

Axon Updates February 2025

The schedule for the **February 2025** release is as follows:

- Customers in the Enterprise region (.ent.evidence.com), Canada (.ca.evidence.com), the Netherlands, new European region (.eur.evidence.com), and European legacy region (.eu.evidence.com) receive on **March 5, 2025**.
- Customers in U.S. Federal (.evidence.com) and U.S. Law Enforcement region (.evidence.com) receive on **March 6, 2025**.
- Customers in Australia (.au.evidence.com) receive on **March 11, 2025**.
- Customers in South America (.la.evidence.com) and the United Kingdom receive on **March 12, 2025**.

For information on the update schedule times for your region, refer to the [Axon Evidence Maintenance Schedule](#) on the Axon website.

We don't expect any downtime during this update.

Additional help documentation for the products included in these release notes is located at axon.com/help.

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Digital evidence management

Core platform and UI updates

Updates to MyAxon sign-in

MyAxon will soon offer the ability to sign in without a password. If your email address is verified—either through a password reset or by signing in with your email and password—you can choose to sign in using a verification code sent to your email. However, you can still sign in with your existing credentials (email and password) if you prefer.

This feature is **expected in late February**.

Learn more about [MyAxon sign-in methods](#).

New

Axon Body 4 Multi-Factor Authentication

Axon Body 4 cameras can now be used as an MFA method for signing into Axon apps. Axon Body 3 and Axon Body Workforce will have this feature in March.

For more information, see [MFA Admin Guide](#), and [MFA User Guide](#).

New

UI and accessibility updates

- **Axon Evidence Top Navigation Bar Updates** – New Help icon and adaptive menu.
- **Bulk ID Improvements in Axon Evidence (GA)** – New error dashboard and ability to reattempt failed actions.
- **System Status page** – Now accessible to all users in Axon Evidence from My Dashboard.
- **Deleting ALPR Records from Search Results** – New deletion functionality in UI.
- **Triage Requests Dashboard Access** – New red badge and UI change in Community Request.
- **Community Request Hyperlink Support** – Adds support for hyperlinks in request descriptions.
- **Evidence Certificates in Community Request** – New UI for certificate management.
- **Sleep Mode Metrics in Performance Dashboards** – New tracking metric in UI.

- **Metric buffer on Performance Dashboards** – New configuration setting for grace period.
- **Priority Ranked Video Audit (PRVA) Updates** – Updated keyword detection and sampling rate settings.
- **Case Resharing in Justice (GA)** – Changes to reshare workflows.
- **Draft One Launch Button on the Evidence Detail Page** – New button in UI.
- **Keyboard Shortcuts for Evidence Viewing and Playback** – New keyboard controls in UI.

Changes applicable to Axon federal customers

This section provides a list of updates that are applicable to Axon Federal customers. For a more detailed understanding of each update, refer to the corresponding sections within these release notes.

- Core platform and UI updates
 - Updates to MyAxon sign-in Axon Evidence
- Axon Evidence
 - Updates to the top navigation bar
 - Bulk ID improvements in Axon Evidence
 - Device Home limit increase and pagination in Axon Evidence
 - Auto-Tagging
 - Choose which metadata fields Auto-Tagging applies to evidence
 - Community Request
 - Triage requests dashboard access for Community Request
 - Hyperlink support in Community Request descriptions
 - Evidence certificates in Community Request
 - Performance
 - Sleep cycling in Performance
 - Metric buffer on Performance dashboards
 - Priority ranked video audit (PRVA) updates
 - Third party video supported file type updates
 - Evidence viewing and playback
 - Keyboard shortcuts for evidence viewing and playback

Partner API updates

Access token format change

We are changing our API authentication to enhance security. These changes will affect all API users and might require action from agencies using our services.

What's changing

- New token format: JSON Web Encryption (JWE - <https://datatracker.ietf.org/doc/html/rfc7516>)
- The new token format with enhanced security features will be issued by Axon when your software requests a new token using the POST /api/oauth2/token request.
- Token sizing will increase from 800 bytes up to 4 kilobytes.

Change dates

From March 10th, 2025 to March 21st, 2025: The new token format will be gradually available via the Axon Partner API request token endpoint for all Axon customers.

During the transition from the old token format to the new one, tokens in the old format will remain valid until they expire. After expiration, your API client will receive tokens in the new format, ensuring no downtime for your application.

