

# Axis Dewarper Not showing for the F9114 and F9114R-Mk II

**KB Number:** 23768

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## Product

Exacq Server 26.0.3.0 Windows and Linux.

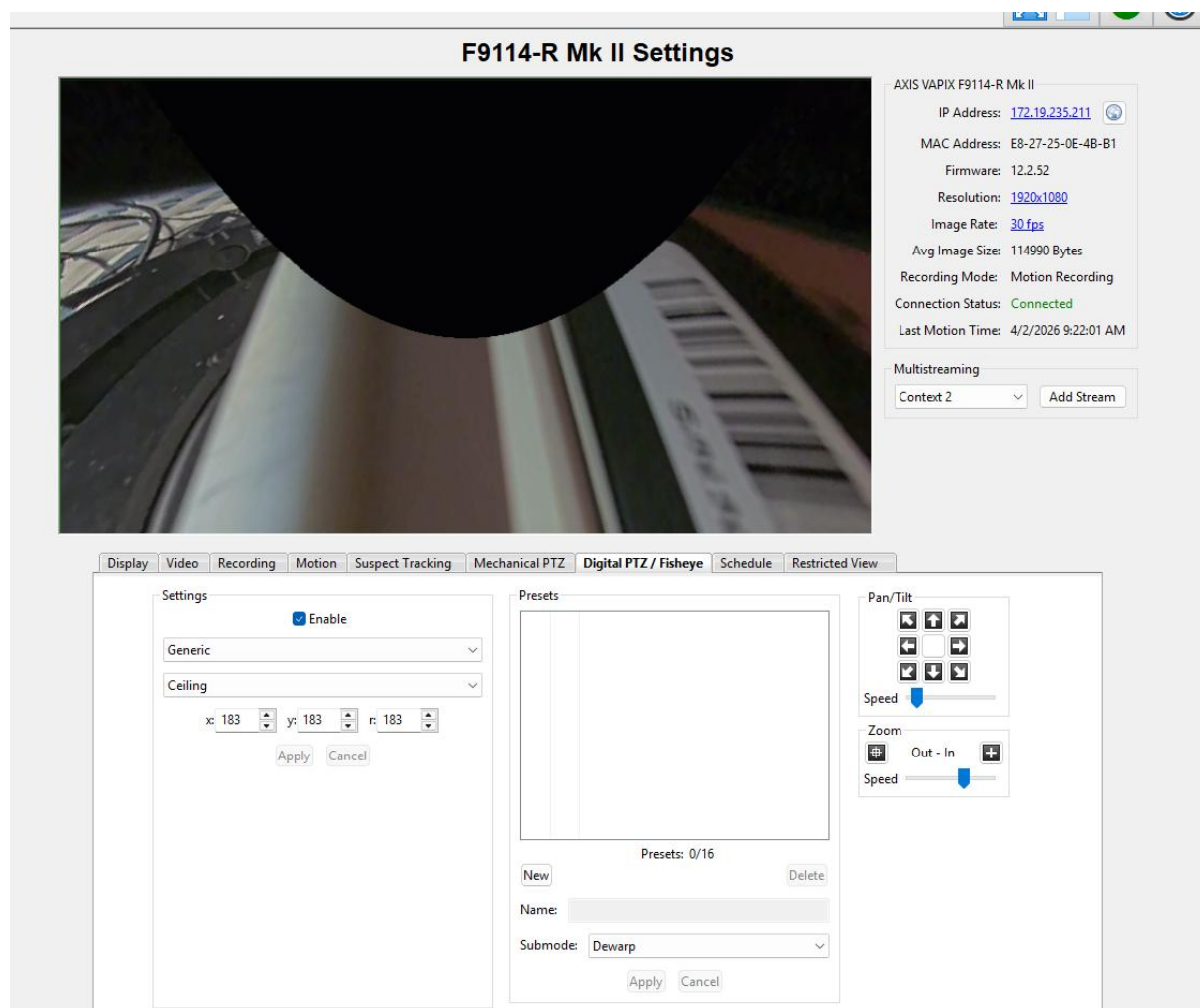
## Steps to Reproduce

Add camera to client.


Navigate to Digital PTZ/Fisheye tab under Add IP Cameras.

Select drop down menu for the Fisheye dewarp.

Editing from Generic Ceiling, Ground, and Wall adds a giant black bubble on the live view.



### F9114-R Mk II Settings



AXIS VAPIX F9114-R Mk II

IP Address: [172.19.235.211](#)

MAC Address: E8-27-25-0E-4B-B1

Firmware: 12.2.52

Resolution: [1920x1080](#)

Image Rate: [30 fps](#)

Avg Image Size: 115040 Bytes

Recording Mode: Motion Recording

Connection Status: Connected

Last Motion Time: 4/2/2026 9:22:01 AM

Multistreaming

Context 2 Add Stream

Display | Video | Recording | Motion | Suspect Tracking | Mechanical PTZ | **Digital PTZ / Fisheye** | Schedule | Restricted View

Settings

Enable

Generic v

Ground v

x: 183 v y: 183 v r: 183 v

Apply Cancel

Presets

Presets: 0/16

New Delete

Name:

