

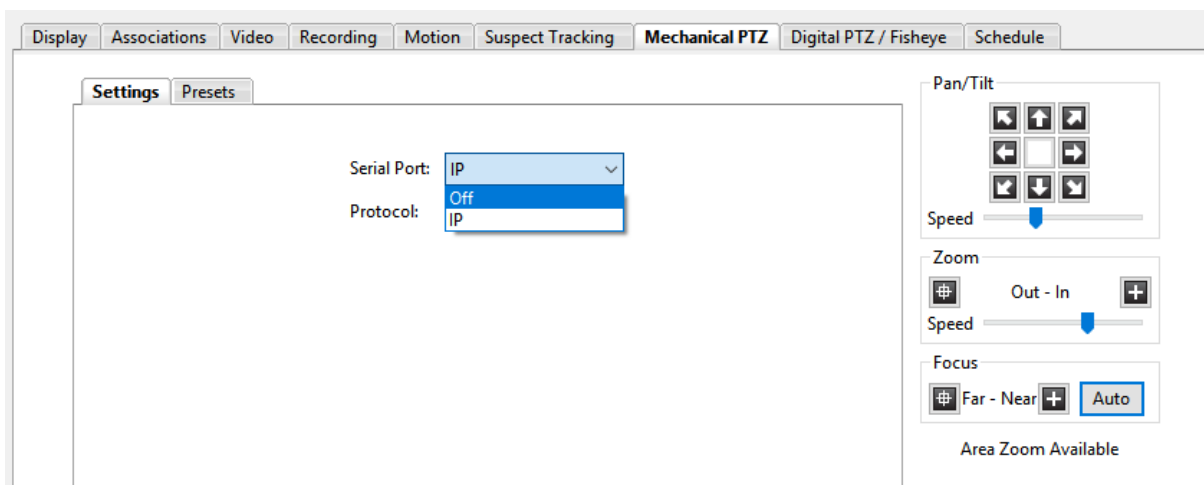
# PTZ problems with Axis Control Queue enabled

## Steps

PTZ control behavior using the exacqVision Client can become erratic with Axis cameras if the "PTZ Control Queue" has been enabled in the camera's web browser. This is required in order to be able to use the camera's "Guard Tour" feature.

Axis has resolved this issue with a firmware change. This has been confirmed in-house using firmware version 8.10.1. To confirm the proper settings, or if you are using an older version of firmware, use the following steps.

1. In the exacqVision Client, navigate to the Camera's Settings page. Access the "Mechanical PTZ > Settings" tab.
2. Set "Serial Port" to "Off".



3. Navigate to the camera in a web browser and access "Settings > System > Plain Config".
4. In the drop-down box, select "PTZ", then click "Select Group"



## AXIS Q6155-E Network Camera

The plain config page allows direct access to all the conf Camera. This page uses no extra scripts (Javascript or oth Select the parameter group to modify and configure the s

For help on parameters, please refer to the relevant help j Select a group of parameters to modify:

----- ▾ Select group

- ▲
- AutoTracking
- Bandwidth
- Brand
- Fenceguard
- HTTPS
- Image
- ImageSource
- Input
- IOPort
- Layout
- Motion
- Motionguard
- Network
- Output
- Properties
- PTZ**
- Recording
- RemoteService
- SNMP

5. Locate "PTZ UserCtlQueue U0:" and verify that the "Use cookie" setting is disabled.

**PTZ UserCtlQueue U0:**

Priority:  [1..100]

Timeout time:  [1..3600]

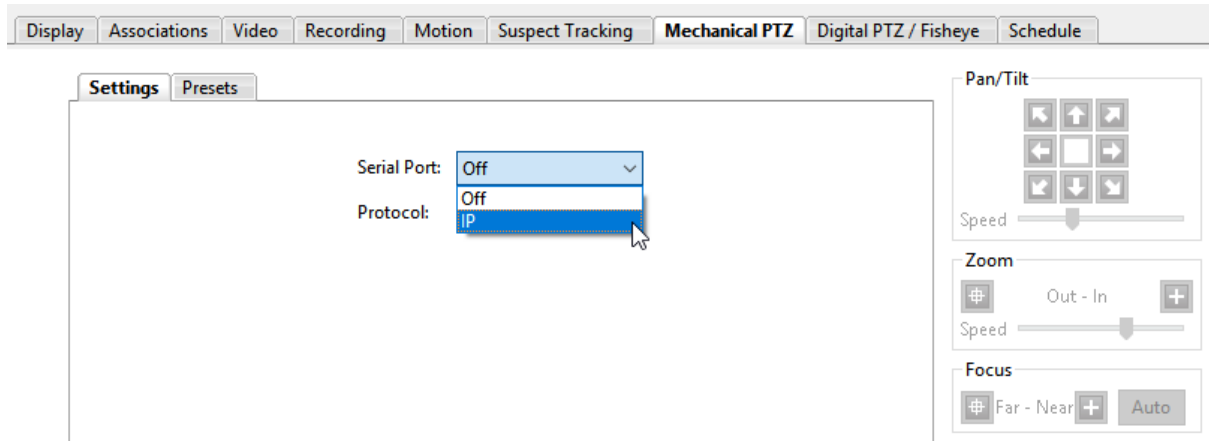
Timeout type:  ▾

Use cookie:

User group:

6. Scroll to the bottom of the page and click "Save".
7. Back in the exacqVision Client, on the Camera's Settings page. Change the "Serial Port" back to "IP".

# exacqVision Support Portal



**Note:** A delay of up to 3 seconds was noticed when sending the first PTZ command before the Guard Tour stopped and allowed control.