

Axon Updates March 2025

The schedule for the **March 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 25, 2025**.
- Customers in the U.S. Federal (.evidence.com) and U.S. Law Enforcement region (.evidence.com) receive on **March 26, 2025**.
- Customers in Australia and New Zealand (.au.evidence.com), South America (.la.evidence.com), and the United Kingdom receive on **April 1, 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

New sign-in required when creating account or resetting password

Starting March 25, 2025, users who set up their account via an invitation or reset their password using Forgot Password will need to sign-in again with their new password.

New | **Federal**

Partner API updates

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 March:

- The [All Evidence](#) request for Axon Evidence now includes the query parameter "commandHierarchyGroup". This query parameter returns evidence that was recorded by the evidence group and any group under its command hierarchy tree.
- The [Update Incident Report](#) request for Community Request now includes the "categories" attribute. This attribute is a list of category labels used to classify and organize the portal. Each category label is a free-form string, allowing custom classifications

Axon Evidence

Axon Community Request

Expiration and reminder updates

The expiration date for individual invites has increased from 10 days to 30 days. Automated reminders have also been updated to align with this change. Reminders are now sent 24 hours, 72 hours, 10 days, and 28 days after the initial request, and are recorded in the audit trail. Reminders are not sent for anonymous requests and stop once the request is fulfilled.

Learn more about the [Community Request and Portal Detail Page](#), and [What Community Members See](#).

Improvement | UI/Accessibility | Federal

Draft One

Narration in Draft One

Officers can now narrate AFTER the incident, from within their browser, right before generating the draft. Officers can also choose to create a Draft One narrative using narration only, without selecting any evidence files.

Learn more about [Generating a narrative draft with Draft One](#).

New | Admin | UI/Accessibility

Evidence preview in Draft One

When picking evidence files, you can now select an expanding arrow to view the audio/video player and ensure it's the correct file for your narrative.

Learn more about [Generating a narrative draft with Draft One](#).

Improvement | UI/Accessibility

Allow draft generation from all accessible evidence setting

By default, a user can only use Draft One on evidence items assigned to them. When this setting is enabled, users can generate narratives for any evidence files they have permission to access.

Learn more about [Draft One Settings](#).

New | Admin | UI/Accessibility

Third-Party Video Support

This update improves compatibility and playback reliability with expanded support for additional file formats and decoders. PTS service updates enhance timing accuracy for Genetec .g64x, Synetics .synav, and Verint .lwx files. A new local aceformat improves handling of .exe files within Axon Investigate, along with new Pelco .exe format support and updates to various .exe file extensions for better compatibility. Improvements to aggregate formats include enhanced subdirectory handling and audio alignment for Synetics .synav files, improved MJPEG handling for Avigilon files, and enhancements to Airship and Milestone exports.

If you encounter any unsupported formats, please contact support@axon.com.

Learn more about [Supported File Types](#).

Improvement

Axon Evidence Sync

Upcoming Evidence Sync authentication upgrade

To enhance security, Evidence Sync authentication will be upgraded starting in April. The previous sign-in method will be disabled at the end of June. To prevent service disruptions, all administrators and users must upgrade to the latest version before this deadline.

For instructions on downloading the latest version, see [Downloading Sync from your Evidence.com account](#).

Improvement | Federal

Mobile

Axon mobile apps ending support for iOS 16 and Android 11

- Axon mobile apps will no longer be supported on iOS 16 or Android 11. This will allow our mobile apps to take advantage of newer technology and security features.
- The Axon App will no longer support those operating system versions, and you must update your device's OS to continue using the latest version of the app. Axon View and Axon Capture will stop supporting those versions in April 2025.

- Older versions of Axon mobile apps will still function on the older OS versions until there is a system change that prevents it; however, we suggest updating your mobile OS and keeping your Axon apps up-to-date.
- See [Keep your Axon apps up to date](#) for more information.

Deprecated

Axon App

Axon App improved CCTV file playback and navigation

Users can request file conversion directly in the app and seamlessly switch between videos in compact review mode. Stream naming is now clearer with numbered labels. See [Third Party Video Support](#) for more information about video conversion.