Submode: Dewarp v

Apply Cancel

Pan/Tilt

v

v

v

v

Speed v

Zoom

v

Out - In

v

Speed v

### F9114-R Mk II Settings

AXIS VAPIX F9114-R Mk II

IP Address: [172.19.235.211](#)

MAC Address: E8-27-25-0E-4B-B1

Firmware: 12.2.52

Resolution: [1920x1080](#)

Image Rate: [30 fps](#)

Avg Image Size: 115338 Bytes

Recording Mode: Motion Recording

Connection Status: Connected

Last Motion Time: 4/2/2026 9:22:01 AM

Multistreaming

Context 2 Add Stream

Display Video Recording Motion Suspect Tracking Mechanical PTZ **Digital PTZ / Fisheye** Schedule Restricted View

Settings  Enable

Generic v

Wall v

x: 183 y: 183 r: 183

Apply Cancel

Presets

Presets: 0/16

Pan/Tilt

Speed

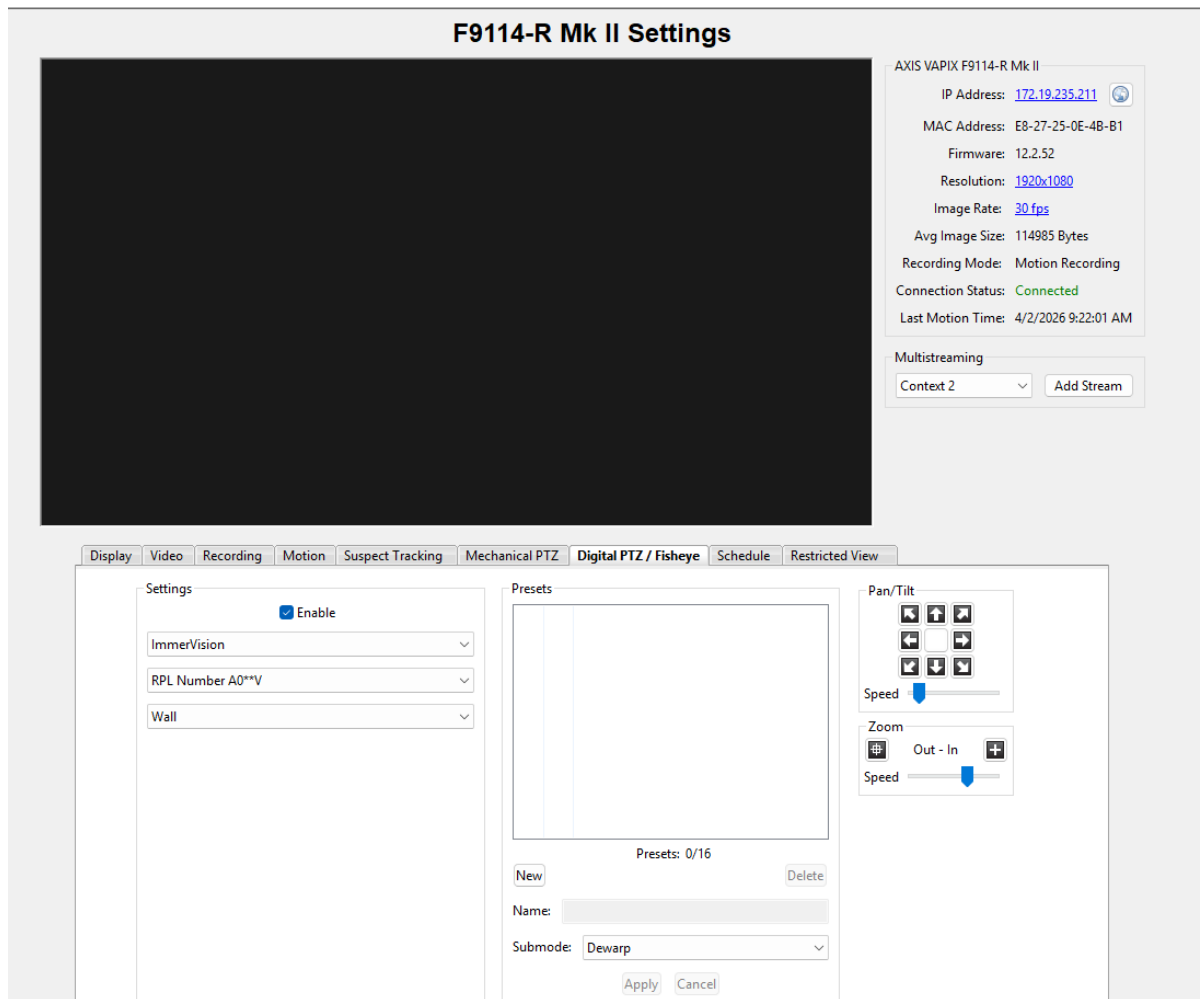
Zoom

Out - In

Speed

Editing the Generic options of X,Y, and R does not remove the large bubble seen in the live.

The ImmerVision option shows a blank image.



## Expected Result

We should be able to use the Axis or the generic dewaper.

## Actual Result

We are aware of the issue and engineers are working on fixing this. Currently they are not working properly.

## Solution

Currently there is not a resolution to fix this, but we are aware of the issue and are working on a fix.