

# Axis camera PTZ controls do not function in OnGuard

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## Symptom

The PTZ controls for an Axis PTZ camera work on the camera or video server web page, and the PTZ controls appear in OnGuard. However, the user cannot actually control the Axis PTZ camera.

## Resolution

On the Axis PTZ camera or video server, there is a PTZ Control Queue option. This option is enabled if multiple Axis users are trying to control the camera at the same time.

This option must be disabled to allow OnGuard to take control of the PTZ functionality.

**Note:** The PTZ Control Queue is set up by the administrator under **PTZ Configuration > Control Queue**.

## Applies To

LNVR (All versions)

## Additional Information

**Note:** The location of the PTZ Control Queue option may vary between camera models and firmware versions.

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