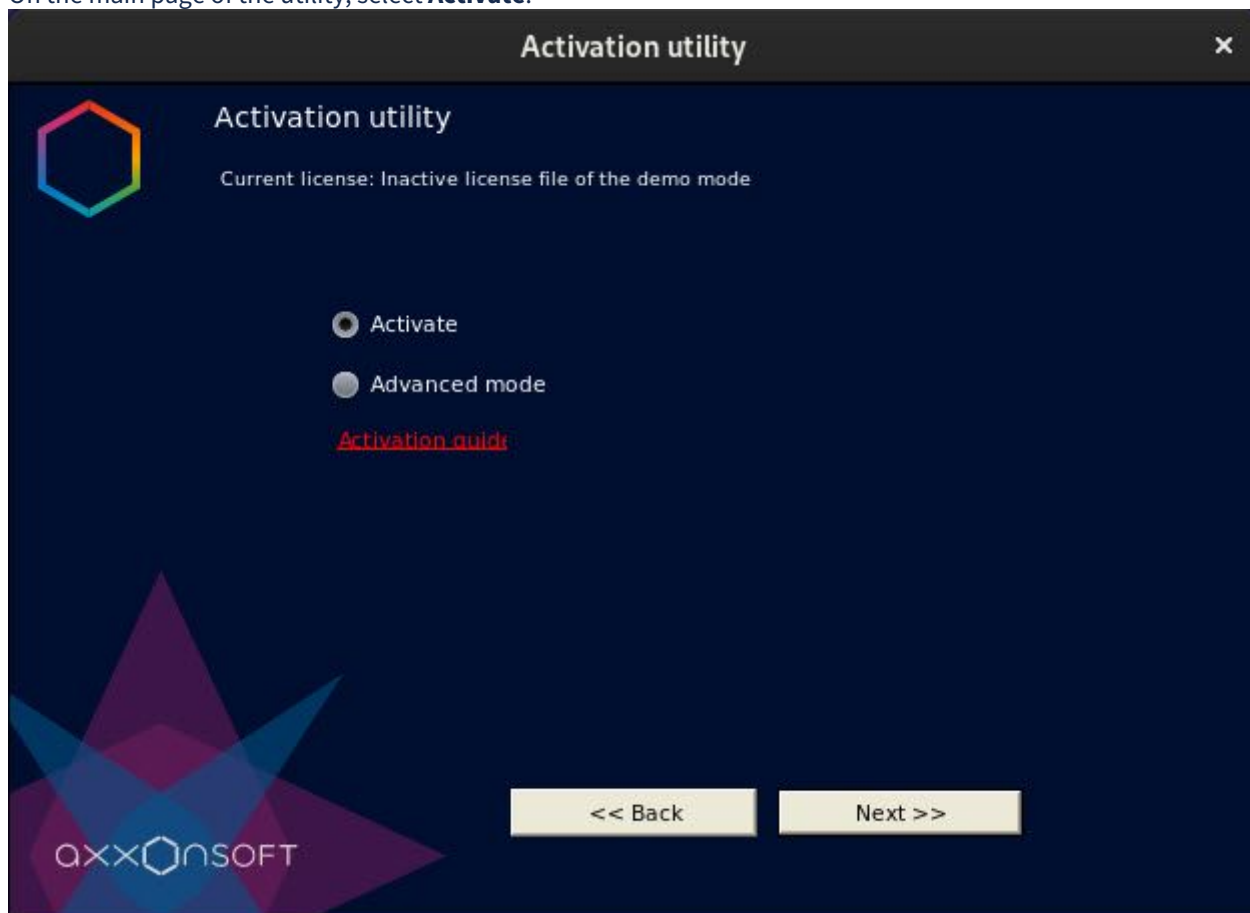
1. Create an activation request file and send it to the AxxonSoft manager (see [Creating an activation request in Linux OS](#)(see page 68)).
2. Pay for the order and receive a license file or a serial number.
3. Activate the license (see [Activation by applying a license file in Linux OS](#)(see page 70), [Activation with a serial number in Linux OS](#)(see page 74)).

⁶⁰ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539744/Generating+license+files+via+the+web+interface+of+the+licensing+service>

13.1.5.1 Creating an activation request in Linux OS

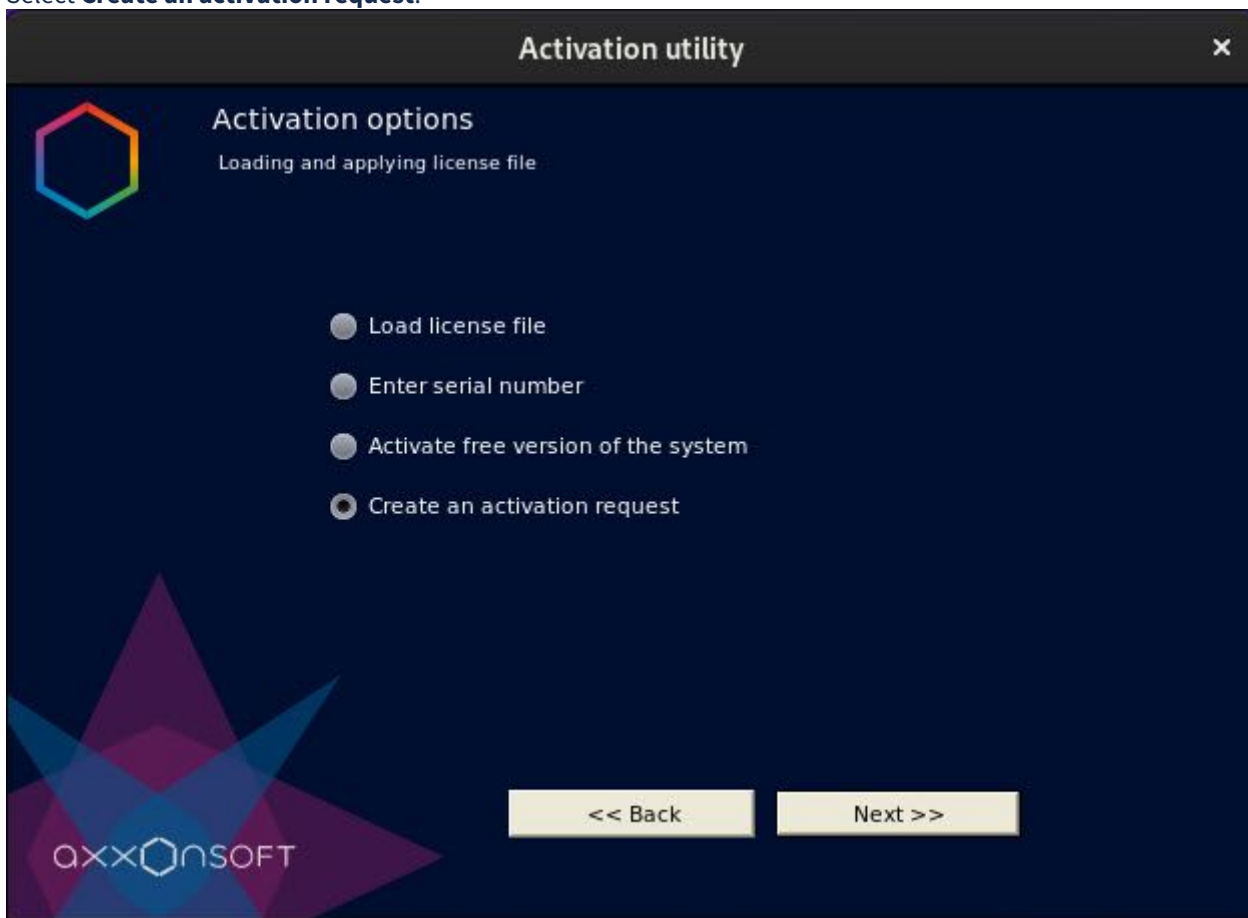
To create an activation request, do the following:

1. In the demo mode, you can add servers to your Axxon-domain if you want to create a distributed security system.
2. Launch the **Activation utility** (see [Activation utility for Linux OS](#)(see page 61)).
3. On the main page of the utility, select **Activate**.



4. Click the **Next >>** button.

5. Select **Create an activation request**.

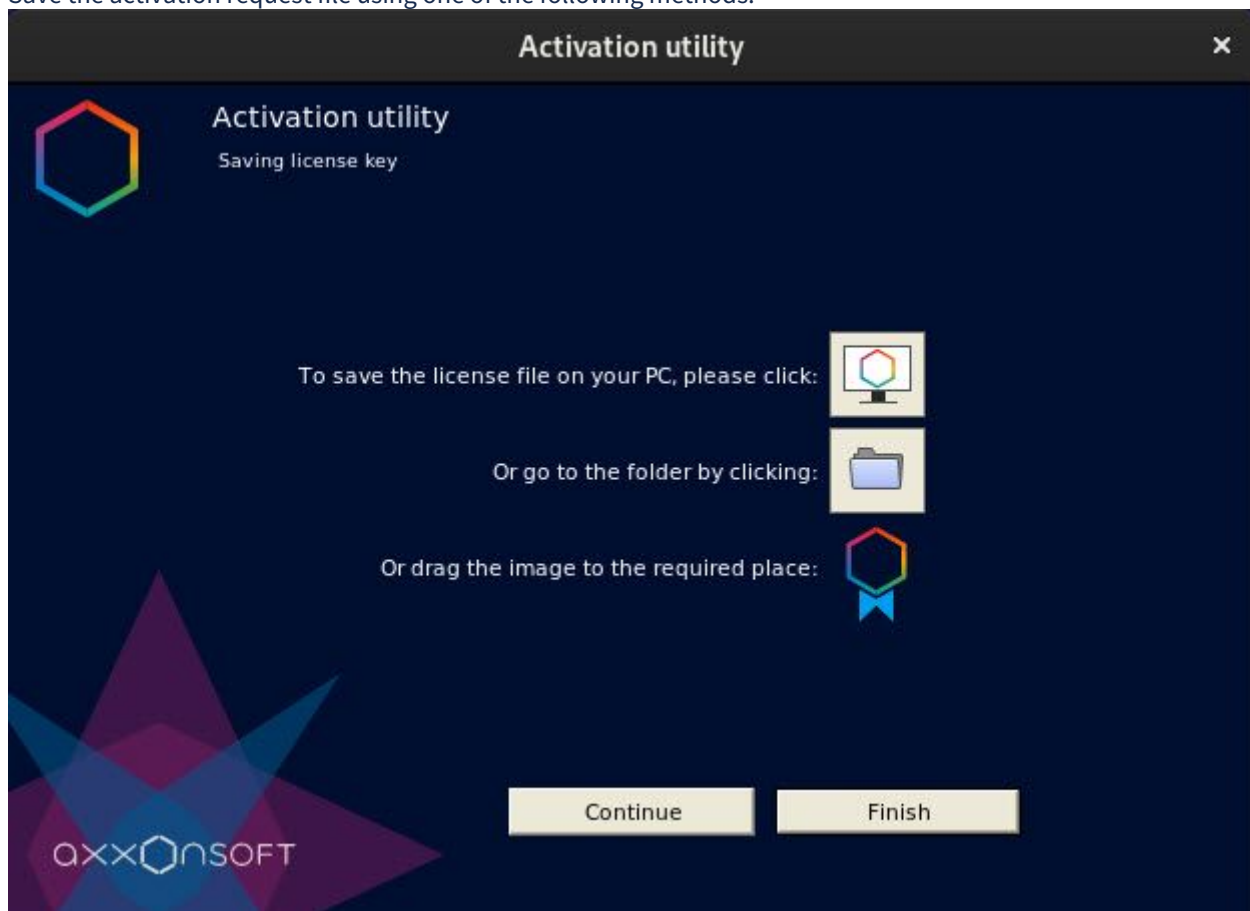


6. Click the **Next >>** button.

Note

When you create a request file, all domain servers for which the key is being created must be online. A request file isn't created if at least one of the selected servers is unavailable from the server on which you create a request file.

7. Save the activation request file using one of the following methods:



- Click the  button in the standard dialog box to browse for file location and enter the name.
- Click the  button. The folder that contains the request file opens.
- Drag and drop the  image to the destination folder.

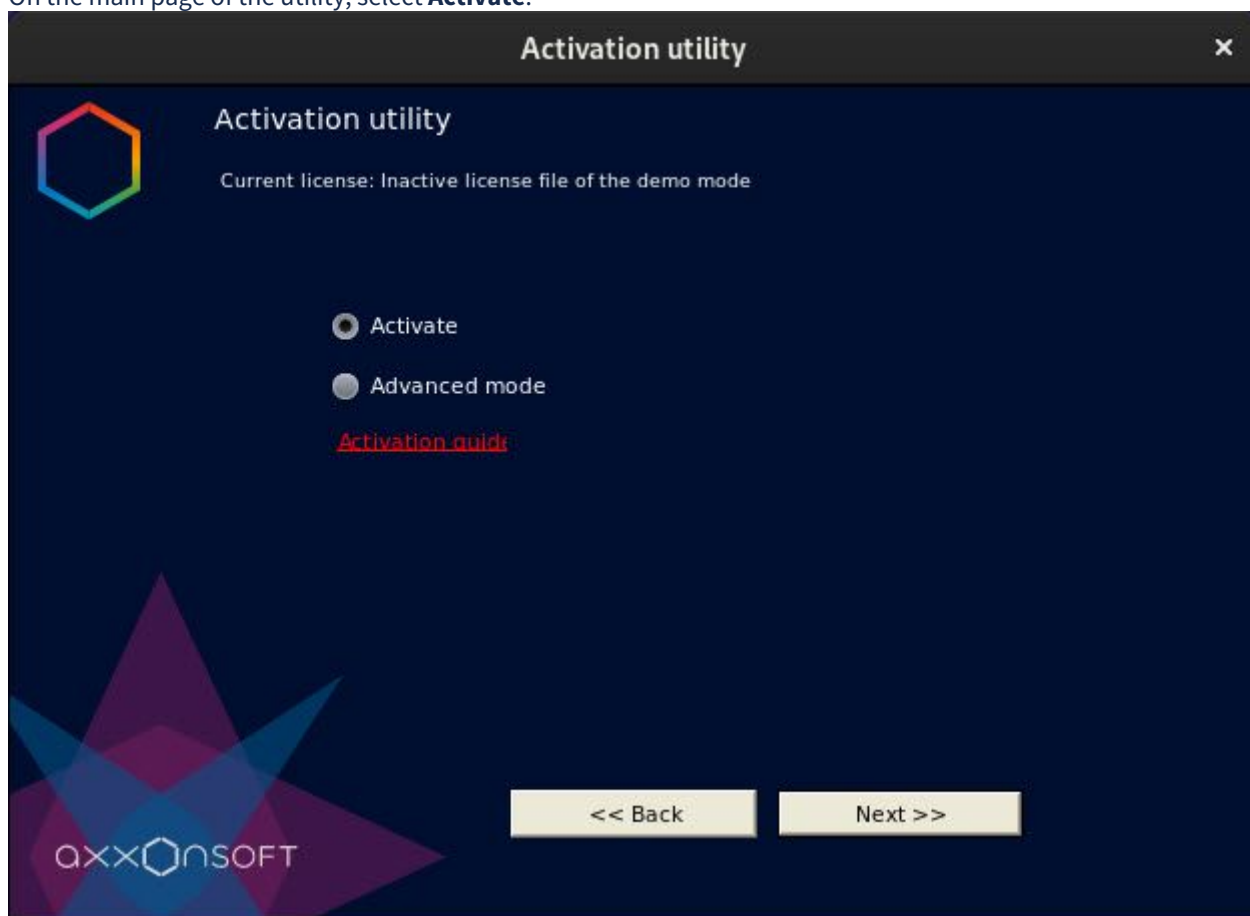
You have created an activation request file. To return to the main page of the utility, click the **Continue** button. To exit, click the **Finish** button.

13.1.5.2 Activation by applying a license file in Linux OS

If you have a license file, you can activate the *Axxon One* license as follows:

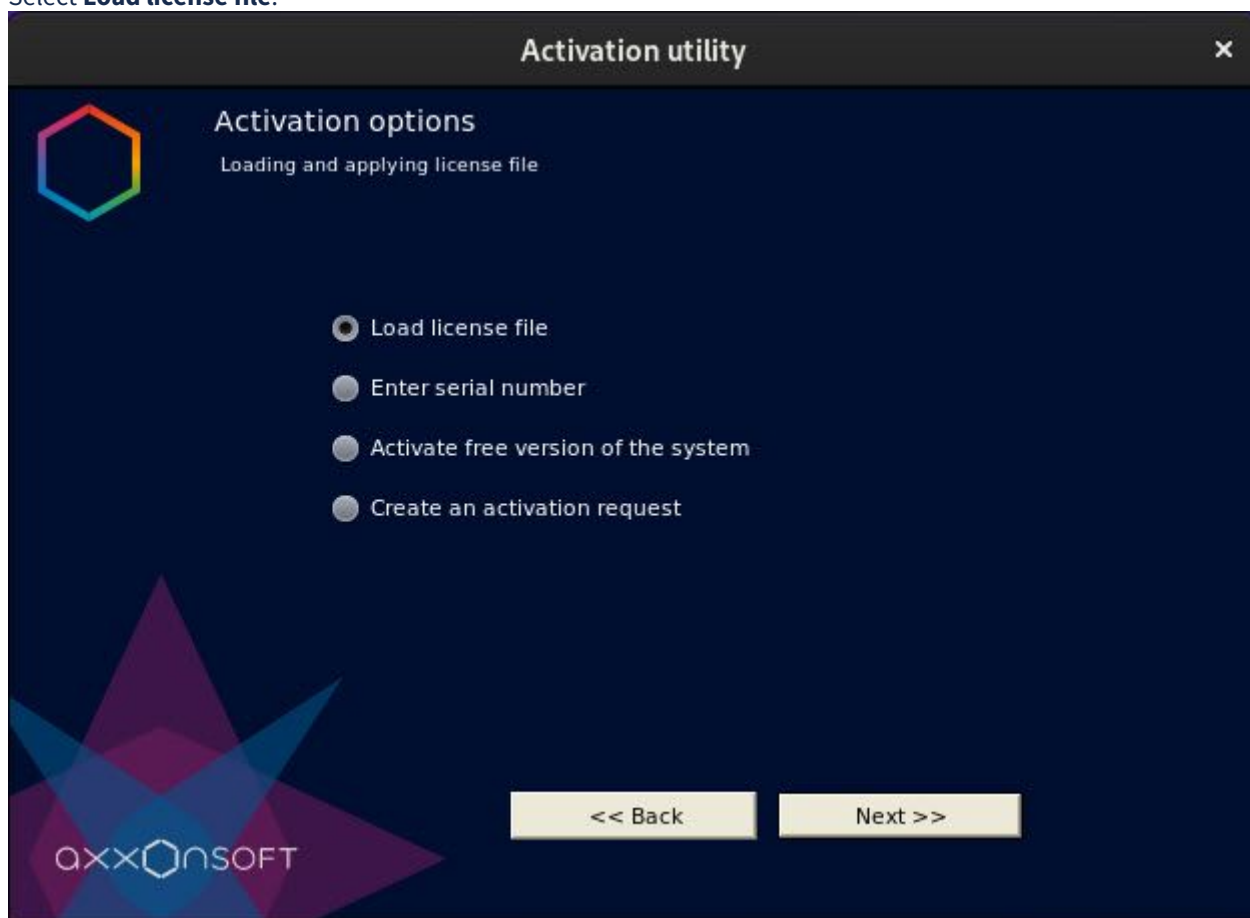
- Launch the **Activation utility** (see [Activation utility for Linux OS](#)(see page 61)).