We understand these changes may require updates to your software. If needed, we can extend the transition period until May 1st, 2025, when the old token format handling system will be deprecated. For any questions or concerns, please contact our developer support team.

Partner API

The Axon Evidence Partner API Guide has been updated with the changes to the Partner API. You can view the API Guide at <https://developers.axon.com>. If you are unable to access the API Guide site, see [Accessing the Axon Developer Community](#).

The following changes are part of the Axon Partner API for February:

- The deletedBy, thumbnails, and files fields in the API response have been removed because they never returned data.

Improvement

Axon Evidence

Axon Evidence

Updates to the top navigation bar

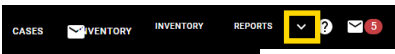
The Axon Evidence top navigation bar has been improved to enhance usability and responsiveness. Help icon update: The Help menu text item has been replaced with a Help icon (?), making it easier to locate help resources.

Before **After**



Adaptive menu: When the available space in the navigation bar is limited, a **More** (√) icon appears, consolidating additional menu options into a dropdown for easy access.

Before **After**



Improvement

Bulk ID improvements now generally available

Bulk metadata editing for ID actions is now available to all organizations in all environments. This update supports selecting up to 5,000 pieces of evidence for ID actions and select all evidence up to 5,000 for ID actions only. This update also introduces an error dashboard and the ability for users to re-attempt failed metadata actions.

Learn more about [Leveraging Bulk Actions](#).

Improvement

Device Home limit increase and pagination

The maximum number of Device Homes an organization can create has increased to 1,000, improving scalability for device inventory management. Pagination has also been added, making it easier to navigate and manage large lists of Device Homes.

Learn more about [Device Home](#).

Improvement

Group-based categories

Group-based categories is now available as an [Alpha release](#) for select customers in the U.S. Federal region. This feature allows administrators to control which evidence categories users can select based on their assigned groups, ensuring users can only see categories relevant to their roles.

Learn more about [Group-Based Categories in Axon Evidence](#).

Alpha

People Detection thumbnail download permissions

Users with the **Start and View People Detection** permission must now also have the **Download** permission in the Evidence Management section of the user role and permission page to download people detection thumbnails from the Evidence Detail Page. Users who previously had access to download thumbnails but do not have the **Evidence Management Download** permission will lose this capability but can still view and click on thumbnails.

Admins should review and update user permissions as needed to ensure continued access.

Admin | Improvement

System Status page now accessible to all users

With this release, the System Status page is now available to all users from My Dashboard – no special permissions required. Users can access the page to check the real-time status of Axon cloud services, and our new [livestream diagnostics test](#). Learn more about the [System Status Page](#).

Improvement

Axon Auto-Tagging

Customize metadata fields

Organizations can now choose which metadata fields Auto-Tagging applies to evidence. By default, all fields are tagged automatically, but specific fields can be disabled if they are no longer needed. Changes only apply to newly updated evidence and do not affect previously tagged files. To configure this feature, contact your Axon representative.

Learn how to [Customize Metadata Fields in Auto-Tagging](#).

New

Axon Auto-Transcribe

“Public Beta” Transcription languages are now available in AU1.

Learn more about [beta languages](#).

Beta | Improvement

Axon Community Request

Triage requests dashboard access

Users can now access triage requests directly from **My Dashboard**. In the Community Request tile, a red badge next to Triage requests indicates the total number of requests requiring triage. Select **Triage requests** to open the portal detail page with filters applied to only show submissions pending triage.

For more details, see [Use Community Request to Triage Submissions](#).

Improvement

Hyperlink support in request descriptions

Users can now add hyperlinks to the Request Description field for Individual Invites and Public Portals. Hyperlinks support both websites and email addresses.

For more information, see [Create and Submit a Community Request](#).

Improvement

Evidence certificates

Organizations can now attach **Evidence Certificates** to **Community Request Individual Invites** to collect required statements or certifications from community members. Completed certificates are automatically attached to submitted evidence and securely stored in Axon Evidence, where they can be viewed, downloaded, or audited. Learn more about how to [Manage Evidence Certificates](#) and [Use Evidence Certificates](#).

New

Axon Performance

Sleep Cycling

New metric that compares the total time an officer's BWC is not in sleep mode over the total time the officer's BWC is powered and undocked.

For more information, see [Performance Metrics Settings in Axon Performance](#).

New | Admin

Metric buffer on Performance Dashboards

Set the number of days before performance metrics are displayed when launching a group, squad, or officer dashboard. This setting is intended to ensure supervisors don't see metrics for evidence uploaded within the grace period set by your organization.