Improvement | [UI/Accessibility](#)

Axon App for Android projected to be FedRAMP authorized

The Axon App for Android is on track to meet FedRAMP standards by March 31, 2025. This update ensures compliance with US Federal security requirements, aligning Axon Mobile with FedRAMP Security Control Requirements (SCR). The iOS version was FedRAMP authorized in December 2024.

Improvement | [UI/Accessibility](#) | [Federal](#)

Axon App achieves full WCAG 2.2 and Section 508 accessibility compliance for both iOS and Android

Axon App is now certified for accessibility compliance with industry standards, including WCAG 2.1 & 2.2 (A & AA levels) covering 59 accessibility criteria, Section 508 (U.S. Government Accessibility Standard) covering 20 criteria, and EN 301 549 (European ICT Accessibility Standard) covering 19 criteria.

Improvement | [UI/Accessibility](#)

Axon Capture

Updated version of Axon Capture required by April 15, 2025

For security improvements, you must update Axon Capture to the following minimum version:

- iOS: 5.15.3
- Android: 5.17.0

Older app versions will lose access to evidence category retrieval starting April 15, 2025. You won't be able to view evidence categories until you update. See [Keep your Axon apps up to date](#) for more information.

Deprecated

Axon View

Updated version of Axon View required by April 15, 2025

For security improvements, you must update Axon View to the following minimum version:

- iOS: 6.6.0
- Android: 6.4.0

Older app versions will lose access to evidence category retrieval starting April 15, 2025. You won't be able to view evidence categories until you update. See [Keep your Axon apps up to date](#) for more information.

Deprecated

Axon View can automatically unpair Body-Worn Cameras that are no longer assigned to the user

Axon View now automatically unpairs cameras if all three of the following conditions are met:

- The previous camera uses the Pooling Workflow, and is no longer assigned to the user
- A new camera has been assigned
- The user has the Device Pooling User Checkout permission enabled.

See [Pairing with an Axon Camera](#) for more information.

Improvement

Resolved issues

Axon Capture	<ul style="list-style-type: none"> • For existing Axon Capture evidence that already have an address, the previous address is incorrectly reported as missing the address before the first location change and missing the latitude and longitude after the first location change. However, the second location change works as expected.
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Case management	<ul style="list-style-type: none"> All administrative updates to Case Settings are now logged accurately and consistently in both the Agency Audit Trail and User Audit Trail, enhancing compliance and accountability. Users can now only be assigned as case owners if their status is set to Active or Password Reset, ensuring cases are managed by authorized and accessible personnel.
Evidence	<ul style="list-style-type: none"> Users can no longer create a new category with an identical name as an existing category
Axon Performance	<ul style="list-style-type: none"> The “Sleep Duration” columns in sleep mode exports have been changed from mm:ss (minutes:seconds) back to ss (seconds) to resolve formatting issues when opened in Excel.
Reporting	<ul style="list-style-type: none"> A bug that caused report progress percentage to be over 100% has been fixed.
Axon Evidence Sync	<ul style="list-style-type: none"> A sync driver certificate that caused issues with automated builds has been updated.

Coming soon

Axon Evidence

Draft One

Generate third-person drafts

By default, drafts are generated using first-person perspective (I did this...). Coming soon, drafts can instead be generated using third-person perspective (Officer Smith did this...).

Improvement | **UI/Accessibility**

Policy Chat

Policy Chat is a custom AI tool designed for organizations, based on GPT (Generative Pretrained Transformer) technology to provide instant, citation-backed answers to questions about organization policies, enhancing compliance and efficiency.

New

Axon Upload XT

UNC Path Support

This will fix the need for users having to map the UNC path to a network drive in order to upload the evidence. Users will be able to upload evidence from the application without having the need to map it to a network path.

New

Logout Functionality

When users logout, uploads will no longer continue in the background.