2. On the main page of the utility, select **Activate**.



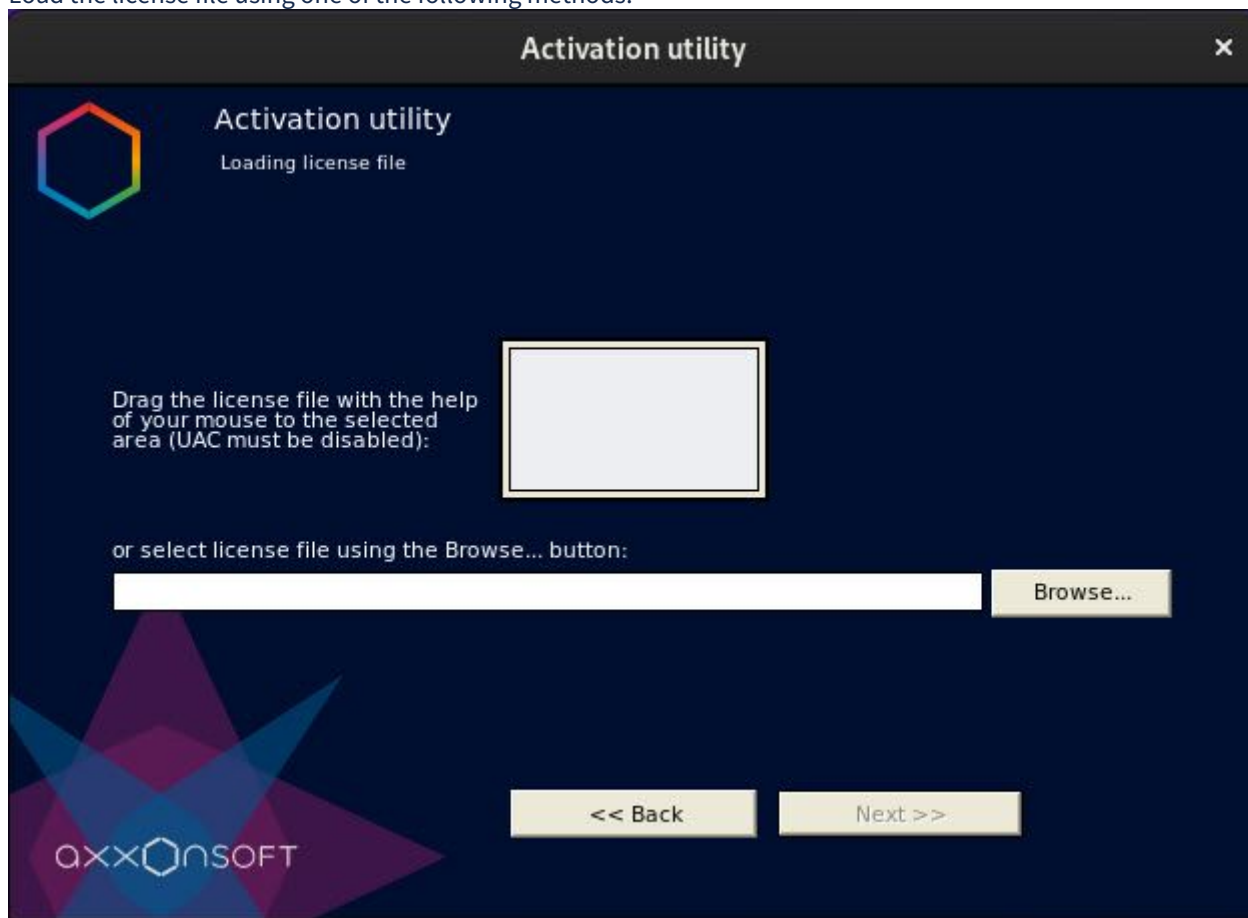
3. Click the **Next >>** button.

4. Select **Load license file**.



5. Click the **Next >>** button.

6. Load the license file using one of the following methods:

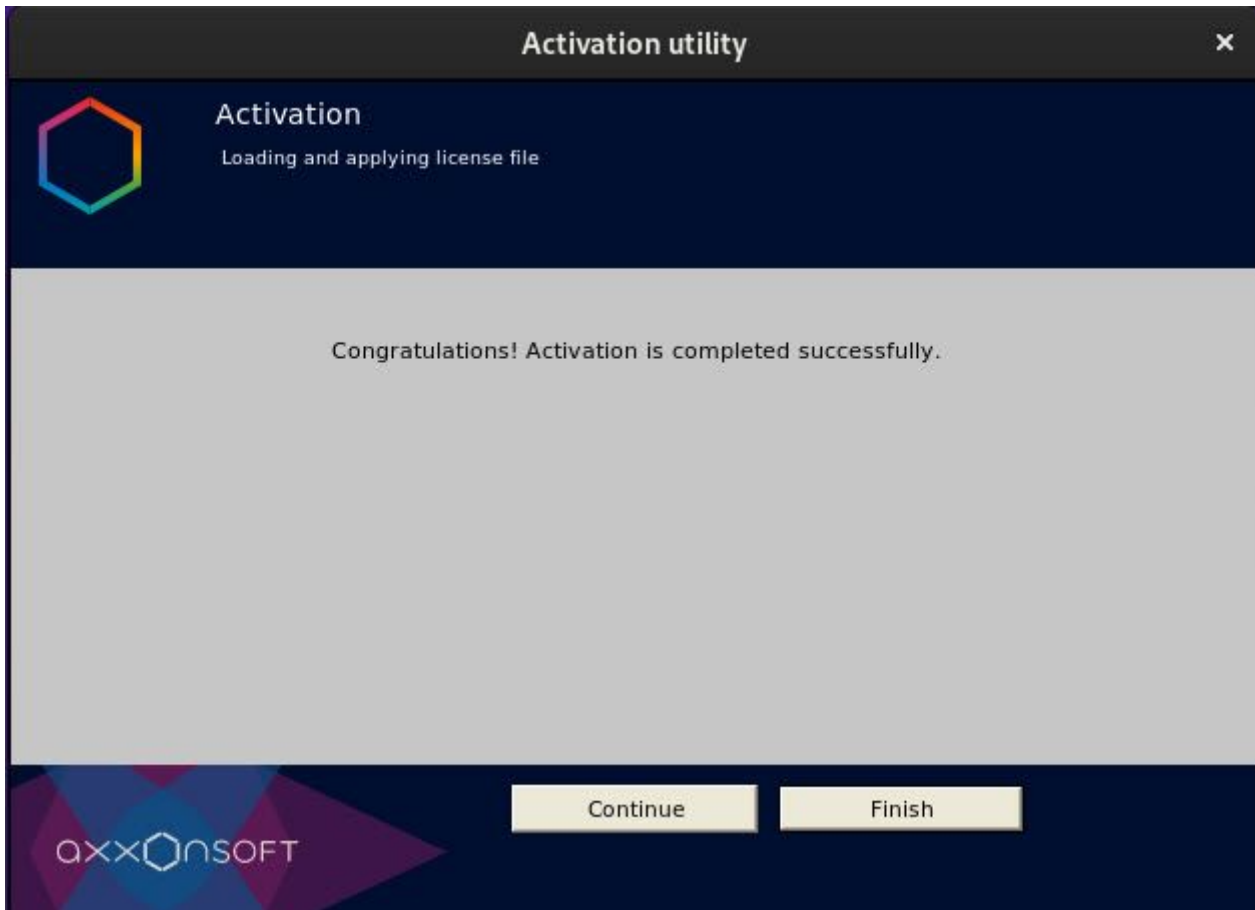


- a. Drag and drop the license file to the selected area.
 - b. Click the **Browse...** button and select a license file.
7. Click the **Next >>** button. The license file is uploaded to the system.

**Attention!**

The system configuration (number of servers, video channels, and detectors) at the time of activation must not exceed the functionality specified in the license file.

If activation is completed successfully, a message is displayed.



You have activated the *Axxon One* license. To return to the main page of the utility, click the **Continue** button. To exit, click the **Finish** button.

Attention!

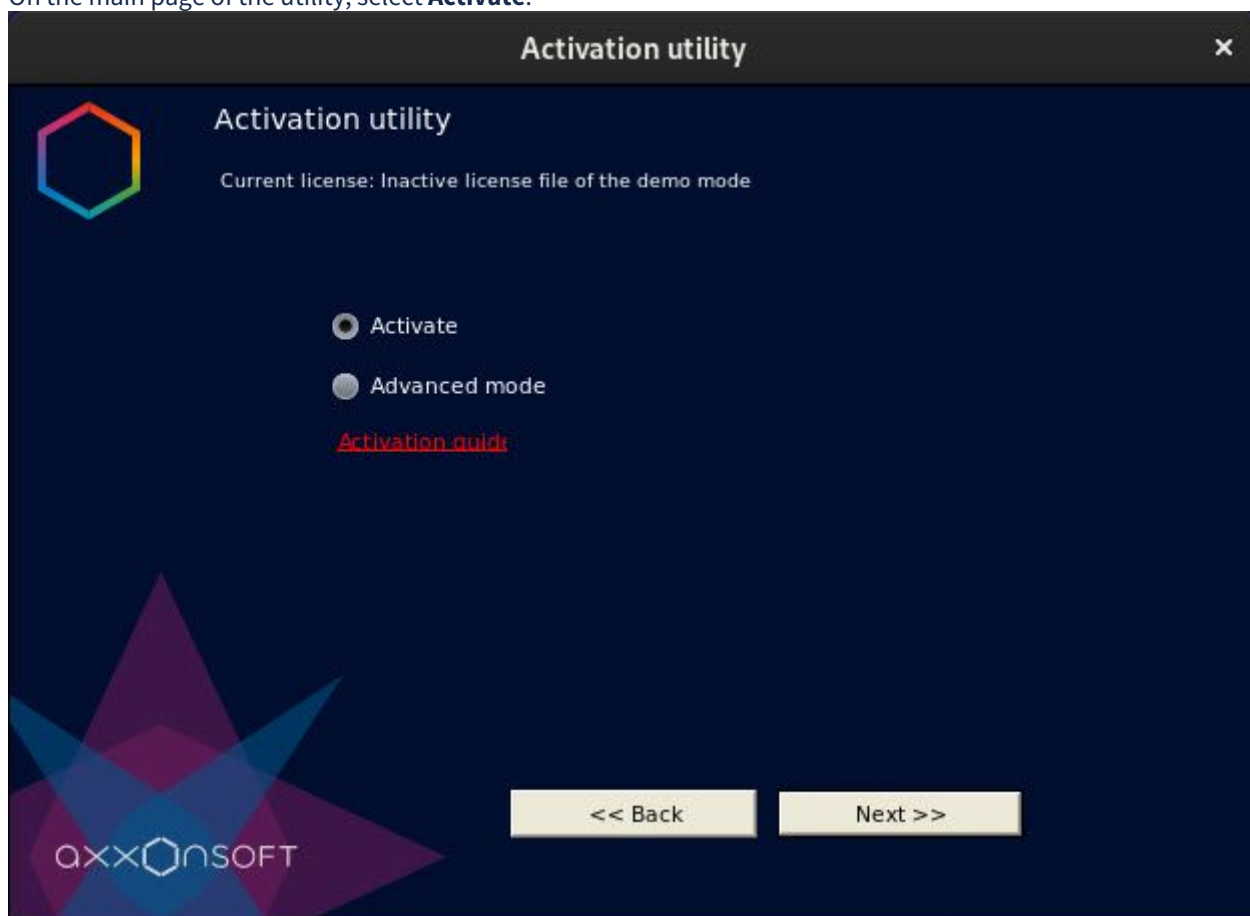
To ensure the correct operation of *Axxon One*, you must restart the server after activating the license.

13.1.5.3 Activation with a serial number in Linux OS

If you have a serial number, you can activate the *Axxon One* license as follows:

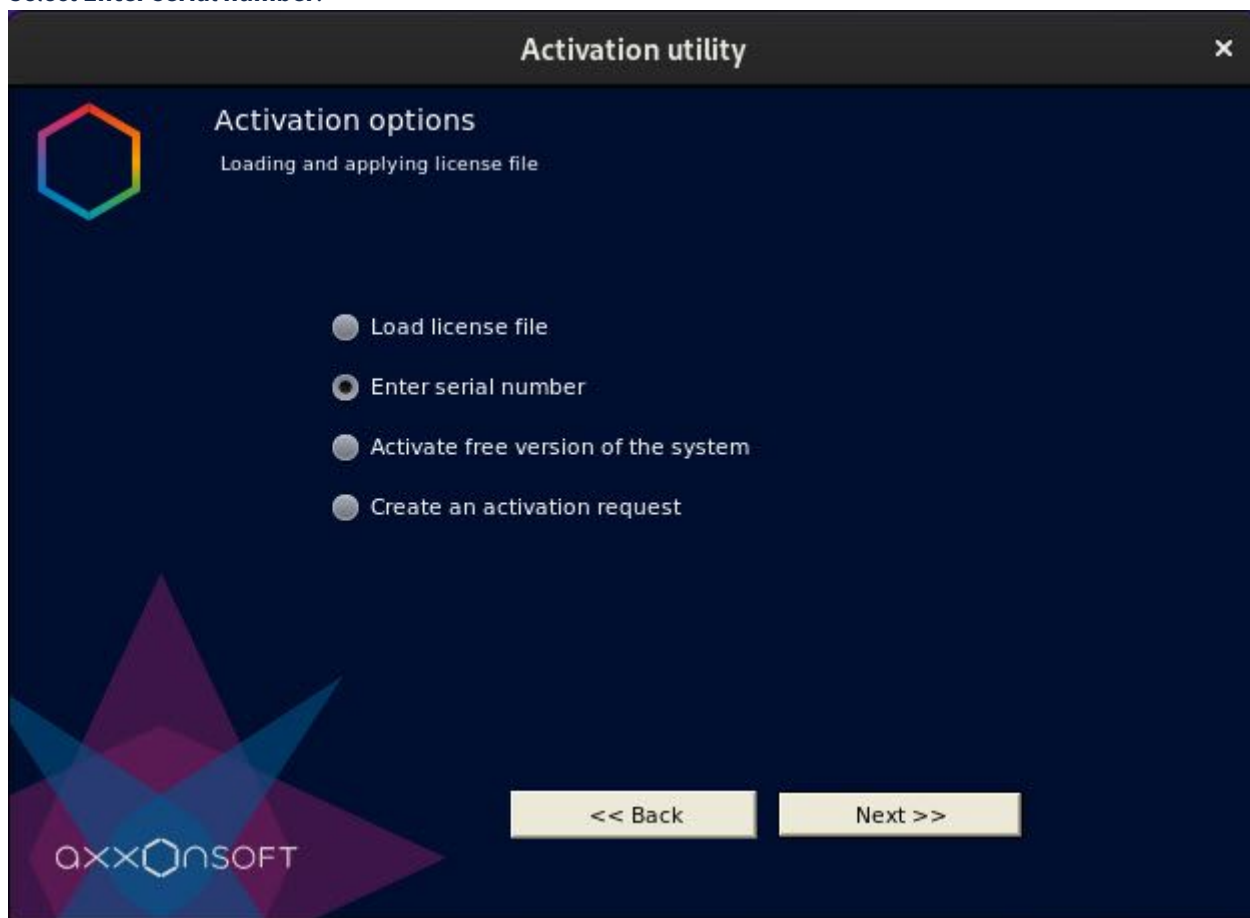
1. Launch the **Activation utility** (see [Activation utility for Linux OS](#)(see page 61)).

2. On the main page of the utility, select **Activate**.



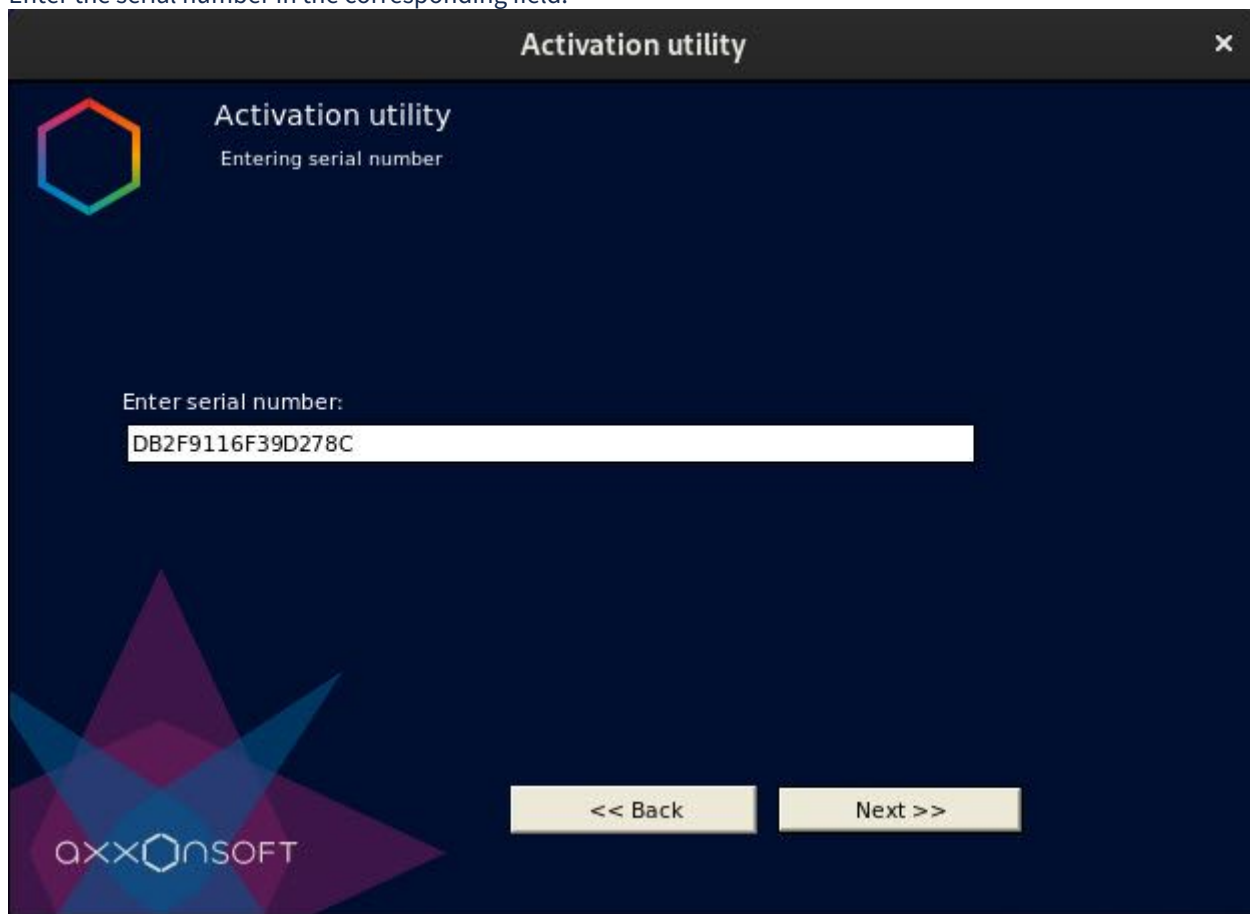
3. Click the **Next >>** button.

