

Axis Body Worn Hard Cap User of 128

Description:

In Exacq Server version 26.0.2.0 and previous versions, the Axis Body Worn integration is limited to a maximum of 128 Body Worn Users. When a 129th user is added, the Axis W800 System Controller will generate an error indicating that the user limit has been exceeded.

Administrators can confirm this by logging into the Axis W800 interface and reviewing the system logs for the associated error entry.

EMS: could not create object: ApiError UnknownError: HTTP Error: 507: 507 Insufficient Storage

Please note that this limitation pertains exclusively to Axis Body Worn user accounts within the integration of Exacq.

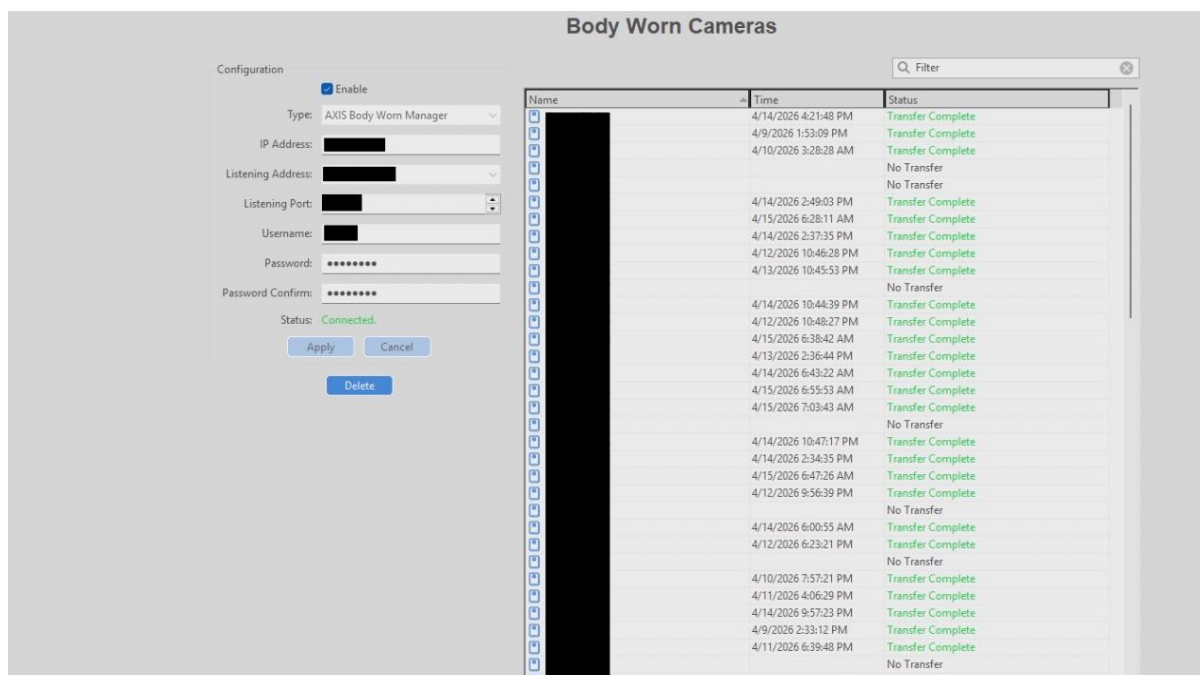
General Exacq user accounts are not impacted.

Axis Body Worn W800 supports up to 1000 users safely.

This is a limitation for the AXIS BODY WORN USERS SPECIFICALLY within Exacq.

To verify the number of configured Body Worn users:

- Open the Exacq Client and navigate to Body Worn Integration.
- The total user count is displayed at the bottom of the configuration page seen below.





The screenshot shows a log interface with a table of transfer events. A yellow highlight is present under the text 'Disolving 128 Items'.

4/14/2026 2:30:11 PM	Transfer Complete
4/13/2026 10:25:14 PM	Transfer Complete
4/13/2026 6:00:55 AM	Transfer Complete
4/11/2026 1:52:54 PM	Transfer Complete

Disolving 128 Items

Tested Version:

26.0.2 Exacq Server and Prior Exacq Versions.

Platform:

Windows/Linux- AXIS BODY WORN

Actual Result

Exacq Currently has a Cap of a 128 user for Axis Body Worn Cameras.
Axis W800 and up to 1000 users.

Solution

Our team has initiated a Support ticket to investigate whether the maximum number of users supported by Axis Body Worn Cameras on an exacqVision server can be expanded. This inquiry will be transitioned into a formal Feature Request and prioritized within our internal queue.

Because this enhancement requires engineering work, there is currently no immediate workaround. As an alternative, you may consider adding an additional exacqVision server and configuring a second Axis W800 controller.