Improvement

Multi-Language Support

Users will be able to switch between languages using a drop-down presented into the settings tab of the application. Once the user switches the languages, a message displays that the switch has been detected and in order to reflect the changes, users will have to sign back into the application.

Admin | **New**

Authentication Notification Management

Whenever authentication expiry is detected, the application displays authentication expiry messages to the user 5 times 30 minutes apart.

Improvement

Non-Evidence.com Domain Support (only applies to Federal customers)

Initially, the system was designed exclusively to support "evidence.com" domains, which restricted users to use non-evidence.com domains. With the new implementation, a dedicated endpoint has been created to effectively validate non-evidence.com domains while preserving evidence.com as the default, enabling users from non-evidence agencies to log in seamlessly, thus maintaining robust system integrity and ensuring broader compatibility.

New | **Federal**

Cameras and sensors

Axon Body Workforce

Axon Body Workforce now supports MFA

Axon Body Workforce cameras are now enabled as authentication methods. Learn more at [Multi-factor Authentication](#) and the [MFA User Guide](#).

New | **UI/Accessibility**

New audit trail data field

The “Audit data current as of:” field has been added to the following reports: Evidence, User, Group, Device, Community Request, Respond, Agency, and Case.

New | **UI/Accessibility**

New sign in required when creating account or resetting password

Starting March 25, 2025, users who set up their account via an invitation or reset their password using Forgot Password will need to sign in again with their new password. This helps keep credentials safe and improves security.

New | **UI/Accessibility**

Axon Body 4

Firmware v1.2504.15

Phased rollout started February 25 with general availability targeted for March 11. This update primarily contains minor fixes.

Improvement | **Federal**

Firmware v1.2510.x

Phased rollout starts with early access devices on April 8, spanning three weeks with general availability targeted for April 29. To enroll devices in early access ahead of the general release, visit [Early Access Devices](#). This update primarily contains minor fixes.

Improvement | Federal

Axon Body 3

Firmware v1.2504.1

Release started for early access devices on February 19. This phased rollout is expected to span three weeks with general availability targeted for March 11. To enroll devices in early access ahead of the general release, visit [Early Access Devices](#).

Improvement | Federal

Axon Body 3 now supports MFA

Axon Body 3 cameras are now enabled as authentication methods. Learn more at [Multi-factor Authentication](#) and the [MFA User Guide](#).

New | Federal

New audit trail data field

The “Audit data current as of:” field has been added to the following reports: Evidence, User, Group, Device, Community Request, Respond, Agency, and Case.

New | UI/Accessibility | Federal

Axon Body 3 firmware numbering convention changed

Version numbering has switched to the Body 4 convention: Major.YearWeek.Patch version. Our previous Body 3 release was v1.36.47; the latest release is v1.2504.1, where the first digit 1 is the major version, 2504 is the release year '25 and week 4, and the last digit 1 is the patch version.

Improvement | Federal

Axon Body Camera Dock

Firmware v3.21

Releases for early access devices on March 11, with phased rollout spanning four weeks with general availability targeted for April 8. To enroll devices in early access ahead of the general release, visit [Early Access Devices](#). This update primarily contains minor fixes.

Improvement | Federal

Axon Fleet

Firmware v2.2502

Phased deployment began late February and continues through early March. This update resolves user-reported issues, enhances performance for a smoother and more reliable experience, and includes Dashboard application updates for iOS.

Improvement | Federal

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.

Admin | New | Federal

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.

Admin | New | Federal

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.

Admin | New | Improvement | Federal

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 | **Federal**

Axon Device Manager

Minor fixes to improve and stabilize sign-in flow.

Improvement | **Federal**

Device checkout

Axon Device Checkout user interface now includes dock information along with that of the camera.

New | **UI/Accessibility** | **Federal**

Resolved issues

Axon Fleet	<ul style="list-style-type: none">• Fixed log-in issues when two users sign in and out.• Fixed issue with hub setting and time syncing to Axon Evidence.
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Axon Interview	<ul style="list-style-type: none"> • Resolved runaway recordings when customer networks had disconnection issues (associated with the message “Please wait the recording has just started” when trying to stop a recording). • Fixed a Wowza failure to restart correctly after scheduled maintenance. • 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.
Device Checkout	<ul style="list-style-type: none"> • Fixed issue where body cameras were randomly unassigning in the field.