4. Select **Enter serial number**.



5. Click the **Next >>** button.

6. Enter the serial number in the corresponding field.



7. Click the **Next >>** button.
8. If there is more than one server in the Axxon-domain or in the license file, a window opens that shows the maximum number of modules for activation (see [Creating an activation request in Linux OS](#)(see page 68)). By default, the modules are divided equally between the servers.

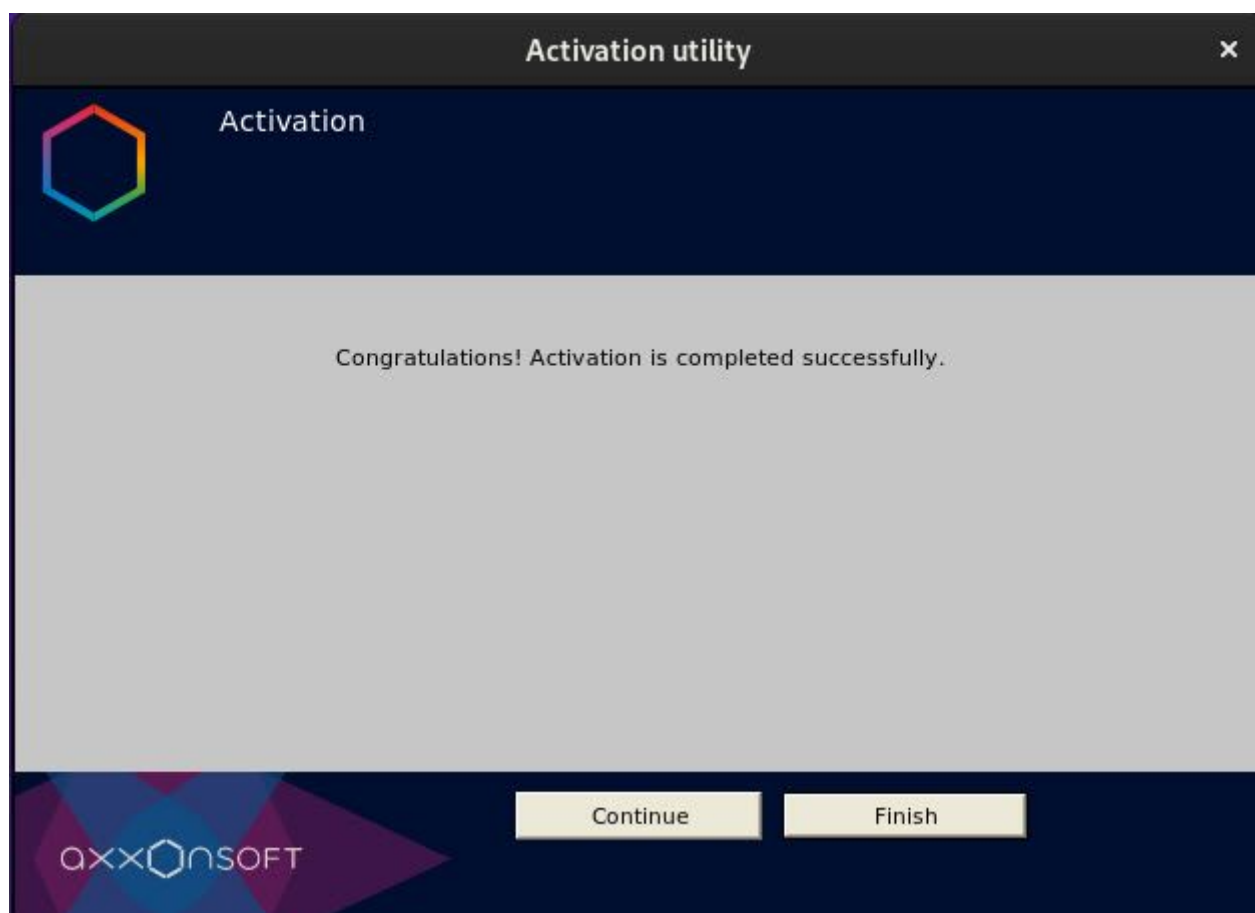
**Attention!**

If there is only one computer in the license file and domain, all purchased modules are automatically activated on it.

9. Select the number of modules to activate and click the **Next >>** button.

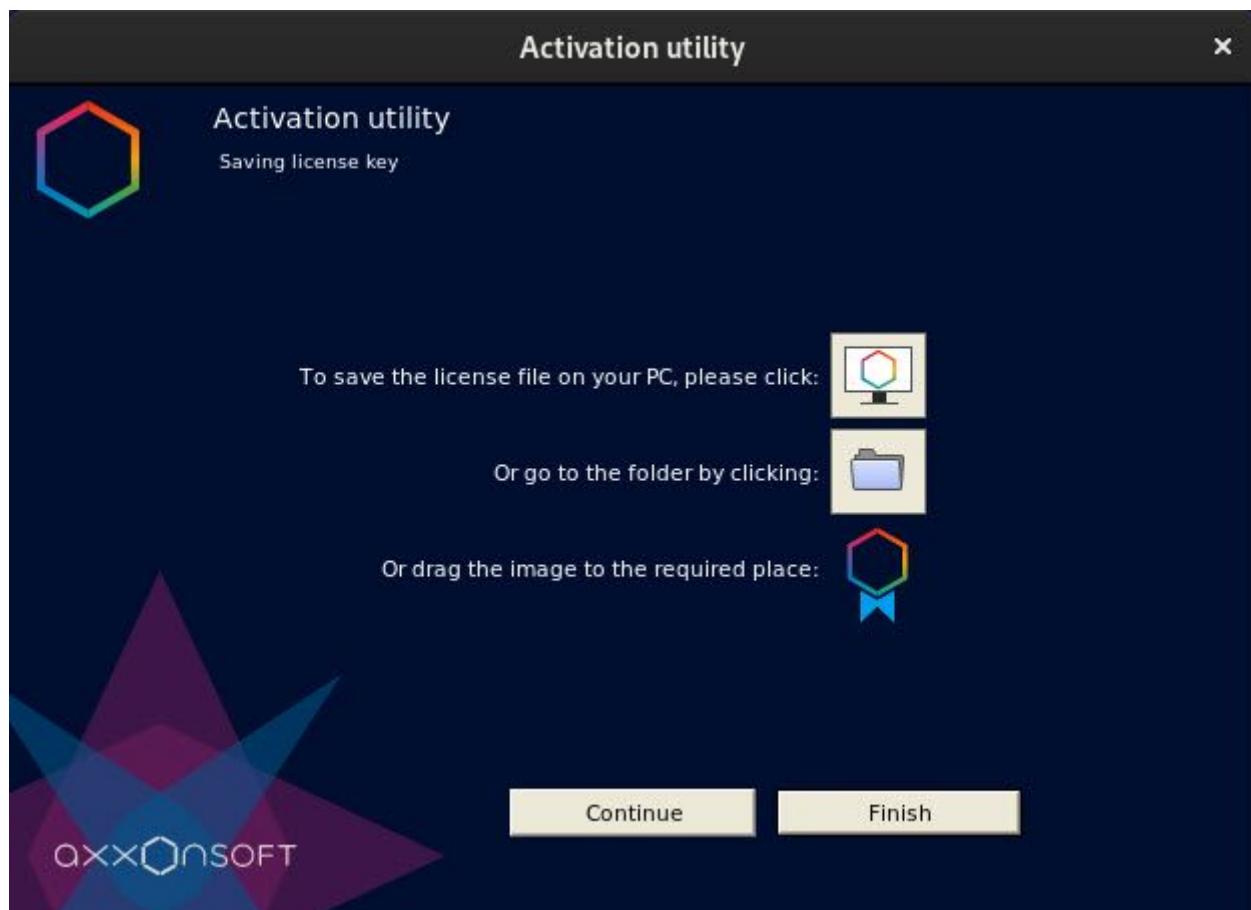
Your activation request is sent online.

If activation is completed successfully on the *licensing service* (<https://sale.axxonsoft.com/>), the license file is automatically downloaded and distributed within the system.



You have activated the *Axxon One* license. To return to the main page of the utility, click the **Continue** button. To exit, click the **Finish** button.

If your computer is offline, you are prompted to save the activation request file using any of the following methods:



1. Click the  button, and in the standard dialog window, specify the storage location and the name of the request file.
2. Click the  button. The folder that contains the request file opens.
3. Drag and drop the  image to the destination folder.

Submit the request file to an AxxonSoft representative. You can also generate a license file on the *licensing service* (see [Generating license files via the web interface of the licensing service](#)⁶¹) and then download the license file to the system (see [Activation by applying a license file in Linux OS](#)(see page 70)).

Attention!

To ensure the correct operation of *Axxon One*, you must restart the server after activating the license.

13.1.6 Updating the Axxon One license in Linux OS

To update the *Axxon One* license, do the following:

1. Deactivate the installed license (see [Deactivating a license in Linux OS](#)(see page 80)).
2. Create an activation request (see [Creating an activation request in Linux OS](#)(see page 68)). Proceed with payment.

⁶¹ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539744/Generating+license+files+via+the+web+interface+of+the+licensing+service>

Note

Skip this step if you want to activate already purchased system features.

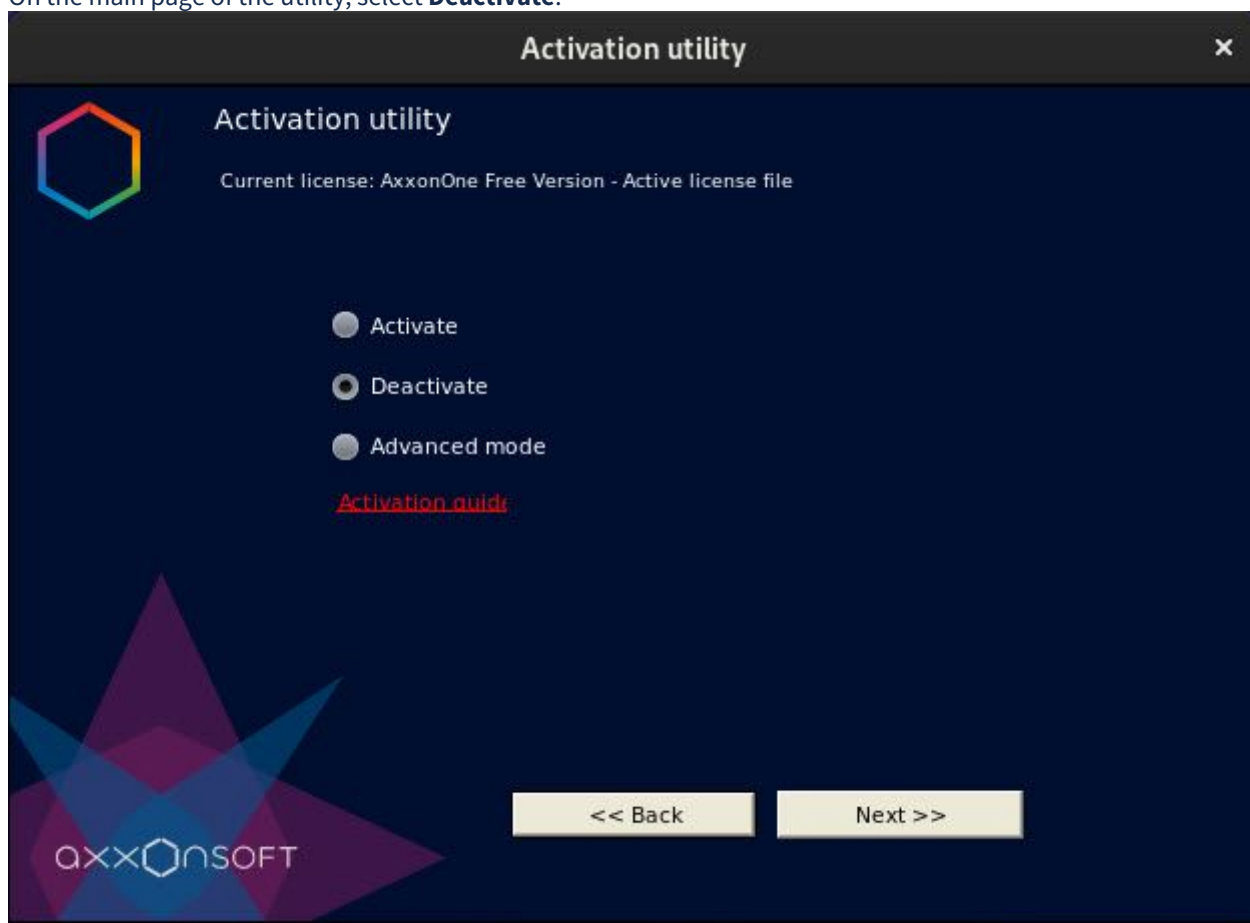
3. Activate your purchased license (see [Activation by applying a license file in Linux OS](#)(see page 70), [Activation with a serial number in Linux OS](#)(see page 74)).

As a result, the *Axxon One* license is updated.

13.1.7 Deactivating a license in Linux OS

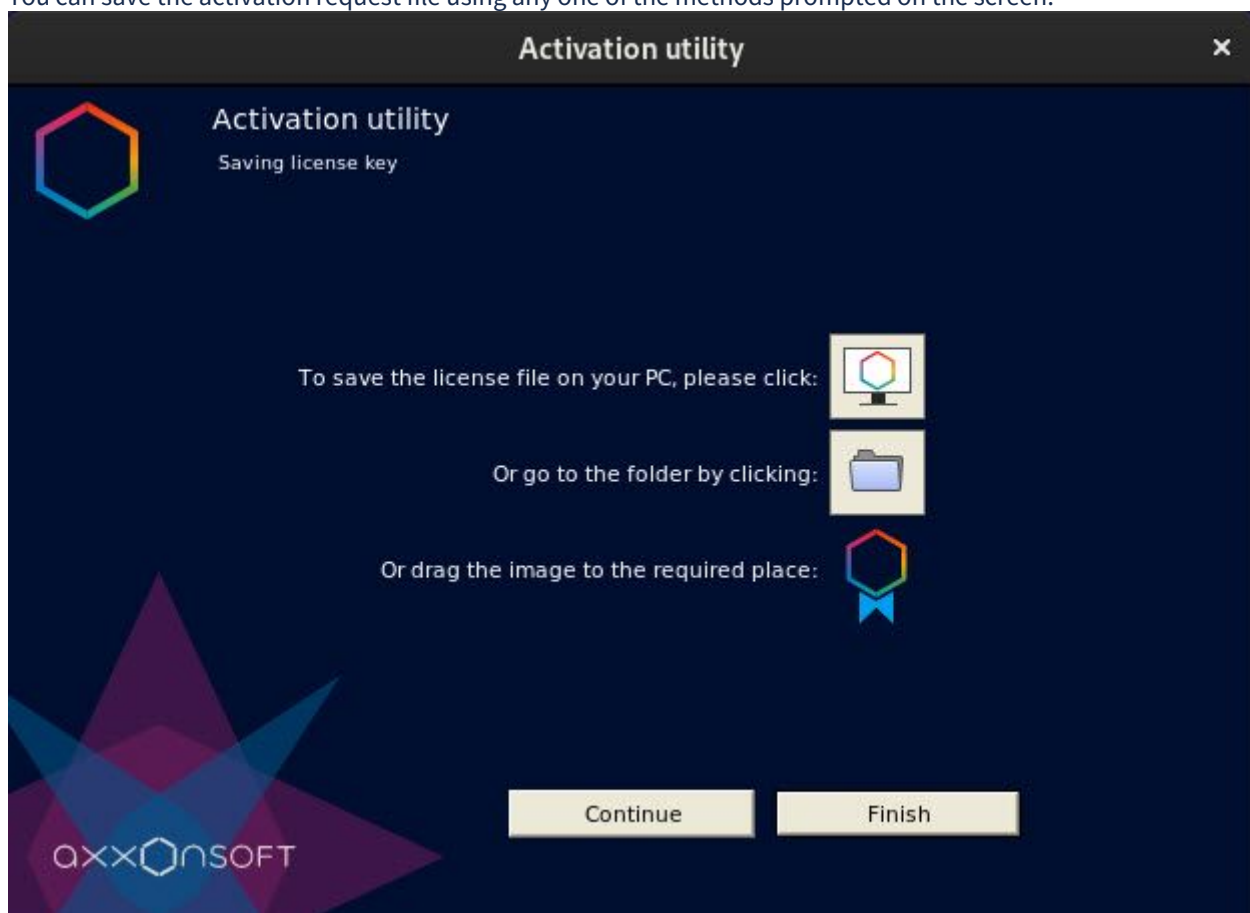
To delete the license file from the system, do the following:

1. Launch the **Activation utility** (see [Activation utility for Linux OS](#)(see page 61)).
2. On the main page of the utility, select **Deactivate**.