For more information, see [Supervisor and Audit Dashboards in Axon Performance](#).

New | **Admin**

Priority Ranked Video Audit Updates

Updated Keyword Detection and Sampling Rate settings.

For more information, see [Priority Ranked Video Audit Settings in Axon Performance](#).

Improvement

Draft One

New Draft One launch button on the evidence details page

Users can now launch Draft One directly from the evidence details page. Access to this feature requires the user to have permission to view the evidence.

Learn more about how to [Generate a narrative draft with Draft One in Axon Evidence](#).

Improvement

Evidence viewing and playback

Video playback keyboard shortcuts

Keyboard shortcuts are now available for evidence viewing and playback on the Evidence Detail page.

For more information, see [Using the Media Player](#).

New

Third-Party Video Support

This update adds support for Nuvico .exe files, .dat format files, .av3 audio in HEVC files, Bottom Line MZP .exe files, new Vicon aggregate support for audio and video, and Eyeon H.264. Additional improvements include:

- **New subdirectory handling** for Synetics .synav files
- **Improved MJPEG handling** for Avigilon files
- **Enhancements to Airship and Milestone exports**

If you encounter an unsupported format, contact support@axon.com. View a list of all [Supported File Types](#).

Improvement

Axon Academy

Migration of select online training courses to MyAxon

We're migrating videos from 50 online training courses to MyAxon, making them accessible directly in relevant product guides. With this update, individual tracking will no longer be supported. However, Academy will continue to host registration and coursework for certification courses and TASER and Tactical Drone Operator courses.

MyAxon sign-in updates (available 2/28)



MyAxon now allows users with a verified email address to sign in using a one-time verification code.

This feature is **expected in late February**.

See [MyAxon Sign-In Methods](#) for details.

New

Resolved issues

Axon Evidence	<ul style="list-style-type: none"> The mail icon in the top navigation bar no longer overlaps with other menu items. The below images show the mail icon before and after the update. <div style="text-align: center;">   </div> <ul style="list-style-type: none"> Issues with searching tags involving hyphens have been fixed. For all evidence from Capture, the audit event for address changes includes a friendly name. Evidence that is missing mandatory metadata cannot be shared inside agency, outside the agency or added to case or add to evidence group.
Evidence viewing and playback	<ul style="list-style-type: none"> Fixed the choppy and pixelated .ts video playback in Ecom Enhanced and fixed the issue with .heic and .heif image file generated by iOS 18 Fixed an issue where the clip and marker handles were missing from the timeline when creating a clip or marker to adjust the timestamp easily.
Draft One	<ul style="list-style-type: none"> Agencies using Device Pooling experienced errors after generating drafts. This has been fixed.
Axon app	<ul style="list-style-type: none"> Addressed FedRAMP security requirements to prevent sensitive information from being stored on the device Updated multi-language support, now including ES-LATAM (es-419) Resolved time zone inconsistencies that caused incorrect date and time display Fixed an issue where videos did not display duration correctly on thumbnails. Addressed UI scaling issues on iPad for settings and search icons. Improved session refresh handling to reduce unexpected logouts. Resolved an issue where focused elements were being covered by other content, improving screen reader compatibility CCTV & Video Playback Fixes
Axon Capture	<ul style="list-style-type: none"> Fixed a rare issue where audio recordings made with Axon Capture on iOS devices did not save correctly. To ensure proper functionality, all iOS users must update Axon Capture to version 5.15.3 (released February 26, 2025) or later.

Axon View	<ul style="list-style-type: none"> • Screen Recording Detection & Blocking for VRR • Improved Device Management & Auto-Forget feature • Updated SHA-1 fingerprint for VRR to comply with Google Play's latest security requirements
Axon Device manager	<ul style="list-style-type: none"> • Strengthened product security and more proactive monitoring through improved product alerts.
Axon ViewXL	<ul style="list-style-type: none"> • Fixed issue where View XL was not enforcing permissions when another app attempted to pair with the camera.

Coming soon

Mobile

Axon app

End of support for iOS 16 and Android 11

The Axon App for mobile will soon end support for iOS 16 and Android 11. This will enable the app to take advantage of newer technology and features for mobile.

Deprecated

Cameras and sensors

Changes applicable to Axon federal customers

This section provides a list of updates that are applicable to Axon Federal customers. For a more detailed understanding of each update, refer to the corresponding sections within these release notes.

