Axis 241Q doesn't display channel status properly

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Symptom

In Alarm Monitoring or VideoViewer, no yellow X's appear on the channels of Axis 241Q even though the **No Video** screen is displayed when launching live video.

Resolution

Upgrade the Axis 241Q firmware to solve this issue:

1. Navigate to the Axis homepage, and then select the **Video Encoders** menu option.
2. Click [Axis 241Q] or [Axis 241Q Blade], depending on which encoders have this issue. The Axis 241Q firmware and Axis 241Q Blade **do not** use the same firmware file, so download correct firmware.
3. Click the [Support] link, and then the [Firmware] link.
   - This step requires you to log in to the Axis website with your username and password.
4. On the Firmware page, click the [Other Firmware Releases] link.
5. When the new window opens, click the Service Release folder in the FTP window.
6. Select the **4_47_2/** directory.
7. Download the .bin file to your local workstation.
8. In a web browser, type the IP address of the Axis 241Q, and then login using the root user and password.
9. Click on **Setup > System Options > Maintenance**.
10. In the Upgrade Server section, click [Browse]. Locate the firmware file that was download from Axis. Click [Upgrade].
11. After a few minutes, the unit will upgrade the firmware and should report the channel status properly to the LNVR and OnGuard.

Applies To

LNVR 6.223 or later

Additional Information

None