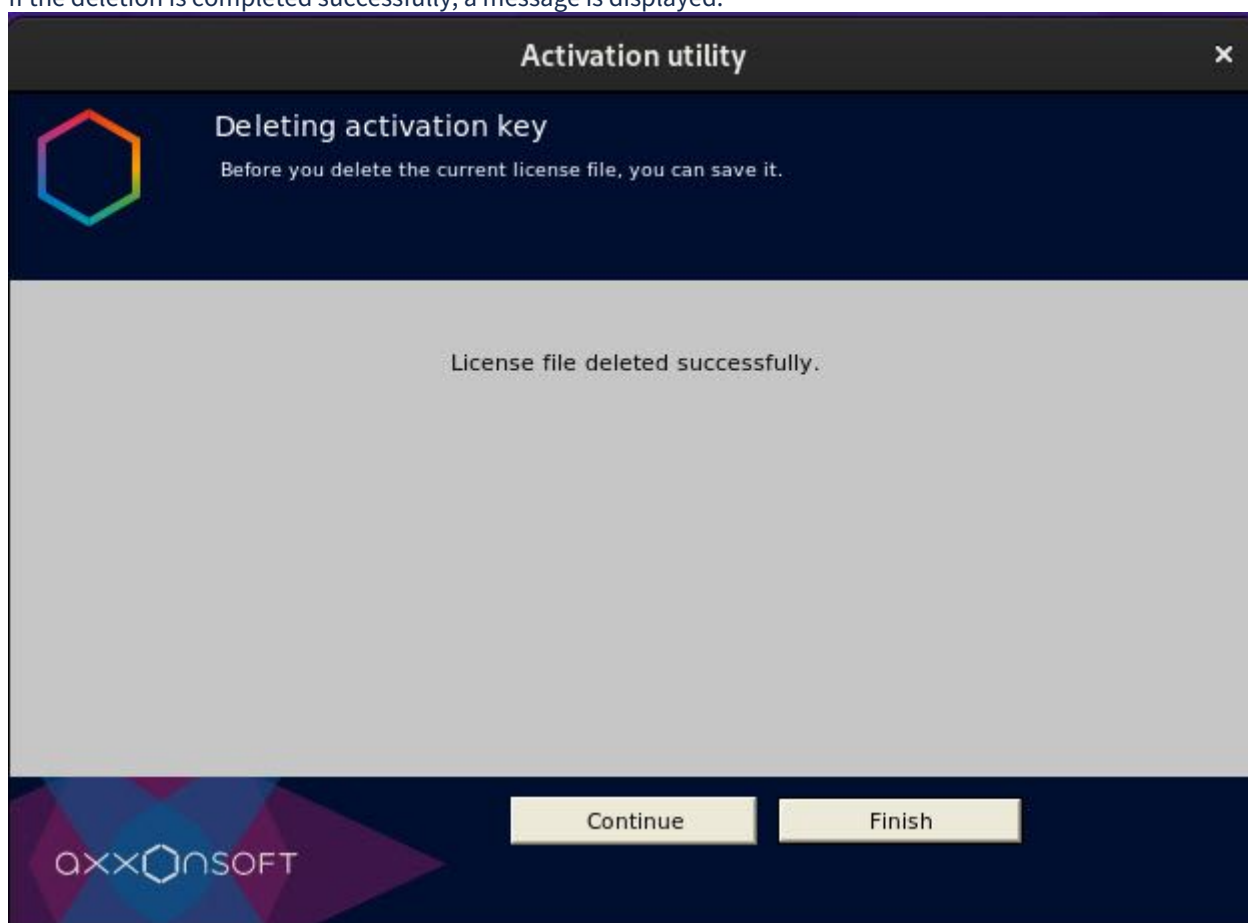
3. Click the **Next >>** button.

4. You can save the activation request file using any one of the methods prompted on the screen.



5. Click the **Continue** button.

6. Confirm the deletion of a license file.
If the deletion is completed successfully, a message is displayed.



You have deleted a license file. After deleting the license file from the system, the demo license is activated. To return to the main page of the utility, click the **Continue** button. To exit, click the **Finish** button.

Attention!

To ensure the correct operation of *Axxon One*, you must restart the server after deactivating the license.

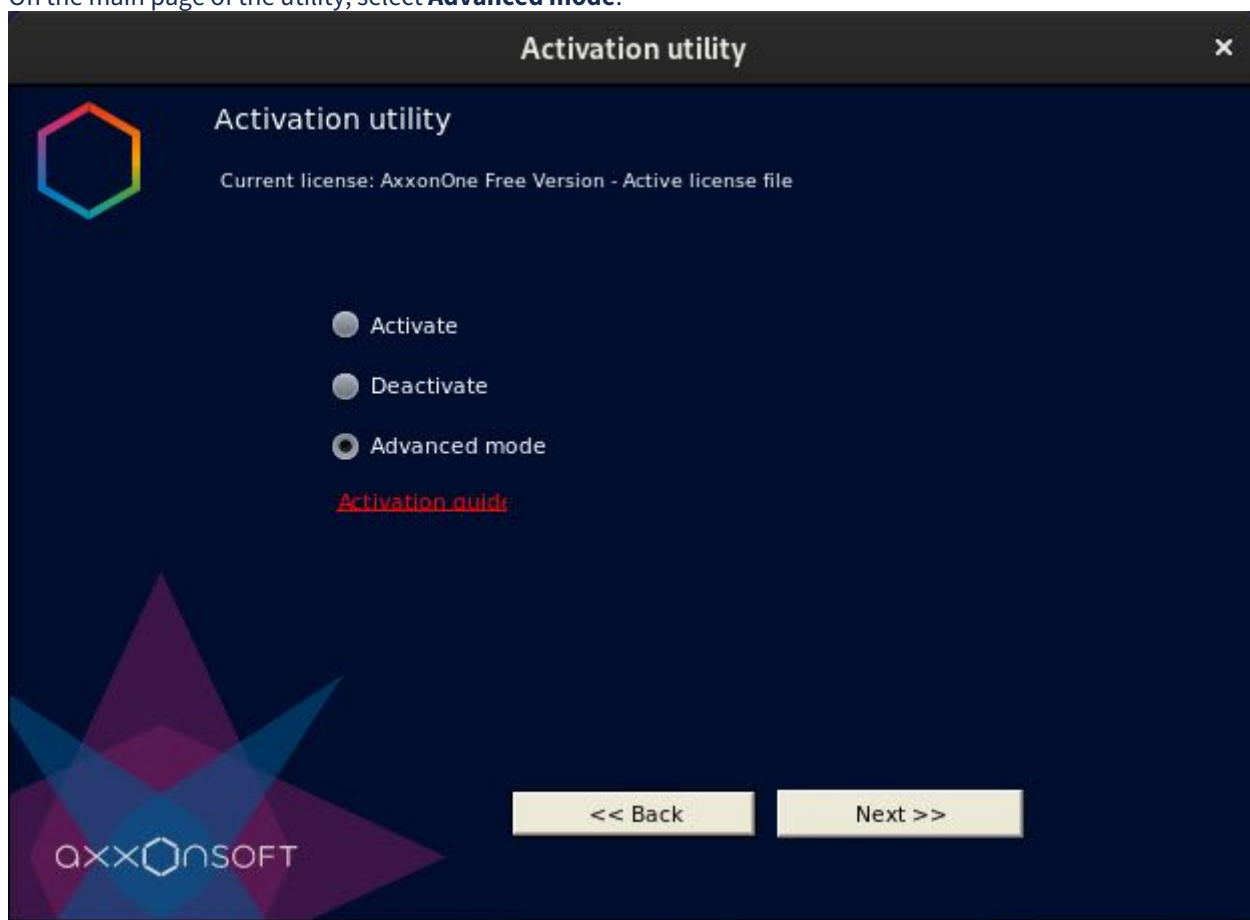
13.2 Additional actions in the Activation utility for Linux OS

13.2.1 Saving the license file in Linux OS

To save the license file, do the following:

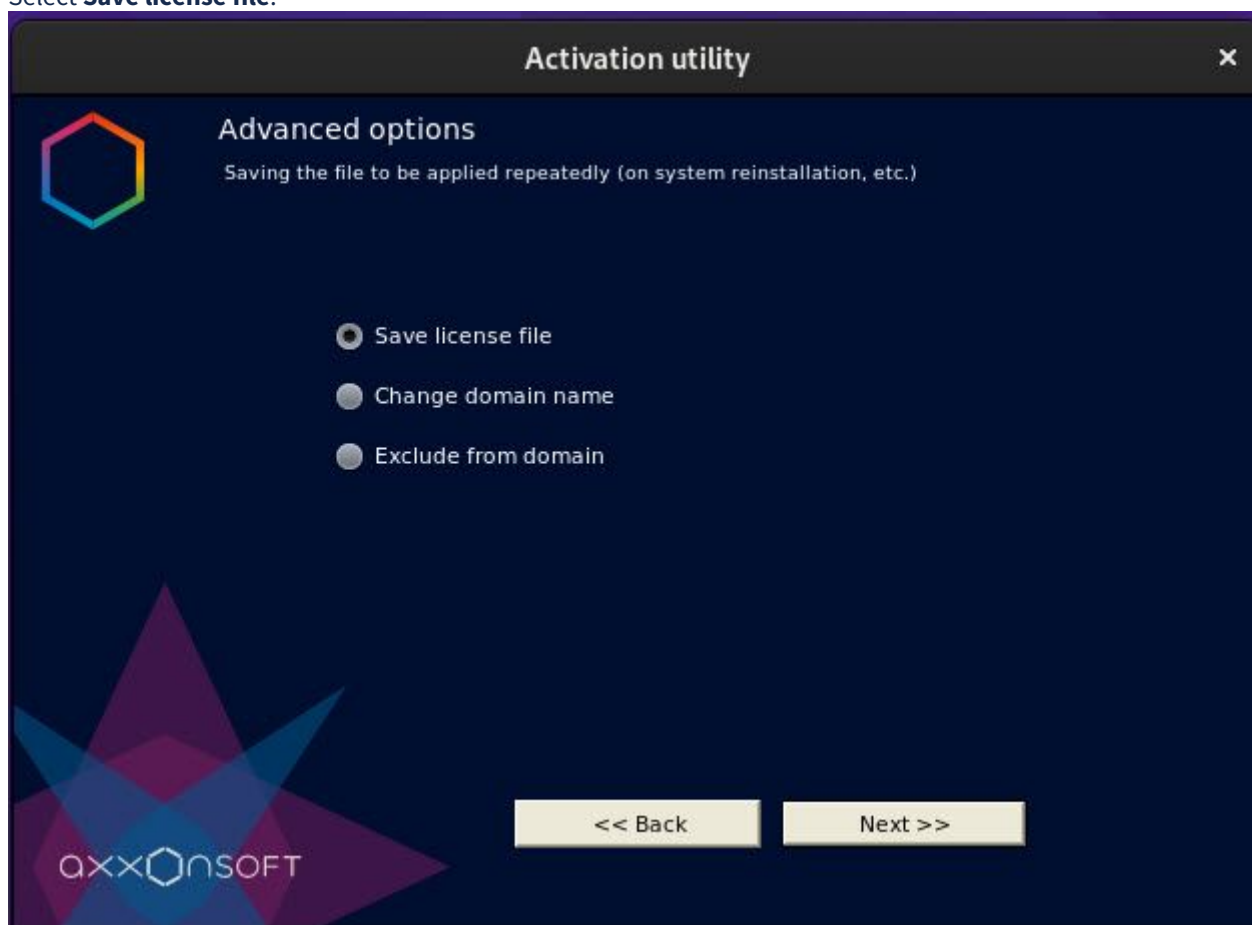
1. Launch the **Activation utility** (see [Activation utility for Linux OS](#)(see page 61)).

2. On the main page of the utility, select **Advanced mode**.



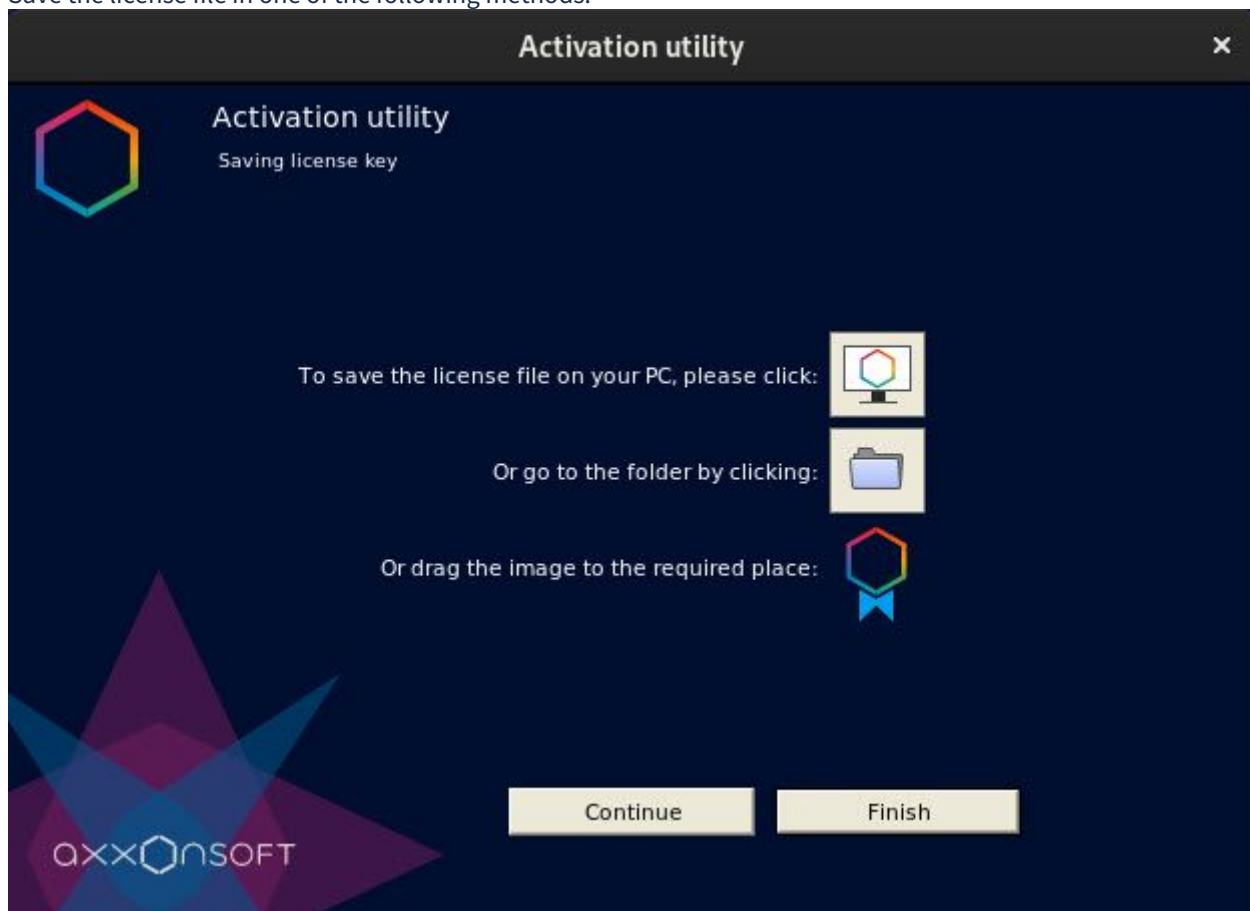
3. Click the **Next >>** button.

4. Select **Save license file**.



5. Click the **Next >>** button.

6. Save the license file in one of the following methods.



- a. Click the  button in the standard dialog box to browse for file location and enter the name.
- b. Click the  button. The folder that contains the request file opens.
- c. Drag and drop the  image to the destination folder.

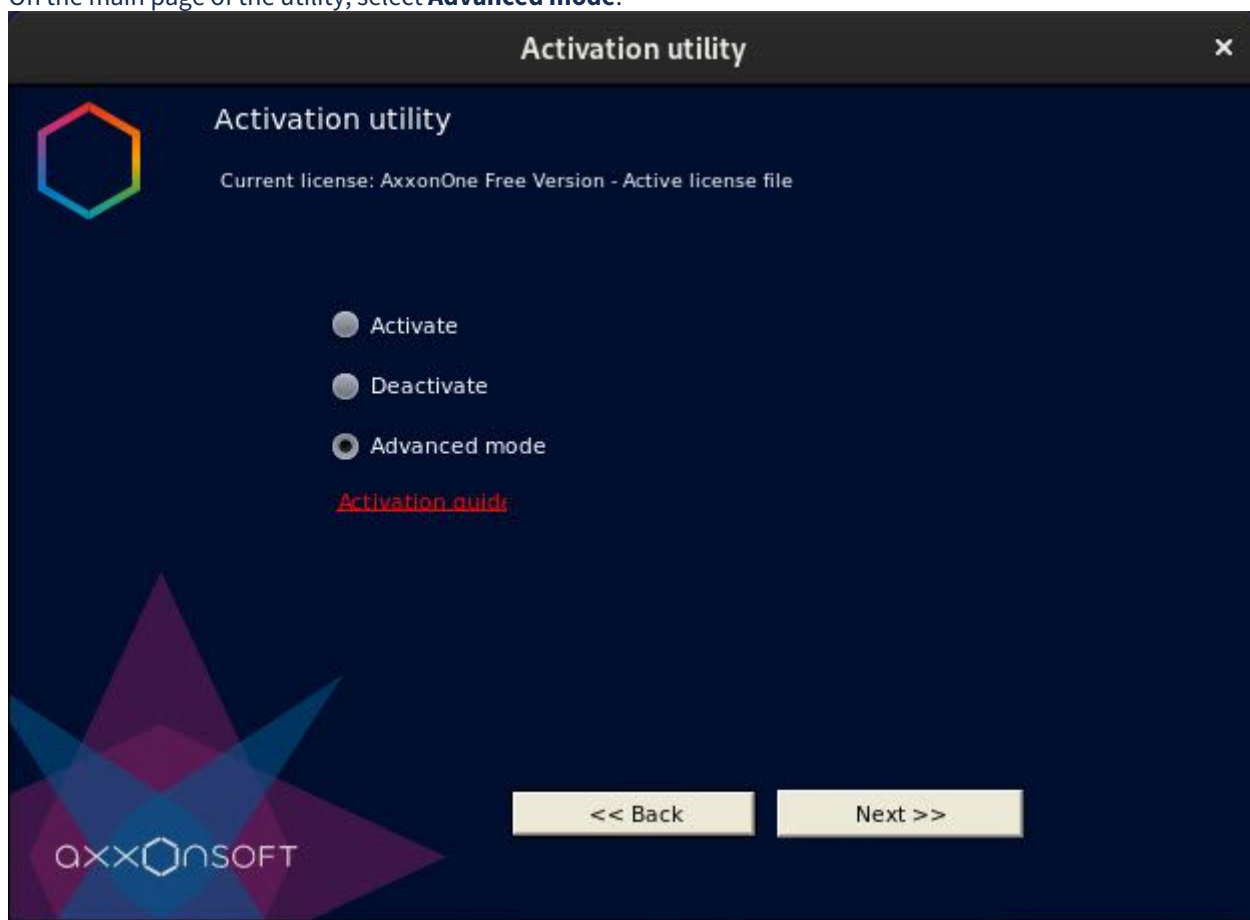
Saving the license file is complete. To return to the main page of the utility, click the **Continue** button. To exit, click the **Finish** button.