- Axon Body 3 v1.36.47 phased rollout
- Axon Body 4 v1.2450.14 phased rollout
- Dock v3.21 starts with early access devices on February 25
- Axon Interview
 - Axon Interview updates to support policy, and sign-in security
 - Axon Interview Automatic Failover ensures uninterrupted recording and evidence uploads with dual server redundancy

New livestream diagnostics test

Our new livestream diagnostics test helps Axon identify your potential network blockers that might prevent a livestream from your Axon devices, such as Axon Body Worn Cameras, Axon Fleet, and Axon Air. Users will receive a downloadable report with the output of the diagnostic test to send to Axon.

Learn more about [Troubleshooting livestream connections](#).

New

Axon Body Workforce

ABW v1.36.47

Started with early access devices on January 21. This phased rollout of performance improvements and fixes is expected to span three weeks with general availability targeted for February 11. To enroll devices in early access ahead of the general release, visit [Early Access Devices](#).

Improvement

New IP address

Added IP address 52.250.94.140 to the Allowed list for ENT Commercial/Enterprise (US4). This is reflected in the last row of the fourth table in [Managing network allowed lists with Axon Cloud](#).

Improvement

Axon Body 4

Axon Body 4 v1.2450.14

Started with early access devices on February 5. This phased rollout of performance improvements and fixes is expected to span two weeks with general availability targeted for February 18. To enroll devices in early access ahead of the general release, visit [Early Access Devices](#).

Improvement

New IP address

Added IP address 52.250.94.140 to the Allowed list for ENT Commercial/Enterprise (US4). This is reflected in the last row of the fourth table in [Managing network allowed lists with Axon Cloud](#).

Improvement

Axon Body 4 as MFA device

You can now use your Body 4 Camera as a MFA/2FA (Multi/Two-Factor Authentication) device. Learn more at [Operate your camera](#).

Improvement

Axon Body 3

Axon Body 3 v1.36.47

Started with early access devices on January 21. This phased rollout of performance improvements and fixes is expected to span three weeks with general availability targeted for February 11. To enroll devices in early access ahead of the general release, visit [Early Access Devices](#).

Improvement

New IP address

Added IP address 52.250.94.140 to the Allowed list for ENT Commercial/Enterprise (US4). This is reflected in the last row of the fourth table in [Managing network allowed lists with Axon Cloud](#).

Improvement

Axon Body Camera Dock

Axon Dock v3.21

Starts with early access devices on February 25. This phased rollout of performance improvements and fixes is expected to span four weeks with general availability targeted for March 25. To enroll devices in early access ahead of the general release, visit [Early Access Devices](#).

Improvement

Axon Fleet

Improvements

Resolved user-reported issues and made performance enhancements for a smoother and more reliable experience.

Improvement

iOS updates

Accompanying iOS dashboard application updates.

Improvement

Axon ALPR

Deleting ALPR records

You can now delete ALPR records directly from the search results screen.

Learn more at [ALPR Search in Axon Evidence](#).

Improvement

NJ SNAP initiative

Axon will be 100% certified for the NJ SNAP initiative by the end of February.

Improvement

License management

Partial licensing (license management) is now live.

Learn more at [Admin Settings - ALPR](#).

New

Axon Interview

Changes in support

Starting in January 2025, Axon Interview will only provide technical support for the four most recent software releases, currently versions 4.17, 4.16, 4.15, and 4.13. Use the [Server Updater](#) tool to stay current on the latest features, bug fixes, and security updates.

Learn more at [Feb 2025 Release Notes](#).

New | Admin

Legacy sign-in function retired

Due to new security requirements on Axon Evidence, the legacy sign-in function will be retired in mid 2025. Agencies must be using Interview v4.13 or higher to continue signing in securely.

Learn more at [Feb 2025 Release Notes](#).

New | Admin

New admin controls

Includes admin control of client application updates, automated user logout, time synchronization, retirement of the Heathrow API, and addition of client and server watchdog apps.

Learn more at [Feb 2025 Release Notes](#).

New | **Admin** | **Improvement**

Automatic Failover (AF)

Automatic Failover boosts the reliability of the recording process and ensures smooth evidence uploading, especially in the rare event of server exceptions. AF's dual-server functionality adapts to server disruptions to provide uninterrupted recording and livestreaming. Includes new configuration settings for Server Failure Fallback and updated configuration for Evidence Upload preference.

Learn more at [Automatic failover](#).