Coming soon

Axon Device Checkout

A Samsung software update in April will include a fix for tablets that randomly start losing battery.

Improvement

TASER energy weapons

TASER

TASER battery firmware version updated

Axon will begin a phased rollout of new TASER energy weapon battery firmware starting in April. Firmware will be updated automatically for devices that get docked or charged. This firmware update includes general bug fixes and improvements, as well as support for new batteries shipped from Axon.

Improvement | Federal

TREND

TREND deployment tracker (U.S. only)

The TREND Deployment Tracker helps streamline the time-consuming process of report creation by automatically detecting potential TASER energy weapon deployments. Using signals from TASER energy weapon device logs, the tracker identifies possible incidents, alerts key stakeholders, attaches relevant logs, pre-fills form fields, and tracks pending TREND form submissions. Program administrators can then review and verify deployments for accuracy.

For more details, see [Deployment tracker - TASER 10](#).

Beta | UI/Accessibility | Federal

TASER logs can be associated with TREND reports

The new TREND Deployment Tracker feature automates report creation by linking TASER energy weapon logs to identify potential deployments. However, users can still manually report deployments.

Associating energy weapon logs with TREND reports automatically fills relevant fields and provides deeper insights into TASER energy weapon program performance. By combining detailed data from multiple sources, agencies can uncover actionable insights and support de-escalation efforts. For more information see "Associating a TREND Report with Energy Weapon Logs" in the [TREND User Guide](#).

New | UI/Accessibility | Federal

TREND Benchmark: Compare and improve your program performance - U.S. only

The TREND Benchmark report is designed to help agencies assess and enhance their TASER energy weapon training programs. This new feature will allow you to compare your program's effectiveness against the median U.S. agency using key metrics such as Average Incident Effectiveness and Average Number and Percentage of Probes Connected per Incident.

To find this report, navigate to your TREND dashboard and find the section called "Benchmark". See the [TREND User Guide](#) for more information.

Beta | UI/Accessibility | Federal

Resolved issues

The pre-configured Lite Armorer role has permission to change TASER energy weapon settings.

Axon VR Training

Axon Training Pod

A cost-effective solution tailored for law enforcement agencies and training academies facing space constraints. By converting a standard shipping container into a flexible, climate-controlled VR training environment with five VR training bays and a control room, the ATP enables frequent and effective use-of-force and de-escalation training sessions. Learn more about the [Axon Training Pod](#).

New | UI/Accessibility

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 | UI/Accessibility

Coming soon

TASER 10 VR Validation Courses

Axon VR will be releasing two new validation courses: TASER 10 VR Core II and TASER 10 VR Gauntlet. These validation courses will efficiently test trainee competency through sequential, skill-based range skills, exercises, ensuring proficiency in TASER energy weapon deployment. Learn more about the [TASER 10 VR Validation Courses](#).

New

Simulator Training: vRBT Solo mode

Simulator Training: vRBT (Virtual Reality-Based Training) will offer a Solo mode that lets trainees run the training directly on their headset without the need of a trainer or an active internet connection. Learn more about starting [Simulator Training: vRBT in Solo mode](#).

New

Simulator Training: vRBT Playlist and scenario configuration

Trainers will be able to customize Simulator Training: vRBT scenarios and playlists to align with specific agency goals and learning objectives, configuring character avatars and environments to reflect community demographics and unique challenges. Learn more about [scenario](#) and [playlist](#) configurations.

New

Simulator Training: vRBT scenarios

Simulator Training: vRBT will offer two new scenarios: Suspicious Person with Knife and Burglar with Concealed Handgun. Each scenario will offer three variations, which change key details such as subject behavior, compliance levels, and the likelihood of force being required. Learn more about [Simulator Training: vRBT scenario descriptions](#) and the [playlists](#) they belong to.