13.2.2 Changing the domain name in Linux OS

To change the domain name set when you install the system, do the following:

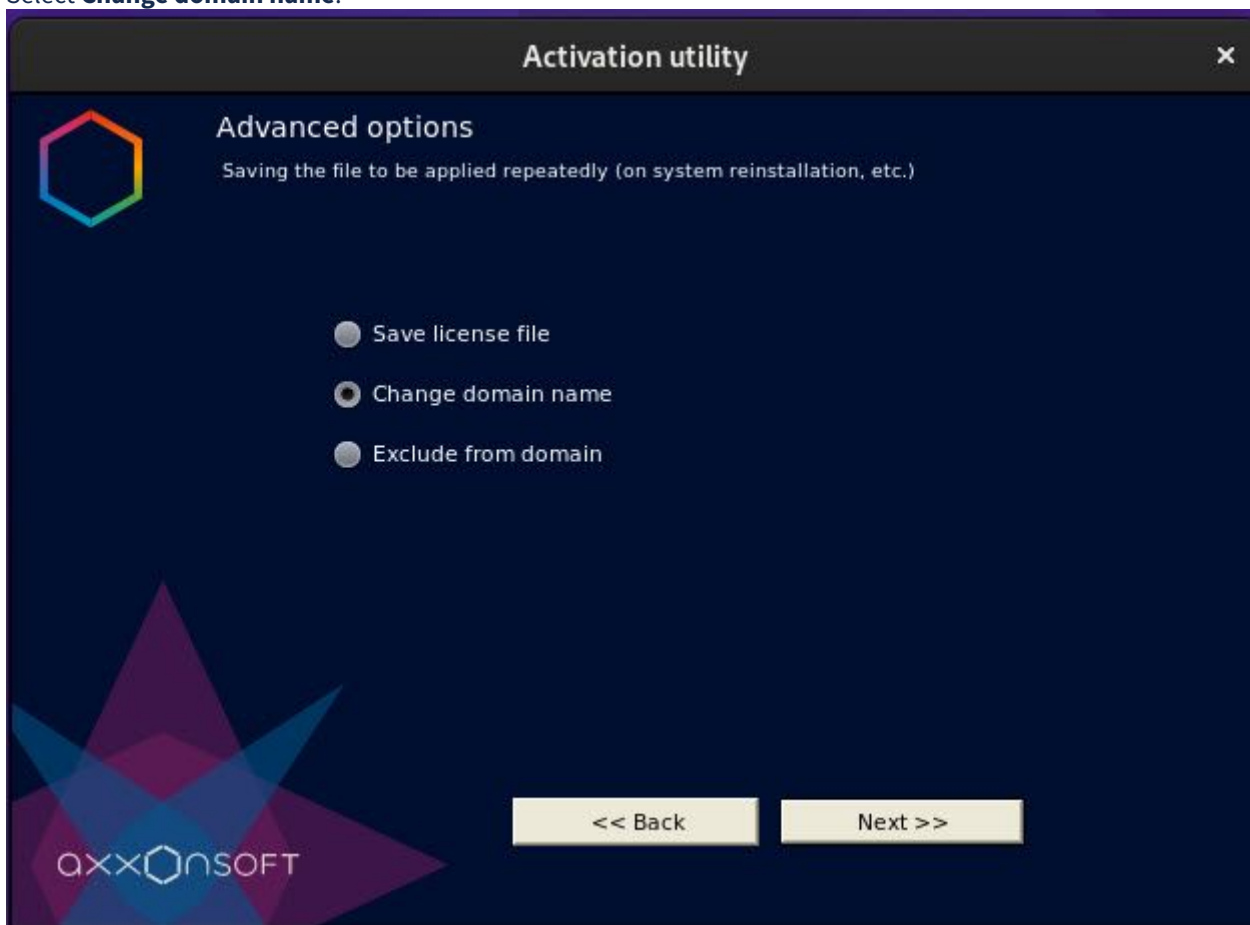
1. Launch the **Activation utility** (see [Activation utility for Linux OS](#)(see page 61)).

2. On the main page of the utility, select **Advanced mode**.



3. Click the **Next >>** button.

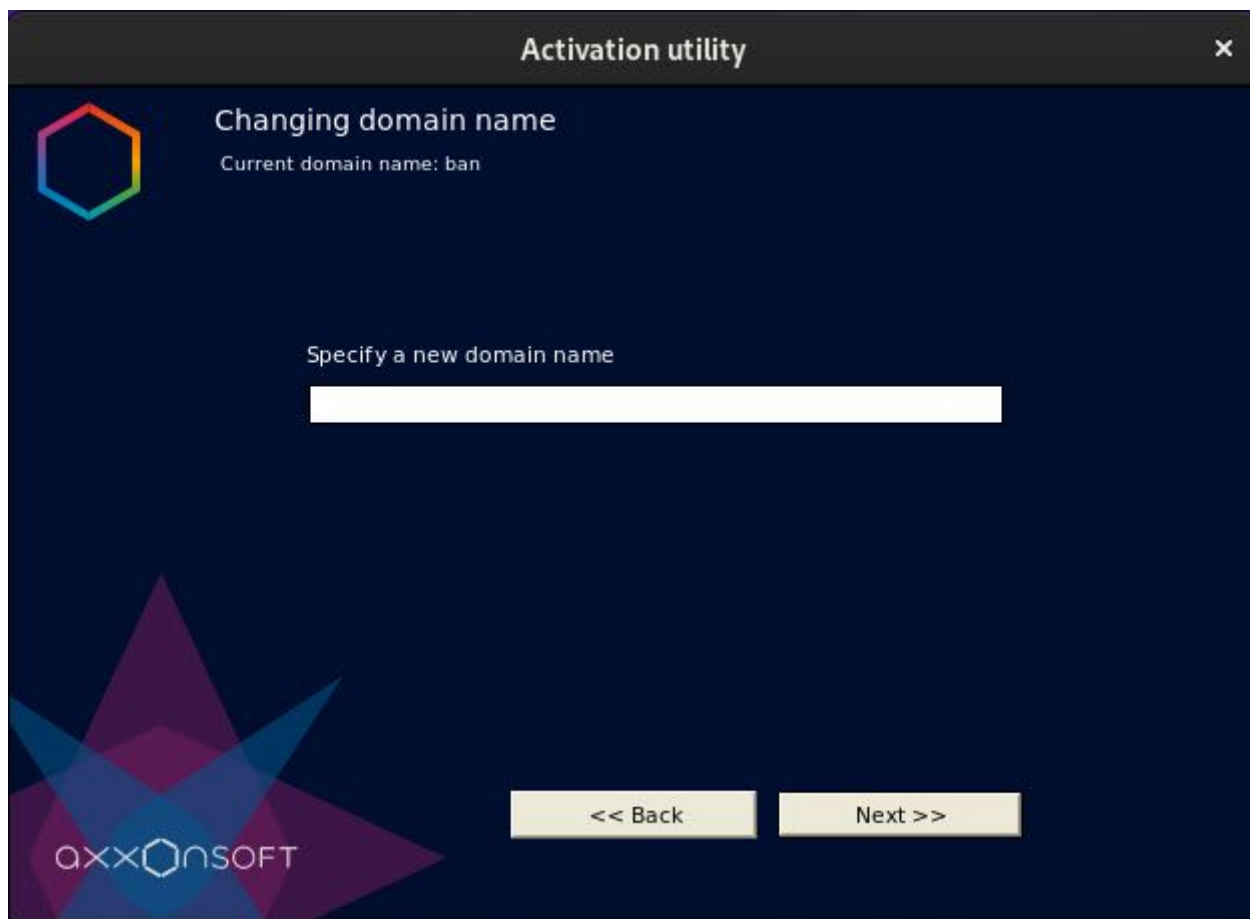
4. Select **Change domain name**.



5. Click the **Next >>** button.
6. Specify a new domain name and click the **Next >>** button.

Note

The domain name can only contain Latin letters, Arabic numerals, and the dash sign "-". The dash sign cannot be the first or last character in the name.



If the operation is successful, a message is displayed indicating that the domain has been successfully renamed.

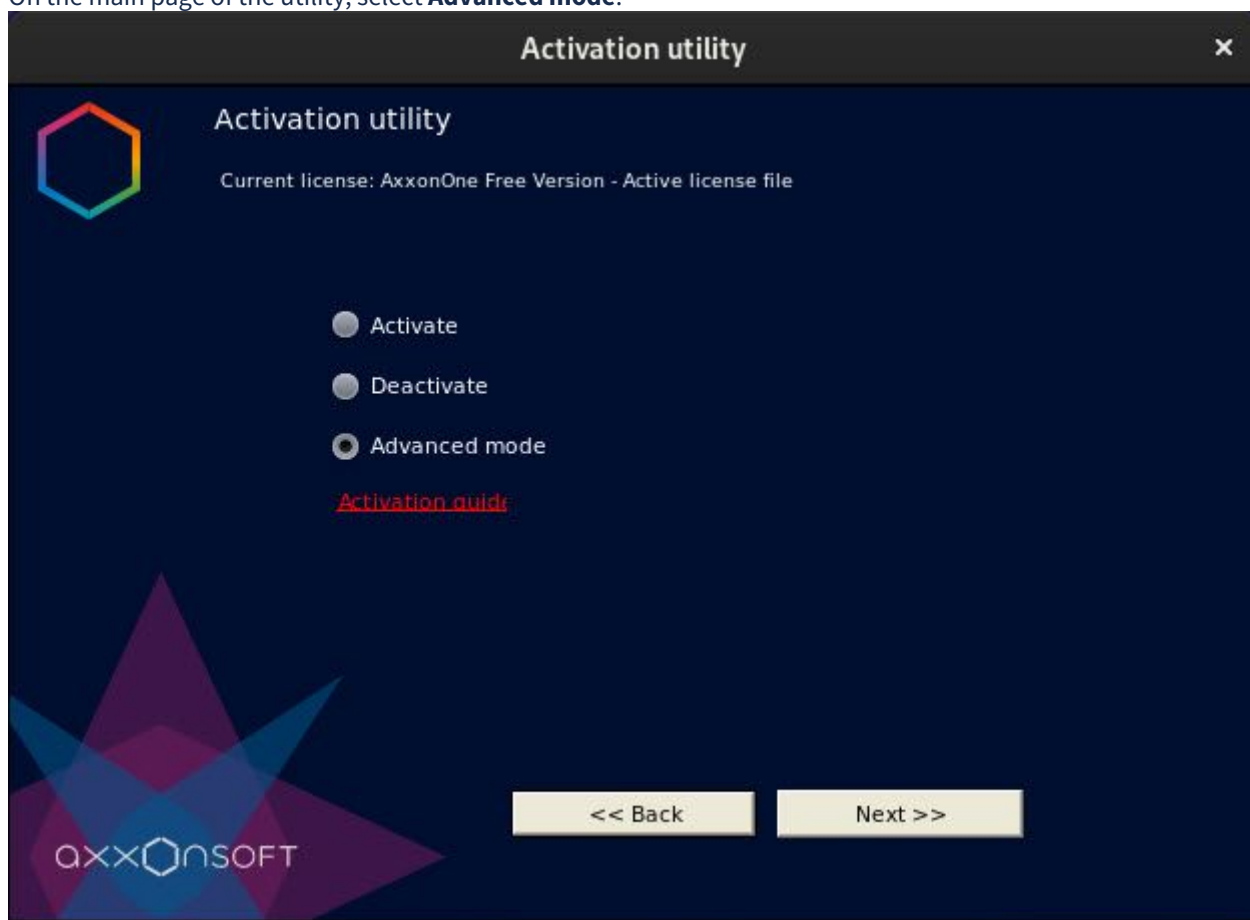
Changing the domain name is complete. To return to the main page of the utility, click the **Continue** button. To exit, click the **Finish** button.

13.2.3 Excluding the current server from a domain in Linux OS

You can exclude a server from the domain to which it is currently connected in the Activation utility. To do this, do the following:

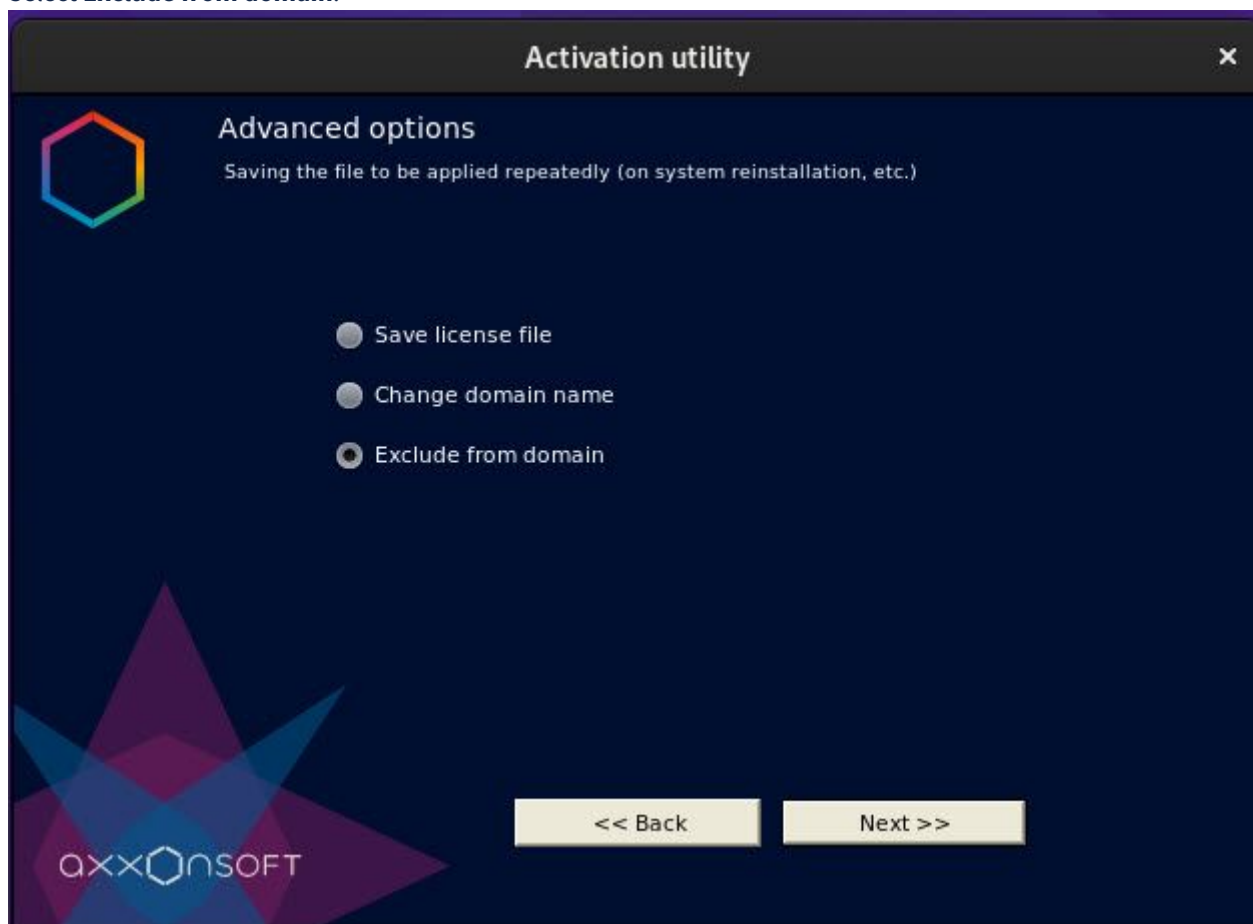
1. Launch the **Activation utility** (see [Activation utility for Linux OS](#)(see page 61)).

2. On the main page of the utility, select **Advanced mode**.



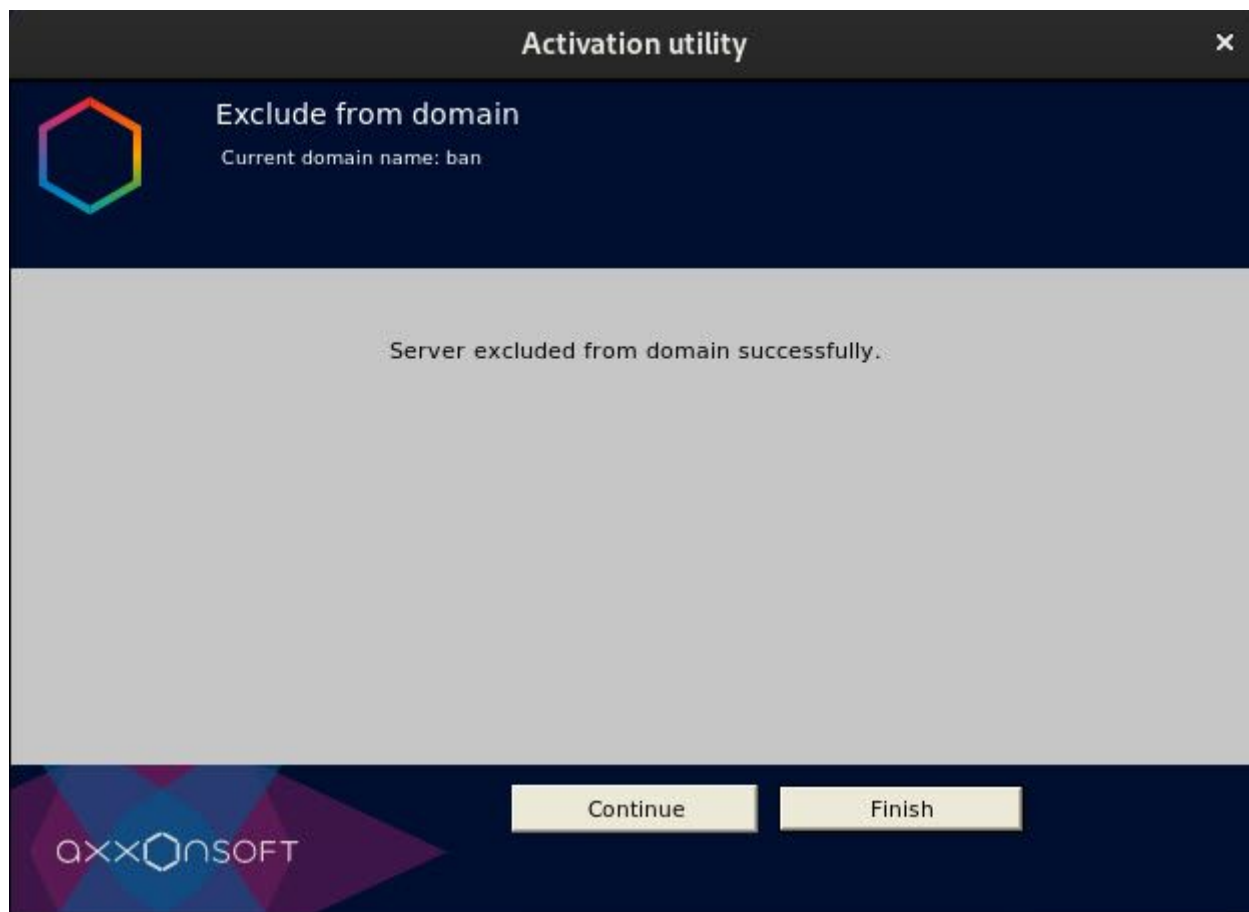
3. Click the **Next >>** button.

4. Select **Exclude from domain**.



5. Click the **Next >>** button.

If the operation is successful, a corresponding message is displayed.



The server is excluded from the domain. To return to the main page of the utility, click the **Continue** button. To exit, click the **Finish** button.