New

Resolved issues

Axon Body 4	<ul style="list-style-type: none"> • Fixed audit trails not uploading after uploading evidence over Wi-Fi. • LTE powers down after Priority Evidence Upload.
Axon Dock	<ul style="list-style-type: none"> • IPv6 networking updates and fixes • Miscellaneous fixes
Axon Fleet	<ul style="list-style-type: none"> • Fixed log-in issues when two users log in and out. • Fixed issue with hub setting and time syncing to ECOM.

Axon Interview	<ul style="list-style-type: none">• Automatic updates in IR client applications no longer fail on first attempt when updating to v4.16. If this issue occurs in previous releases, log in as an admin or wait 30 minutes to retry.• Updating IR server through Server Updater no longer fails on first attempt when updating to v4.16. If this occurs in previous releases, close and restart the tool.• User sync from Axon Evidence no longer fail when it returns duplicate users, which could have resulted from updates and re-indexing of its user data.• Audio masked header text no longer sticks even when masking is removed.• Audio or video masked text now shown for interviews when audio or video masking is applied.• “Audio only” text no longer removed from header on client app when interview is held and resumed.• Known issue: Livestreaming app may occasionally cause one camera feed to not recover after a server or camera disconnection and reconnection. Close and reopen the livestreaming app.• Known issue: Unplugging the camera cables and then plugging into the portable kit will block the video feed. Always reboot with all the devices connected.
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TASER energy weapons

TASER

Maintenance and repair tracker

Dashboard warnings as well as a new inventory search column now include warnings when maintenance is overdue.

Learn more at [Maintenance and repair tracker](#).

Improvement

Resolved issues

Resolved an issue in Axon Evidence where the "Dim Flashlight while arcing" setting for the TASER 7 CQ was displayed incorrectly. The setting's Enabled / Disabled status now reflects accurately in the user interface.

Axon VR Training

View After-Action Reports (AARs) in VR web app (available 2/25)

VR web app serves as a central platform for managing and accessing a variety of training and device management features. Currently, it includes the AAR Viewer, where trainers can review reports uploaded from tablet-facilitated sessions.

Learn more about [VR web app](#) and [managing After-Action Reports](#) in this app.

New

Community Engagement Training (CET) scenario (available 2/25)

In the Corrections IV scenario, trainees assume the role of a correctional officer engaging with an inmate employing manipulative tactics. To download this scenario, go to **CET library > Manage Content > Corrections**.

Learn more about [Community Engagement Training scenarios](#).

New

MyAxon sign-in updates

MyAxon will soon allow users with a verified email address to sign in using a one-time verification code.

This feature is **expected in late February**.

See [Tablet sign-in methods](#) for details.

New

Coming soon

Handgun VR Controller (VR320H)

The Handgun VR Controller (VR320H) will be shipping in the coming weeks. This Handgun VR Controller is purpose-built for virtual reality, allowing trainees to develop muscle memory by training with hardware that matches what they use in the real-world. [Update the headset to the latest firmware](#) to make sure it recognizes the Handgun VR Controller (VR320H) during pairing. Learn more about the [Handgun VR Controller \(VR320H\)](#).

New

Axon Justice

Changes applicable to Axon federal customers

This section provides a list of updates that are applicable to Axon Federal customers. For a more detailed understanding of each update, refer to the corresponding sections within these release notes.

- Case resharing is now generally available in Axon Justice

Case resharing

Now generally available

Axon Justice users can now reshare evidence with multiple recipients or reassign existing shares within the same organization. This update streamlines case sharing and ensures recipients can regain access if a shared case has expired.

Learn more about [Justice Case Resharing](#).

New

Change log

The table below contains a log of all changes made to these release notes.

Date	Product	Description of change
February 18, 2025	Initial notes created	
February 18, 2025	API	API token format change
February 18, 2025	Community Request	Removed licensing changes
February 21, 2025	Community Request / Release Notes General	Fixed hyperlinks and updated release dates
March 4, 2025	Evidence Local	Updated release dates, and added item to bug fixes.
March 5, 2025		Release dates updated.
March 10, 2025	Bug fixes	Axon Capture bug fix added, and spacing added to images in bug fix section.

If you have any questions about the information in this release, contact your Axon representative or Technical Support.

1-800-978-2737 ext. 4

support@axon.com

Do you have feedback about Axon's release notes? Submit it [here](#).

Sincerely,

The Axon Team

Axon Enterprise, Inc.