

## Bulletin #: TB120403CG

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**Description:** Axis PTZ control fails in CompleteView

**Date:** April 12, 2012

**Severity:** Low

**Affected Products:**

- CompleteView, ONE, Pro, and Enterprise

**Issue:**

Axis PTZ control fails in CompleteView, but functions in web interface of the camera.

**Corrective Action:**

After determining the PTZ settings are correct in the camera and in CompleteView for PTZ operation, verify that control queue is disabled. This setting is found in the Axis camera's web interface under PTZ, Control Queue.

The PTZ Control Queue is a system for placing PTZ control requests in a queue. The control queue fields on the Live View page show the user's current status and position in the queue and the amount of time remaining until PTZ control is given, or if the user already has control - the amount of control time remaining.

**Related Documentation:**

[http://www.axis.com/techsup/fag/index.php/index\\_axis.php?action=artikel&cat=105&id=115364&artlang=en&search=](http://www.axis.com/techsup/fag/index.php/index_axis.php?action=artikel&cat=105&id=115364&artlang=en&search=)