13.3 Backup and restore utility for Linux OS

On the page:

- [General information](#)(see page 92)
- [Launching the utility](#)(see page 92)
- [Stopping the utility](#)(see page 94)
- [Reverting to the original server configuration](#)(see page 94)
- [Reverting to the original domain configuration](#)(see page 96)
- [Creating a configuration backup](#)(see page 97)
- [Restoring the configuration backup](#)(see page 99)

- [Migrating a configuration from one operating system to another](#)(see page 101)

13.3.1 General information

The **Backup and restore** utility is used to:

- revert to the original server configuration (see [Reverting to the original server configuration](#)(see page 94)),
- revert to the original domain configuration (see [Reverting to the original domain configuration](#)(see page 96)),
- back up the configuration (see [Creating a configuration backup](#)(see page 97)),
- restore the configuration backup (see [Restoring the configuration backup](#)(see page 99)),
- migrate a configuration from one operating system to another (see [Migrating a configuration from one operating system to another](#)⁶²).

Attention!

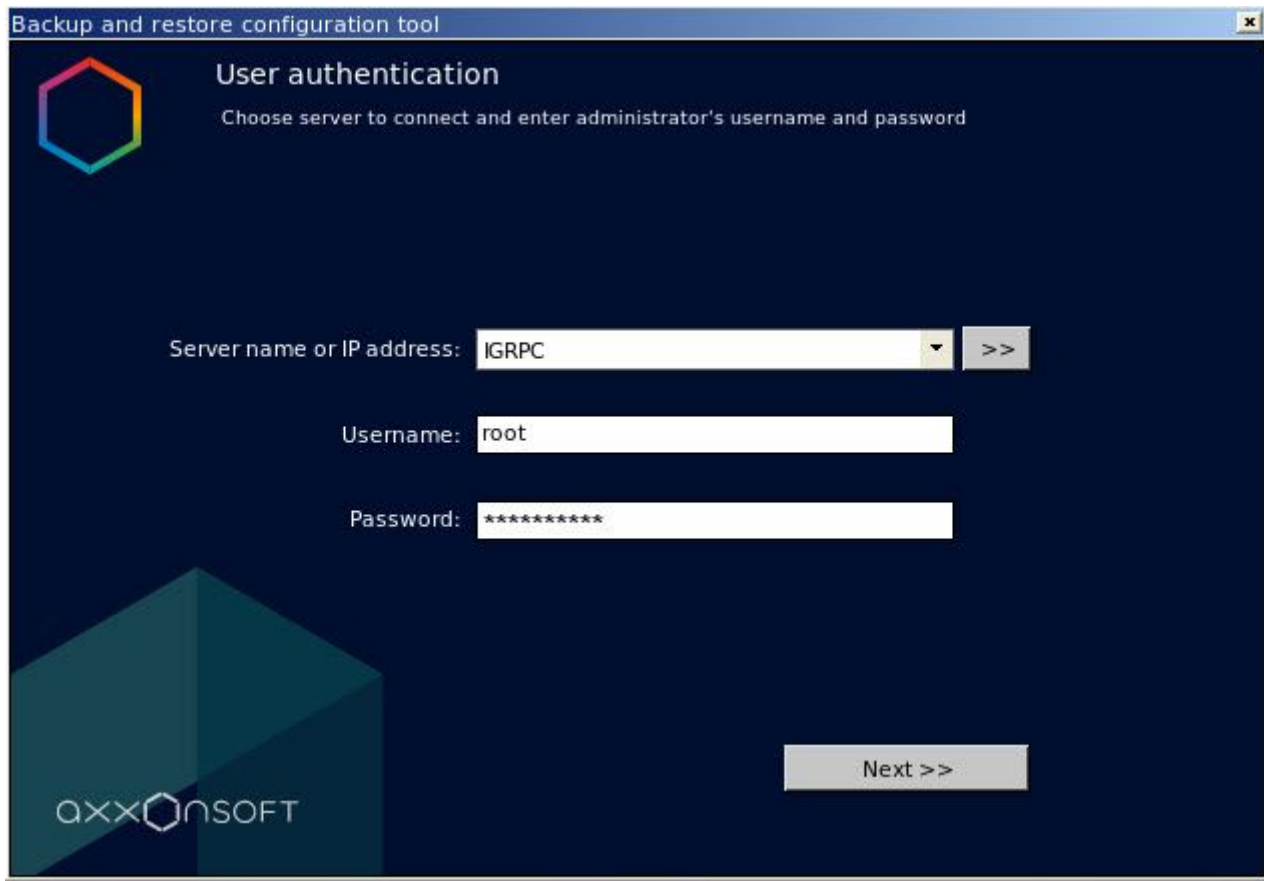
The **Backup and restore** utility works both with the local configuration of the selected server (cameras, archives, detectors, event sources, logging levels) and with the general configuration of the domain (users, maps, layouts, and so on).

13.3.2 Launching the utility

To launch the **Backup and restore** utility, go to the apps menu and click the **BackupTool** shortcut.

As a result, the **Backup and restore configuration tool** window opens:

⁶² <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539440/Migrating+a+configuration+from+one+operating+system+to+another>



Backup and restore configuration tool

User authentication

Choose server to connect and enter administrator's username and password

Server name or IP address: IGRPC >>

Username: root

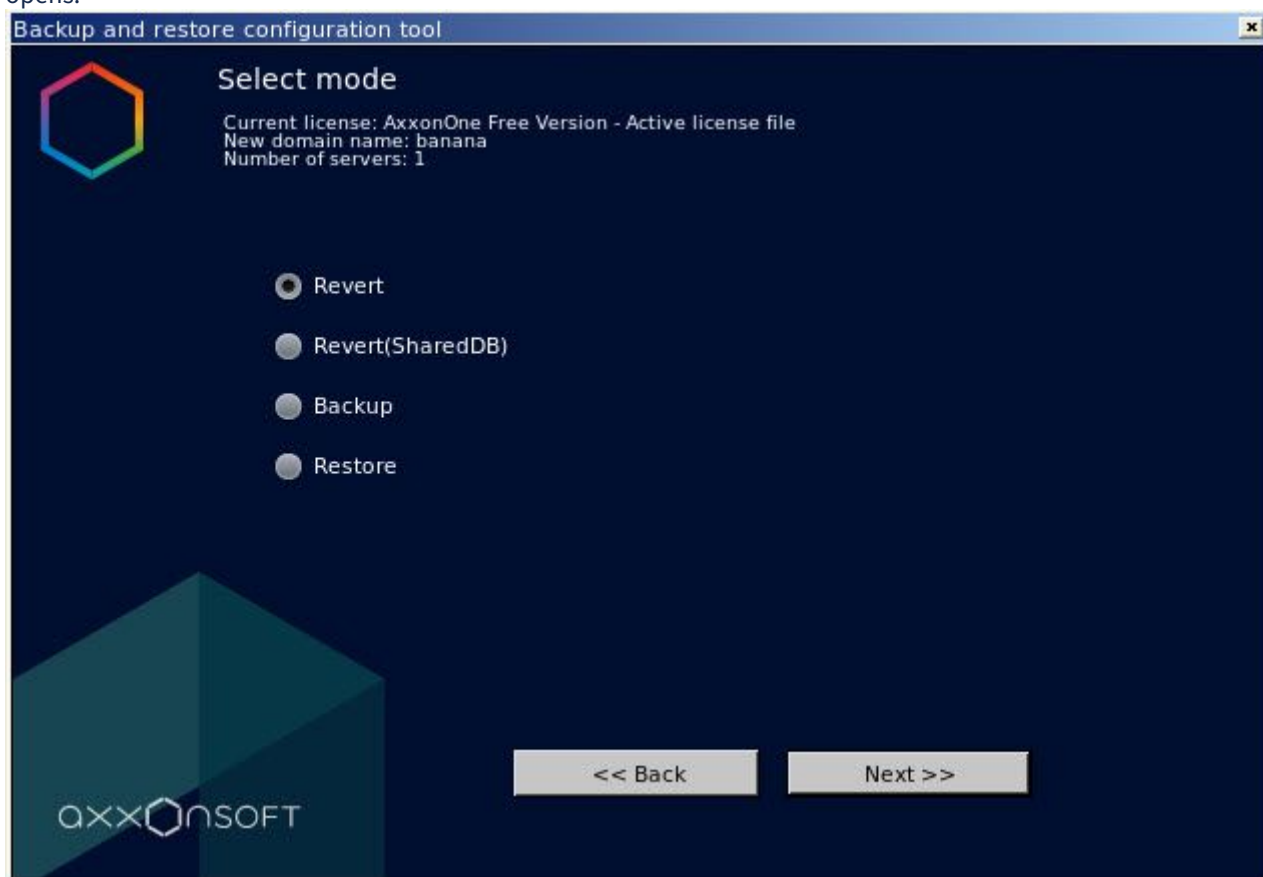
Password: *****

Next >>

1. From the **Server name or IP address** drop-down list, select one of the domain servers.
2. In the **Username** field, enter the username of the server user.
3. In the **Password** field, enter the password of the server user.
4. Click the **Next >>** button. The user authentication process starts.

After the user authentication process is complete, the main page of the **Backup and restore configuration tool** window

opens:



The launch of the **Backup and restore configuration tool** utility is complete.

13.3.3 Stopping the utility

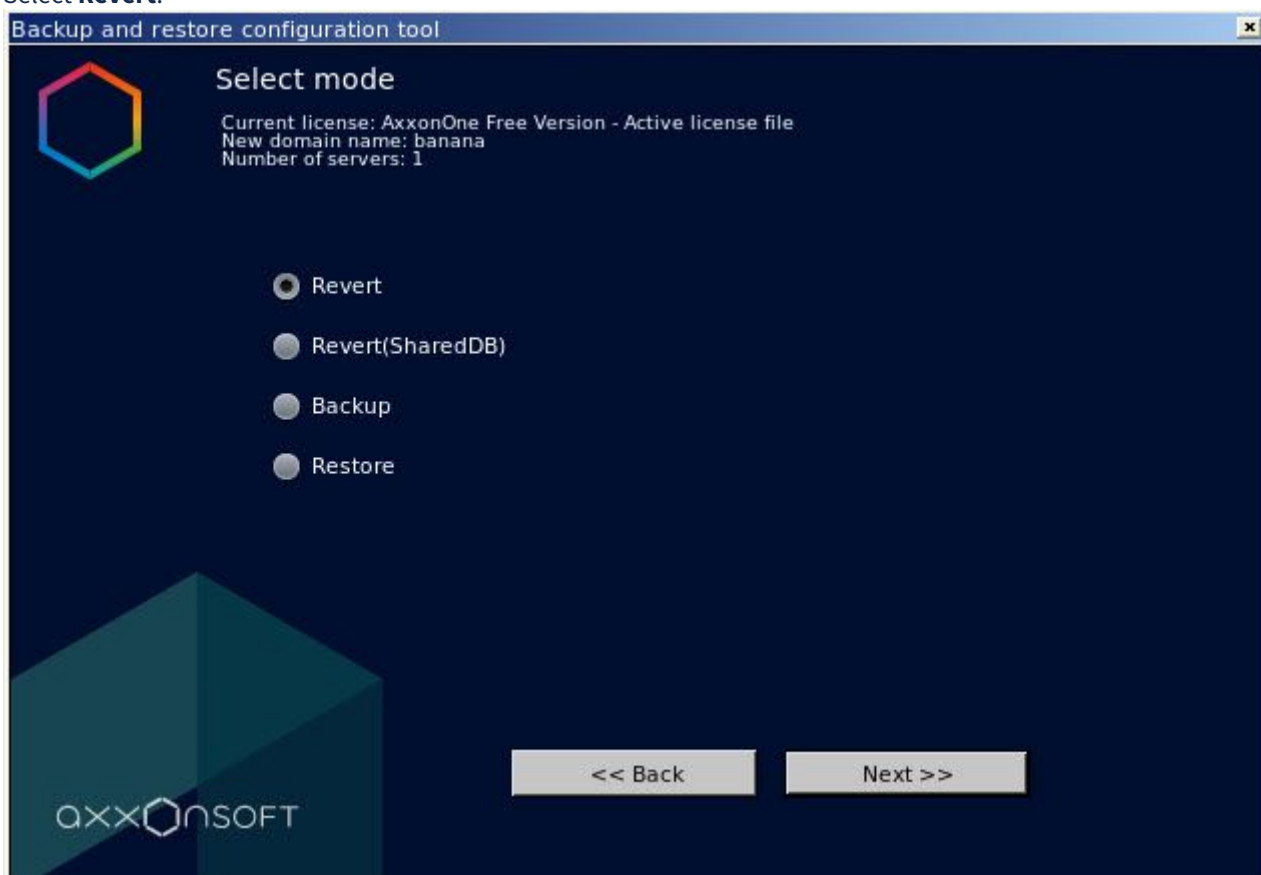
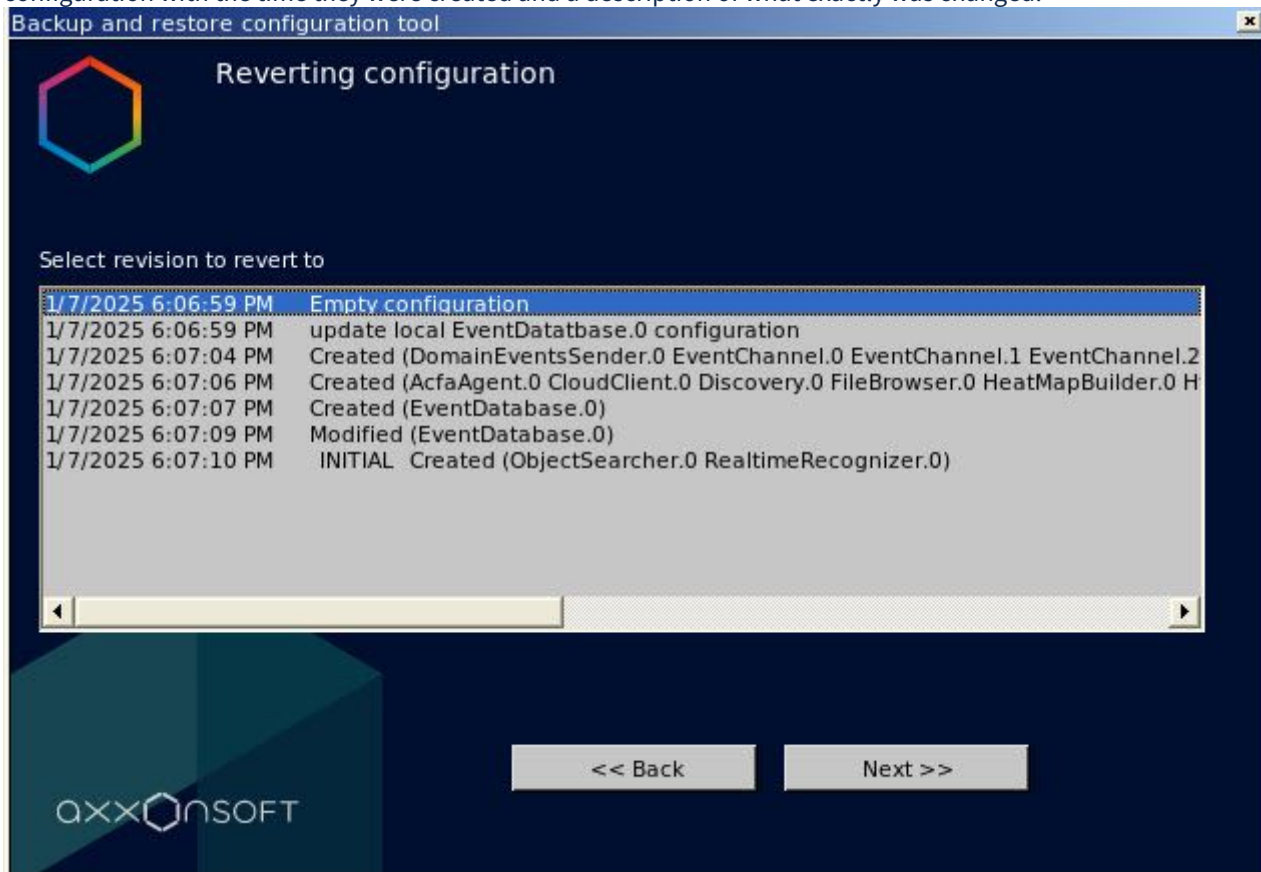
To close the **Backup and restore configuration tool** utility, click the  button.

13.3.4 Reverting to the original server configuration

If you make any change to the local server configuration (create/delete any objects, change cameras binding to archives, change settings of any objects), a revision for backup is created.

To revert the server configuration to one of the backup revisions, do the following:

1. Launch the **Backup and restore** utility (see [Launching the utility](#)(see page 92)).

2. Select **Revert**.3. Click the **Next >>** button. A window opens. This window contains a list of available revisions for restoring the server configuration with the time they were created and a description of what exactly was changed:

4. Select a revision to restore the server from the list.

Note

- If you make several changes to the server configuration, but click the **Apply** button once, only one revision is created in the list to restore the configuration.
- The **Empty configuration** position corresponds to the initial configuration.

Apply

5. Click the **Next >>** button. The process of reverting the server configuration before the selected revision starts. When the process of reverting the server configuration is complete, a window opens with a message that the operation was successful.
6. Click the **Finish** button.

