







# AXIS P3364-LVE Troubleshooting Decision Tree







## CAMERA NOT ACCESSIBLE

### Cannot Connect to Web Interface



#### Check Power and Network:

-  **Power LED Green?**
  -  NO → Check PoE switch, cable, power injector
  -  YES → Continue
-  **Network LED Active?**
  -  NO → Check network cable, switch port, cable integrity
  -  YES → Continue

#### Check IP Configuration:

-  **Know Camera IP?**
  -  NO → Use AXIS IP Utility or check DHCP lease table
  -  YES → Continue
-  **Can Ping Camera?**
  -  NO → Check subnet, routing, firewall
  -  YES → Continue

#### Check Web Access:

-  **Using Correct Protocol?**
  - Try both `http://[ip]` and `https://[ip]`
  - Check manual p.43 for HTTPS configuration
-  **Correct Port?**
  - Default HTTP: 80, HTTPS: 443
  - Check manual p.47 for custom ports




#### Quick Fixes:

- Factory reset if all else fails (manual p.54)
  - ARP/Ping IP assignment within 2 minutes of power-on (manual p.45)
-

## VIDEO ISSUES




### No Video Stream

#### Check Stream Configuration:


-  **Correct Stream URL?**
  - RTSP: `rtsp://[ip]/axis-media/media.amp`
  - HTTP: `http://[ip]/axis-cgi/mjpg/video.cgi`
-  **RTSP Enabled?**
  - Go to Setup > System Options > Network > TCP/IP > Advanced
  - Verify RTSP server is enabled (manual p.48)
-  **Codec Issues?**
  - Try MJPEG if H.264 fails
  - Check H.264 decoder license (manual p.13)

### Poor Image Quality

#### Check Video Settings:

-  **Compression Too High?**
  - Go to Video & Audio > Video Stream > Image
  - Reduce compression level (manual p.17)
-  **Resolution Appropriate?**
  - Check bandwidth vs. quality requirements
  - Consider network limitations
-  **Focus Issues?**
  - Perform autofocus: Video & Audio > Focus & Zoom
  - Manual focus adjustment if needed (manual p.24)

#### Check Environmental:

-  **Lighting Conditions?**
  - Enable IR illumination for night
  - Adjust exposure settings (manual p.20)
  - Configure WDR for high contrast (manual p.20)




#### Quick Fixes:

- Reset video settings to default
  - Check lens for dirt/condensation
  - Verify proper installation angle
- 

## **AUDIO PROBLEMS**



### **No Audio**

#### **Check Audio Configuration:**


-  **Audio Support Enabled?**
  - Setup > System Options > Security > Audio Support
  - Must be enabled globally (manual p.44)
-  **Audio in Stream?**
  - Video & Audio > Video Stream > Audio tab
  - Enable audio in stream profile (manual p.24)
-  **Correct Input Source?**
  - Video & Audio > Audio Settings
  - Select Microphone or Line input (manual p.25)

### **Poor Audio Quality**

#### **Check Hardware:**

-  **Proper Connections?**
  - Pink connector for input, green for output
  - Use mono connector for input (manual p.61)
-  **Gain Levels?**
  - Adjust input/output gain settings
  - Check for clipping (red indicators)

#### **Check Network:**

-  **Sufficient Bandwidth?**
  - Audio adds ~64kbps to stream
  - Consider codec selection (AAC vs G.711)



#### **Quick Fixes:**

- Test with different microphone/speaker
  - Check cable connections and quality
  - Disable echo cancellation if feedback occurs
- 



## **NETWORK CONNECTIVITY**

### **Intermittent Connection**

#### **Check Physical Layer:**



-  **Cable Quality?**
  - Use Cat5e or better
  - Check for kinks, damage
  - Test with known good cable
-  **PoE Stability?**
  - Verify Class 3 PoE for heater/IR
  - Check total PoE budget on switch

#### **Check Network Configuration:**

-  **IP Conflicts?**
  - Verify unique IP address
  - Check DHCP reservation if used
-  **DNS Issues?**
  - Test with IP address instead of hostname
  - Check DNS server configuration (manual p.47)

### **Slow Performance**

#### **Check Bandwidth:**

-  **Network Utilization?**
  - Monitor switch/router statistics
  - Consider QoS configuration (manual p.49)
-  **Too Many Clients?**
  - Maximum 20 simultaneous connections
  - Use multicast for multiple viewers




### **Quick Fixes:**

- Restart network equipment
  - Update switch firmware
  - Check for network loops
- 

## **STORAGE ISSUES**




### **SD Card Problems**

#### **Check Card Status:**

-  **Card Recognized?**
  - System Options > Storage > SD Card
  - Check card status and health
-  **Card Full?**
  - Enable automatic cleanup
  - Adjust retention period (manual p.50)
-  **File System Corrupt?**
  - Try disk check and repair
  - Reformat if necessary (will erase data)

### **Recording Failures**

#### **Check Configuration:**

-  **Recording Enabled?**
  - Recordings > Continuous
  - Check action rule configuration
-  **Sufficient Space?**
  - Monitor storage usage
  - Configure removal policies
-  **Write Protection?**
  - Verify card not locked
  - Check file system permissions




### **Quick Fixes:**

- Unmount/remount SD card
  - Use different SD card for testing
  - Check network share connectivity
- 

## **ADVANCED ISSUES**



### **Authentication Problems**

#### **Check User Configuration:**

-  **Correct Credentials?**
  - Default username is 'root'
  - Password set on first access
-  **Account Locked?**
  - Check access log for failed attempts
  - Reset password if necessary
-  **HTTPS Certificate?**
  - Browser may block self-signed certificates
  - Install proper certificates (manual p.44)

### **Integration Issues**

#### **Check API Access:**

-  **VAPIX Enabled?**
  - Test with simple API calls
  - Check user permissions
-  **ONVIF Compatibility?**
  - Verify ONVIF user created
  - Check client ONVIF version support

#### **Quick Fixes:**

- Check system logs for error messages
  - Test with different client software
  - Verify network firewall settings
-

## **EMERGENCY PROCEDURES**

### **Complete System Failure**

1. **Power Cycle:** Disconnect PoE for 30 seconds
2. **Factory Reset:** Hold control button during power-on (manual p.54)
3. **Emergency Recovery:** Use ARP/ping recovery procedure (manual p.56)
4. **Firmware Recovery:** Follow emergency recovery steps if firmware corrupted

### **Data Recovery**

1. **SD Card:** Remove and read with card reader
2. **Network Share:** Check network connectivity and credentials
3. **Backup Restore:** Restore from configuration backup if available

### **When to Contact Support**

- Hardware failure suspected (rapid red LED flashing)
- Repeated firmware upgrade failures
- Physical damage to camera or connectors
- Issues not resolved by standard troubleshooting

### **Support Resources:**

- Manual reference pages: p.56-59
- Axis Support Website: [www.axis.com/support](http://www.axis.com/support)
- Include server report when contacting support (manual p.53)