New

Handgun VR Controller (VRMPH)

The Handgun VR Controller (VRMPH) 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 (VRMPH) during pairing.

New

Handgun VR Controller optics

In Simulator Training and vRBT Live Action, you will be able to attach different virtual optics to a Handgun VR Controller. Learn more about [customizing Handgun VR Controller optics](#).

New

Axon Justice

Custom metadata in Axon Justice

Administrators can now create and manage custom metadata fields in Axon Justice to capture additional information for evidence, improving organization and searchability.

Learn more about [Justice Custom Metadata](#).

[Admin](#) | [New](#) | [UI/Accessibility](#) | [Federal](#)

Linked cases now generally available

Linked Cases allows you to associate multiple cases under a single primary case, creating a unified view, streamlining discovery, and ensuring seamless updates from partners. This feature is now fully available to all users.

Learn more about [Justice Linked Cases](#).

[New](#) | [UI/Accessibility](#) | [Federal](#)

Resolved issues

- Axon Investigate UI (open with control) visual being a black icon instead of white, has been resolved
- Fixed the Axon Investigate protocol handler behavior so the application now properly checks for an existing installation instead of prompting users to reinstall each time. This change ensures a smoother launch experience when opening Axon Investigate from within the Justice platform.

Enterprise

Retail Crime Center (Alpha)

Retail Crime Center is now available as part of an [Alpha release](#) for select agencies. View retail crime trends and collaborate with retailers in one place. The Retail Crime Center helps law enforcement identify repeat offenders and transfer digital evidence from Auror to Axon Evidence for faster, more organized investigations.

Learn more and [Get Started with Retail Crime Center](#).

[Admin](#)

Axon Evidence Local version 5.0 (March 2025)

Summary of key updates

- [Announcement: Discontinued Features in This Release](#)

Axon Evidence Local 5 officially retires the Desktop Client and several legacy components including ACE-Standalone and PostgreSQL for TASER logs.

Deprecated

- [Dependency Update: Axon Evidence Local 5](#)

Updated dependencies include .NET 8, OpenJDK 11.0.26, and removal of Oracle Java JRE support.

Admin

- [Important Update: Transition to a Fully Web-Based Solution](#)

Evidence Local is now fully browser-based, eliminating the need for .NET-based desktop installations.

Improvement

- [Web-UI Migration - Recycle Bin / Queued for Deletion](#)

Recycle Bin functionality is migrated to the Web UI with new filtering and search workflows.

Improvement

- [Web-UI Migration - Evidence Search Folders and Cabinets](#)

Advanced search now supports folder and cabinet-specific filtering.

Improvement

- [Web-UI Migration - Asset Properties Security / Manage Access](#)

The legacy Asset Properties workflow has been replaced with a new Manage Access feature in Review Mode.

Improvement

- [Web-UI Migration - File Extension Management](#)

File extension configuration has been fully migrated to the Web UI for easier administration.

Improvement

- [Web-UI Migration - Audit Trail Download via Review Mode](#)
Users can now download audit trails directly from the Review overlay via More Actions.

New

- [Web-UI Migration - Markers in Review Mode](#)
Marker creation, editing, and export can now be performed directly in Review Mode.

New

- [Web-UI Migration - Transfers](#)
Evidence Transfers tracking now appears in a dedicated tab on the Evidence page.

New

- [Web-UI Migration - Send To](#)
The Send To functionality has been added to the Web UI, allowing users to route evidence via UI menus.

New

- [Web-UI Migration - Missing Maps and Clips Extraction](#)
Maps and Clips Extraction features are currently unavailable following the Desktop Client sunset.

Deprecated

- [Web-UI Migration - Removing Single Sign-On \(SSO\) functionality](#)
SSO has been deprecated and is no longer supported within the new Web UI framework.

Deprecated

- [LDAPS Support for Active Directory Integration](#)
Evidence Local now supports LDAPS protocol for secure Active Directory authentication.