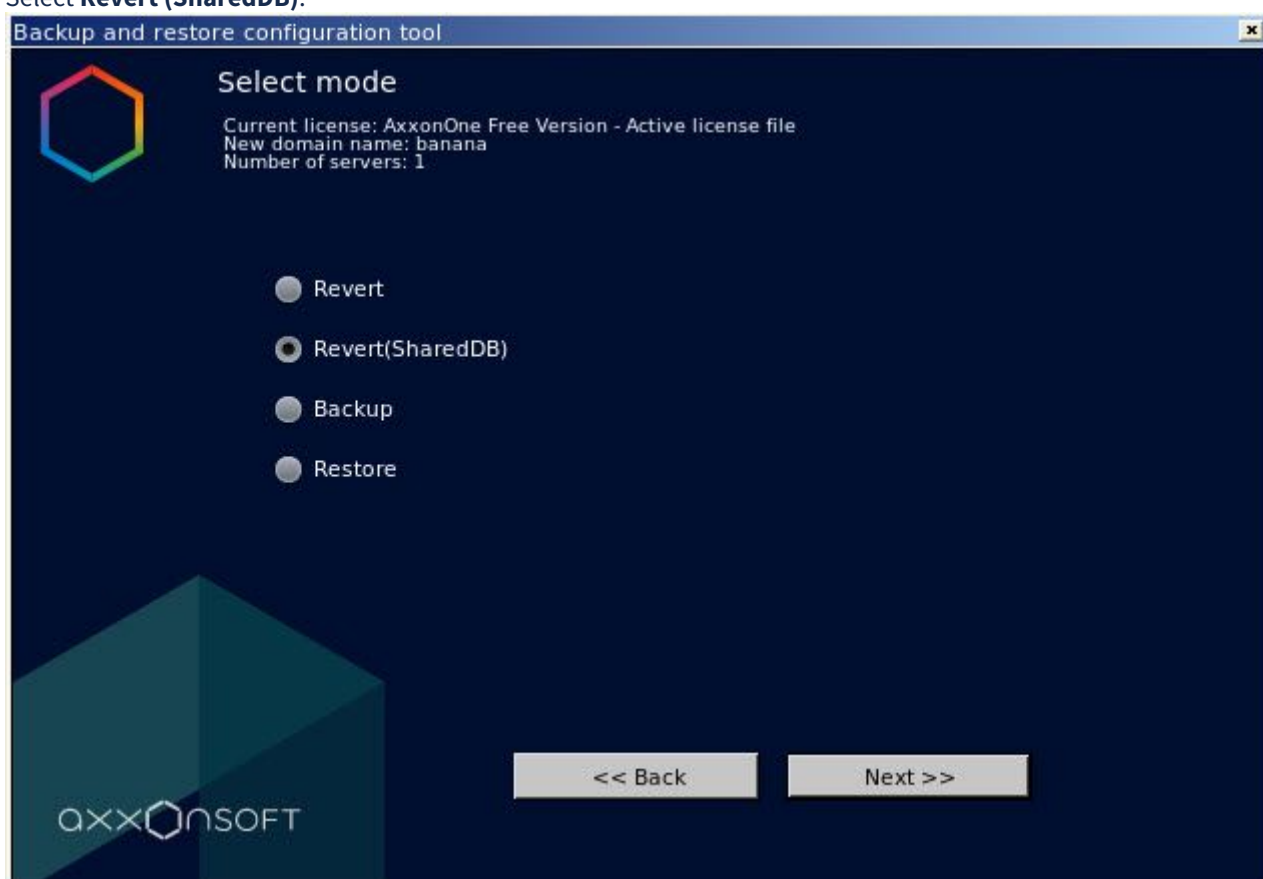
Reverting the server configuration to the selected revision is complete.

13.3.5 Reverting to the original domain configuration

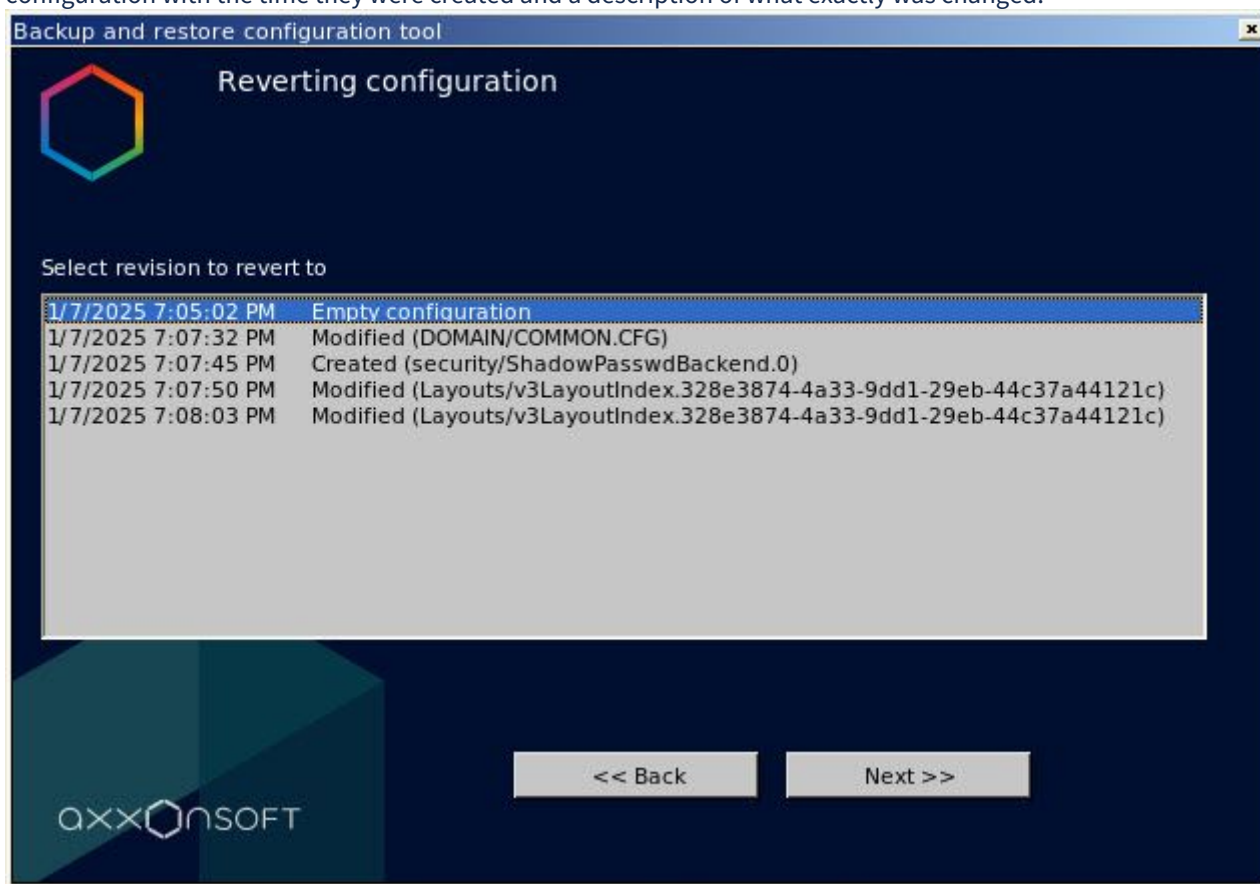
If you make any change to the general configuration of the domain (create/delete roles, users, maps, layouts, and so on), a revision for backup is created.

To revert the domain configuration to one of the backup revisions, do the following:

1. Launch the **Backup and restore** utility (see [Launching the utility](#)(see page 92)).
2. Select **Revert (SharedDB)**.



- Click the **Next >>** button. A window opens. This window contains a list of available revisions for restoring the domain configuration with the time they were created and a description of what exactly was changed:



- Select a revision to restore the domain from the list.

Note

- If you make several changes to the domain configuration, but click the **Apply** button once, only one revision is created in the list to restore the configuration.
- The **Empty configuration** position corresponds to the initial configuration.

Apply

- Click the **Next >>** button. The process of reverting the domain configuration before the selected revision starts. When the process of reverting the domain configuration is complete, a window opens with a message that the operation was successful.
- Click the **Finish** button.

Reverting the domain configuration to the selected revision is complete.

13.3.6 Creating a configuration backup

Attention!

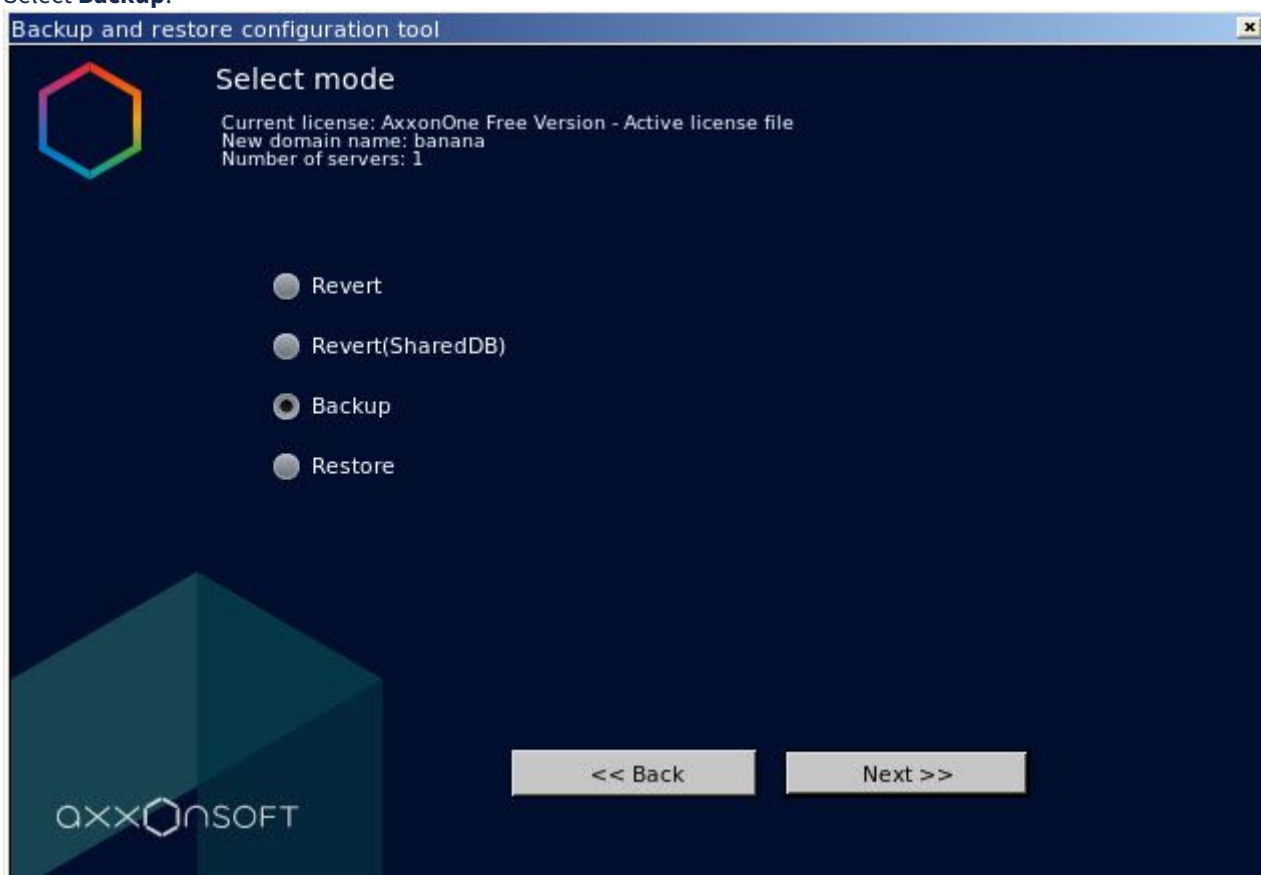
We recommend backing up the configuration after any significant configuration change.

Backing up the configuration involves creating and saving copies of the license key, domain structure, all created objects, their parameters and connections with change history, as well as the database containing users, groups, passwords, and layouts.

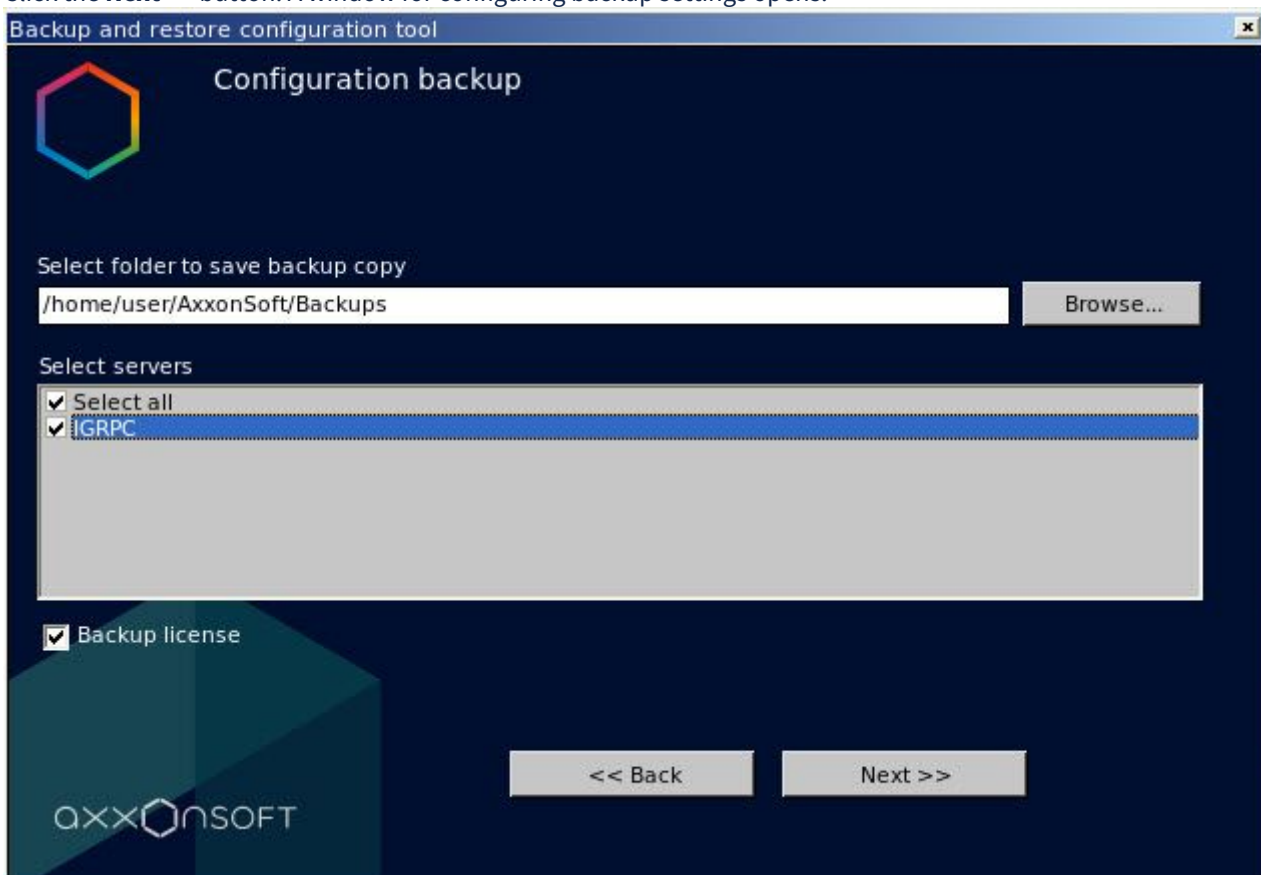
To back up the configuration, do the following:

- Launch the **Backup and restore** utility (see [Launching the utility](#)(see page 92)).

2. Select **Backup**.



3. Click the **Next >>** button. A window for configuring backup settings opens:



4. In the **Select folder to save backup copy** field, enter the full path to the directory where the configuration backup will be saved. The default directory is **home/<Current Linux user>/AxxonSoft/Backups**. To specify the path using standard Linux tools, click the **Browse...** button.
5. In the **Select servers** section, set the checkbox next to the name of the server to back up. You can select several servers. To select all servers, set the **Select all** checkbox.
6. Set the **Backup license** checkbox to save the license key to a configuration backup. When restoring a copy of the configuration, it is possible to restore the configuration with the license key. If you don't restore the configuration with the license key, the system will work in the demo mode.
7. Click the **Next >>** button. The configuration backup process starts.
When configuration backup is complete, a window opens with a message that the operation was successful.
8. Click the **Finish** button.

Creating a configuration backup is complete.

13.3.7 Restoring the configuration backup

Attention!

If the backup copy doesn't match the current version of the product (including the build number), critical errors can occur in the system during the configuration restore, and the configuration restore process will be completed incorrectly. We can guarantee that your configuration will be fully recovered if:

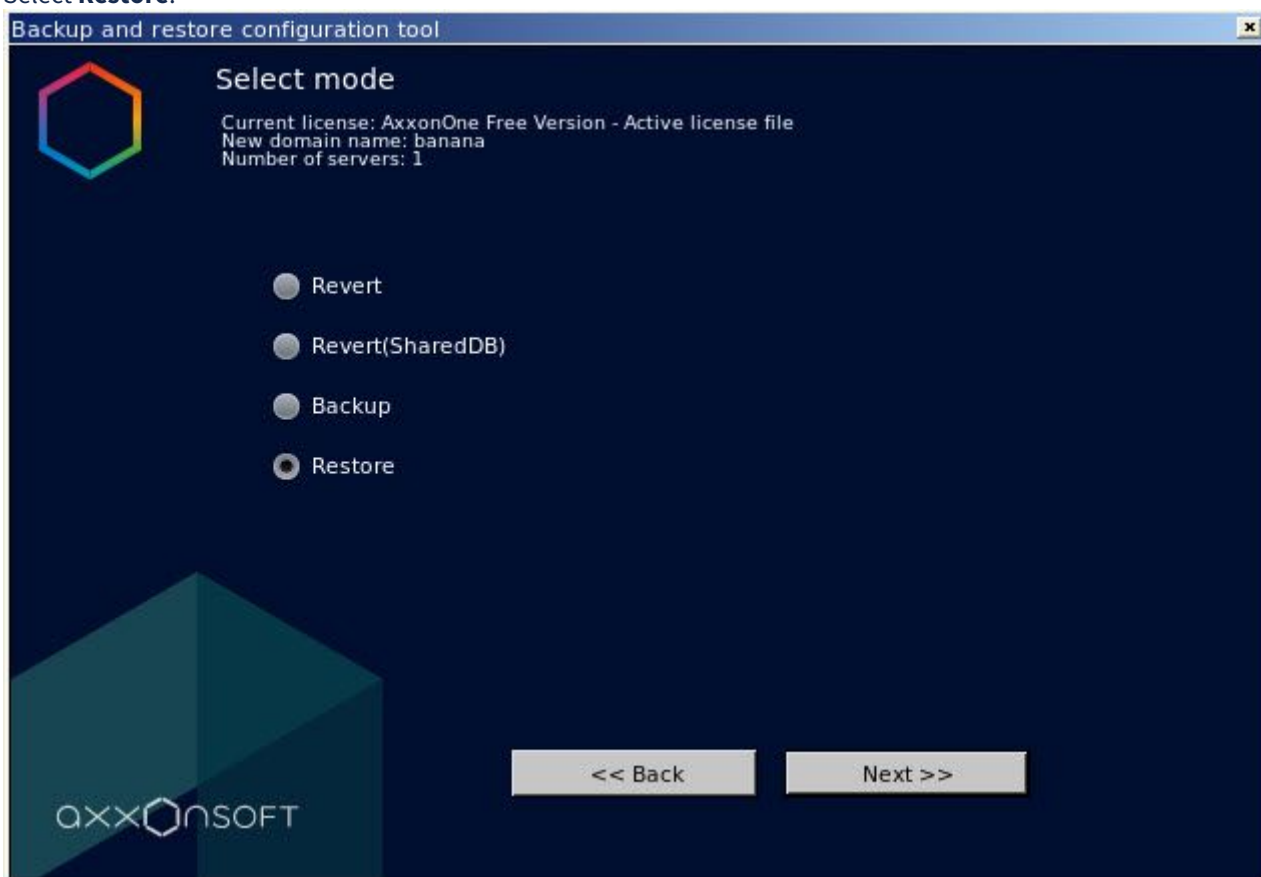
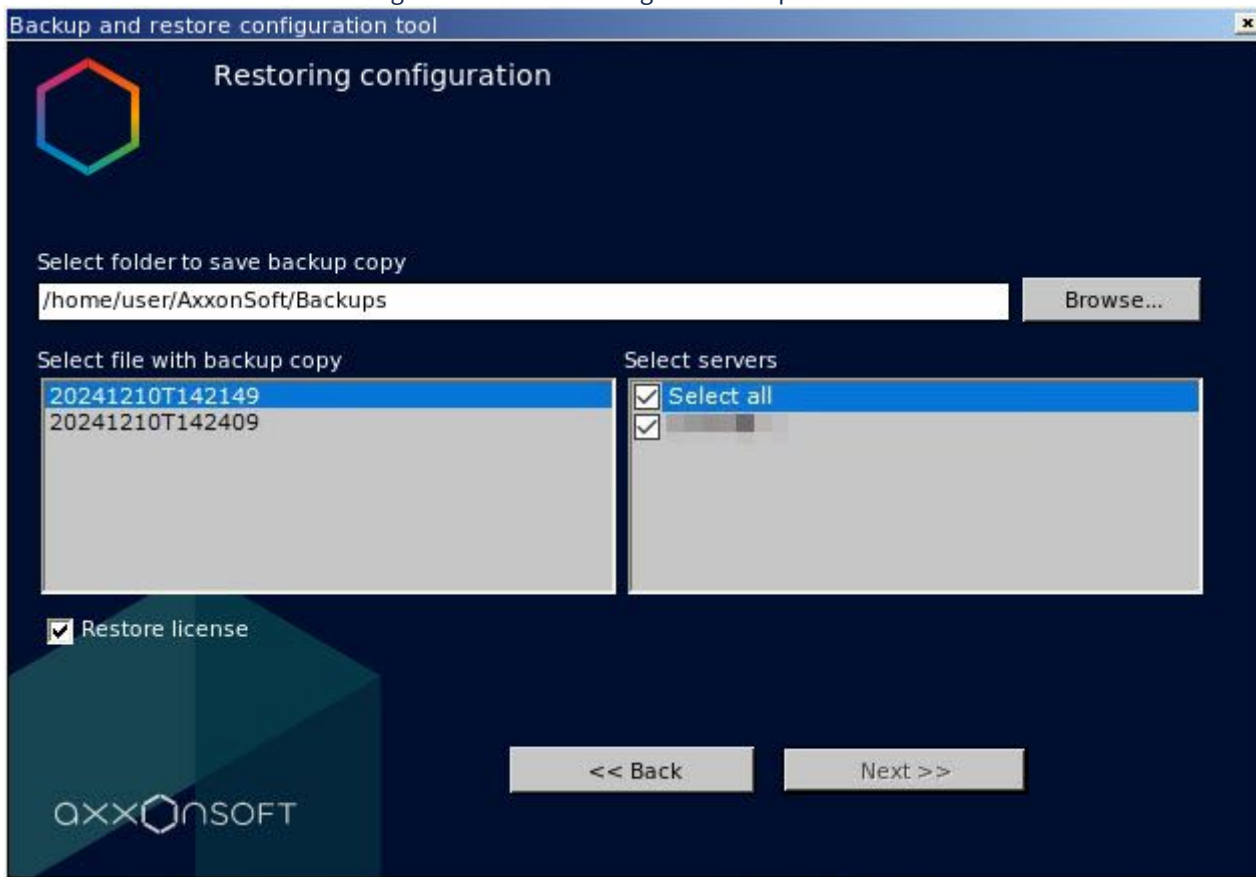
- the backup was created on the same software version (including the build number),
- the backup was created on the same computer if licensing without the Guardant key was used (see [Licensing methods⁶³](#)),
- the name of the current server matches the name of the server in the configuration backup.

