

Breaking changes when upgrading to AXIS OS 12

If you or your customers are planning to upgrade to AXIS OS 12, it's important to follow the steps below to ensure a smooth transition. As this is a major update, not adhering to these instructions might lead to the removal of AXIS People Counter from the camera.

In case you already installed AXIS OS 12

The first-time upgrade to AXIS OS 12 will result in the removal of AXIS People Counter version 4.6.108 or older from the camera. In case you already installed the update, a manual roll-back of AXIS OS to the previous version will restore the full configuration, including that of AXIS People Counter. When this is completed, please follow the below steps.

How to upgrade to AXIS OS 12 when AXIS People Counter version 4.6.108 or older is installed

Cameras on AXIS OS 11 (11.8-11.11)

1. Always make sure to perform a backup of AXIS People Counter, see [user manual](#) for more instructions
2. Upgrade AXIS People Counter to version 5.0.5 or later
3. Upgrade to AXIS OS 12

Cameras on versions older than AXIS OS 11.8

1. Always make sure to perform a backup of AXIS People Counter, see [user manual](#) for more information
2. Upgrade the camera to AXIS OS 11.11
3. Upgrade AXIS People Counter to version 5.0.5 or later
4. Upgrade AXIS OS 12