You can find the information about the product version and computer HID in a JSON file in the saved configuration folder.

To restore a configuration backup, do the following:

1. Launch the **Backup and restore** utility (see [Launching the utility](#)(see page 92)).

⁶³ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314535941/Licensing+methods>

2. Select **Restore**.3. Click the **Next >>** button. The configuration restore settings window opens:

4. In the **Select folder to save backup copy** field, enter the full path to the directory where the configuration backup is saved. The default directory is **home/<Current Linux user>/AxxonSoft/Backups**. To specify the path using standard Linux tools, click the **Browse...** button.
5. In the **Select file with backup copy** section, select the file with the configuration backup.
6. In the **Select servers** section, select the required server/servers in the current domain. You can select a server in the list only if it is present in the domain and its corresponding backup is present in the open file.
7. Set the **Restore license** checkbox to restore the license key that was stored at the time you backed up the configuration (see [Creating a configuration backup](#)(see page 97)). If you don't restore the license, *Axxon One* will work in the demo mode.
8. Click the **Next >>** button. The process of restoring the configuration backup starts.
When configuration restore is complete, a window opens with a message that the operation was successful.
9. Click the **Finish** button.
10. Restart the *Axxon One* server (see [Starting and stopping the Axxon One Server in Linux OS](#)(see page 46)).

Restoring the configuration backup is complete.

13.3.8 Migrating a configuration from one operating system to another

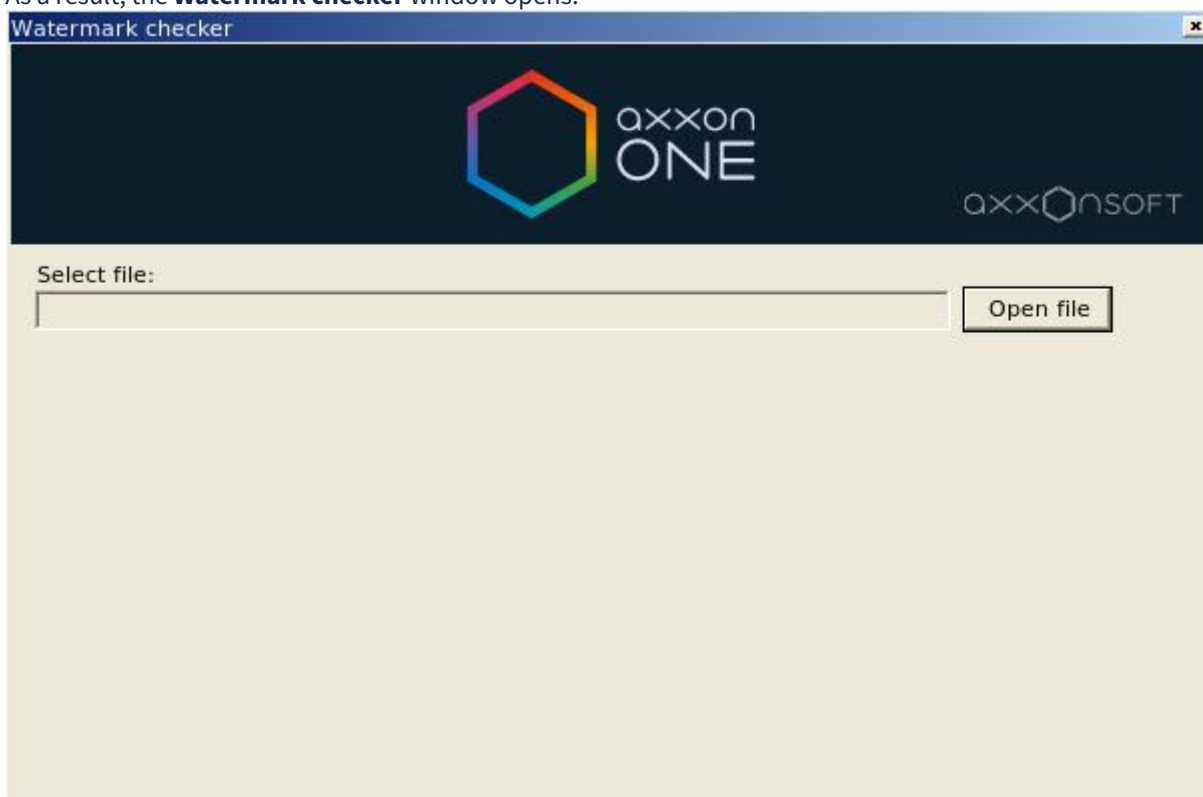
You can also migrate the *Axxon One* configuration from one operating system to another (see [Migrating a configuration from one operating system to another](#)⁶⁴).

13.4 Watermark checker utility for Linux OS

The **Watermark checker** utility is used to verify a watermark that is added during the export of videos and frames from *Axxon One*.

To verify a watermark, do the following:

1. Launch the **Watermark checker** utility from the apps menu by clicking the **WatermarkCheck** shortcut.
As a result, the **Watermark checker** window opens:



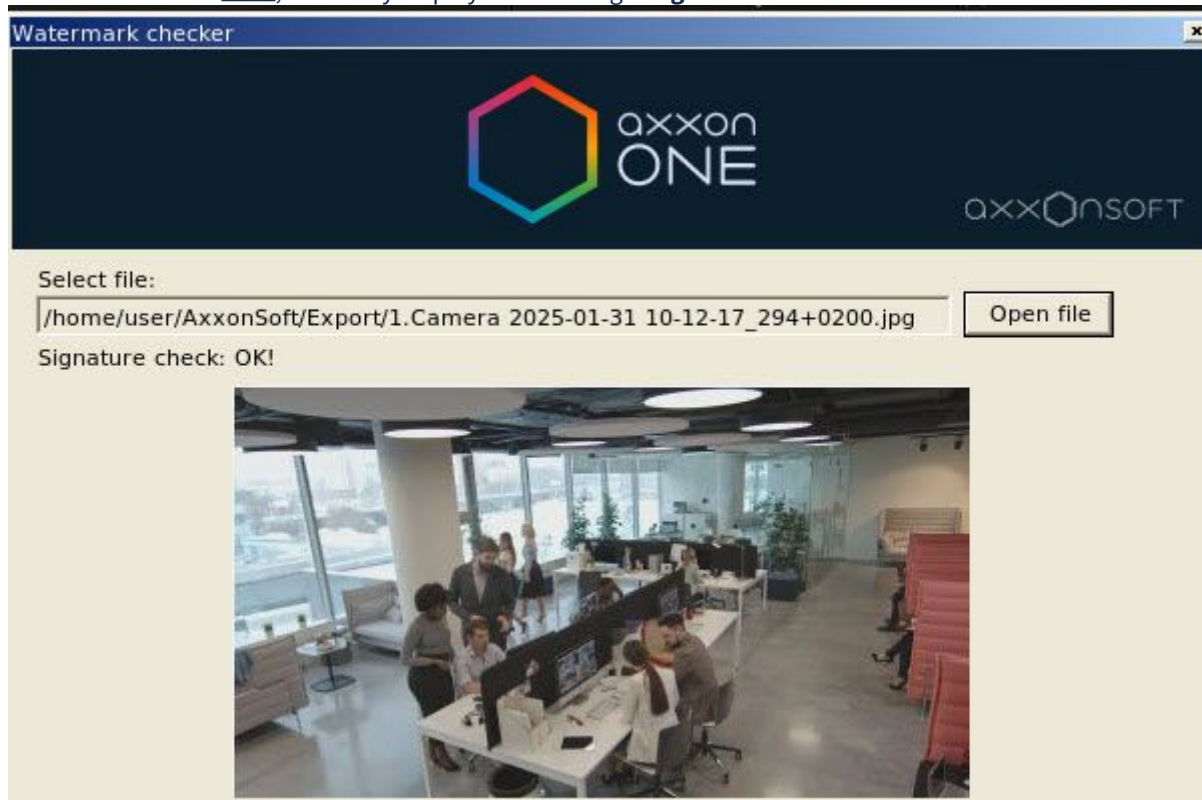
2. Click the **Open file** button.
3. In the **Select file** field, enter the full path to the exported frame or video.

⁶⁴ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314539440/Migrating+a+configuration+from+one+operating+system+to+another>

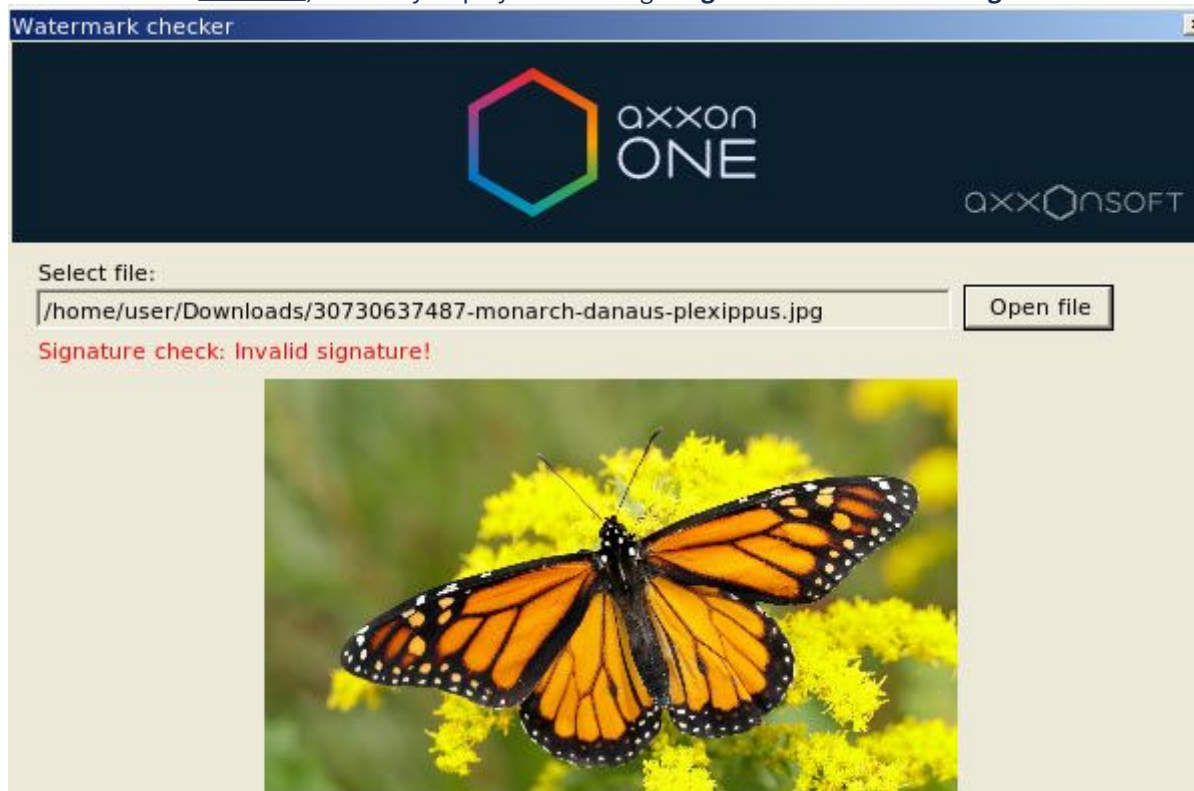
Note

During verification of a watermark on a frame or video, the thumbnail is displayed in the **Watermark checker** utility window. You cannot preview videos and frames that have been exported to pdf format.

- If the watermark is valid, the utility displays the message: **Signature check: OK!**



- If the watermark isn't valid, the utility displays the message: **Signature check: Invalid signature!**



4. To exit the **Watermark checker** utility, click the  button.

Watermark verification is complete.

13.5 Collecting system information utility for Linux OS

The **Collecting system information** utility is used to:

- collect information about configuration,
- collect information about status of hardware,
- collect information about operation of the Linux OS security system,
- collect dumps of running *Axxon One* processes.

To launch the utility, do the following:

1. Go to the apps menu and click the **Support** utility shortcut.
2. In the window that opens, enter the Linux OS administrator password.

Note

You can also launch the utility from the terminal. To do this:

1. Go to the directory where the utility is located:

```
cd /opt/AxxonSoft/AxxonOne/bin
```

2. Run the command:

```
./support -h
```

Hints on using all attributes and collecting individual components will be displayed.

As a result, the generated archive **support_[date]_[time].tar.gz** appears in the directory **/home/Documents**. To solve the required tasks, submit a request at <https://support.axxonsoft.com/> with the problem description and attach the **support_[date]_[time].tar.gz** archive.

14 Creating system variables in Linux OS

14.1 Creating system variables for the Axxon One server in Linux OS

To create a system variable for a regular *Axxon One* server in Linux OS, do the following:

1. Stop the *Axxon One* server:

```
sudo service axxon-one stop
```

2. Create a backup of the configuration:

```
cp ~ngp/instance.conf ~ngp/instance.conf_bak
```

Attention!

This step is mandatory.

3. Open the server configuration file for editing:

```
sudo nano ~ngp/instance.conf
```

4. Add the required variable as the first line in the configuration file:

```
export %system_variable=value%
```

For example, a variable to increase the export timeout:

```
export NGP_EXPORT_TIMEOUT_MS=60000
```

5. After you make the changes and save the configuration file, start the *Axxon One* server:

```
sudo service axxon-one start
```

As a result, the system variable is set permanently for the *Axxon One* server.

Attention!

System variables previously added to the **instance.conf** file will be removed:

- When you change the server configuration with the command:

```
sudo dpkg-reconfigure axxon-one
```

- After you upgrade to a new version of *Axxon One*.

14.2 Creating system variables for the Axxon One server in the failover mode in Linux OS

To create a system variable for the *Axxon One* server in the failover mode in Linux OS, do the following:

1. Stop the required server (see [Suspending a Server within a cluster](#)⁶⁵).
2. Go to the /etc/AxxonSoft directory.
3. Create a backup of the configuration:

```
cp axxon-one.conf axxon-one.conf_bak
```

Attention!

This step is mandatory.

4. Open the server configuration file for editing:

```
nano axxon-one.conf
```

5. Add the required variable as the first line in the configuration file:

```
export %system_variable=value%
```

For example, a variable to enable or disable the observer mode for the self-diagnostics service:

```
export DRMONKEY_OBSERVER_MODE=0
```

where **0**—the observer mode is off, **1**—the observer mode is on.

6. After you make the changes and save the configuration file, start the server.

As a result, the system variable is set permanently for the *Axxon One* server in the failover mode.

14.3 Creating system variables for the Axxon One client in Linux OS in Linux OS

To create a system variable for the *Axxon One* client in Linux OS, do the following:

1. Create a backup of the script for starting the client that is located in the /usr/bin/ directory, using the command:

```
cp /usr/bin/AxxonOne /usr/bin/AxxonOne_back
```

2. Open the script for editing:

```
nano /usr/bin/AxxonOne
```

3. Add the required variable as the first line in the script:

```
export %system_variable=value%
```

For example, a variable to control periodic polling of events from the server for remote clients to ensure reliable delivery of events under NAT conditions:

```
export NGP_POLL_EVENTS=1
```

4. After you make the changes and save the script, stop the *Axxon One* client.
5. Start the client.

⁶⁵ <https://docs.axxonsoft.com/confluence/spaces/ONE2025/pages/314538225/Suspending+a+Server+within+a+cluster>

As a result, the system variable is set permanently for the *Axxon One* client.