Improvement

- [Universal Login 2.0 - New Authentication System](#)
Axon has introduced OAuth 2.0-based Universal Login with Commander ID for seamless login across all Axon applications.

New

- [Load Balancing Gateway](#)
A new load balancing gateway improves scalability and failover protection for large deployments.
New
- [Metrics Dashboards](#)
Axon Evidence Local 5 now supports customizable system metrics dashboards.
New
- [Miscellaneous - Permissions update](#)
Permission to change Evidence ID is now tied to the newly renamed permission group.
Admin
- [Server Manager - Firmware Import Enhancement](#)
Firmware import now requires UNC path access for improved server compatibility.
Admin
- [Dependencies](#)

Announcement: Discontinued Features in This Release

Axon Evidence Local 5 will no longer support the following features and components starting with this release::

- **Axon Evidence Local Desktop Client:** Access to Evidence Local is now only available via a web browser from version 5.0 onward.
- **ACE-Standalone:** The standalone Axon Camera Extractor (ACE) has been removed from the installation package. ACE is fully integrated into Axon Evidence Local, and separate installations for decentralized setups are no longer supported.
- **PostgreSQL for TASER Device Logs:** Axon Evidence Local now exclusively supports Microsoft SQL for TASER Device Logs. PostgreSQL is no longer supported.
- **X2 Support (via Evidence Sync):** End-of-life devices, such as the X2, are no longer supported, removing the need for Evidence Sync software. Your organization can still access existing X2 data; however, the software no longer supports new registrations or the uploading of new device logs.

Please review this list and plan accordingly. Contact support with any questions.

Dependency Update: Axon Evidence Local 5

.NET 8 Update for Evidence Local Application Server

The Server Manager now requires .NET 8 to function. You can complete this upgrade using the Axon Evidence Local Installation Wizard (Launcher) or by manually installing the necessary files. Agencies may also use their own software deployment tools to install .NET 8 as needed.

Web Client (Browser)

The web client operates entirely through a browser, so it does not require .NET 8. It provides direct access to the Axon Evidence Local application without additional software. Evidence Local supports the latest versions of the following browsers:

- Mozilla Firefox
- Google Chrome
- Microsoft Edge

OpenJDK 11 Update for Axon Evidence Local Application Server

The latest release of Axon Evidence Local includes OpenJDK version 11.0.26 for the Application Server. The bundled JDK in the installer has been updated accordingly. To support compatibility, Axon Evidence Local now requires OpenJDK 11.0.26 or later.

Before upgrading, uninstall any other Java versions to avoid conflicts. For a streamlined installation or upgrade, it is recommended to use the Axon Evidence Local Launcher.

Important Note

Oracle JAVA JRE 1.8 is no longer supported. If it is still installed on your Axon Evidence Local Server, uninstall it and install the required JDK version.

Important Update: Transition to a Fully Web-Based Solution

With this release, Evidence Local is now a fully web-based and scalable solution, replacing the previous Desktop Client. This change provides a more streamlined, secure, and accessible experience.

What This Means for You

- Your browser and proxy servers must support the Evidence Local domain and remain current to maintain compatibility.
- If your organization previously used only the Desktop Client, some changes may require training and preparation.

Key Changes and Impact

Retirement of the Desktop Client

- No more Desktop Client installations. Your agency no longer needs to install or maintain the Desktop Client or any .NET components.
- Optical media burning updates:
 - Direct burning is no longer supported. Users must export data as an ISO file and then use Windows built-in tools or third-party applications to burn the file.
 - Password protection is now mandatory for all data exports. If your organization has not yet defined a process for this, it is recommended to do so.

Server Manager Updates

- Client Configuration settings removed. The setting previously used for the Desktop Client (Point 4 in Server Manager) has been removed. Access is now fully managed through the web interface.
- File system access changes. With the removal of the Desktop Client, direct file system access to the Archive folder can now be revoked at the Windows level. This includes access previously required by the client service account or by users accessing Port 18000.
- Web-based interactions only. All user interactions now occur exclusively through the Evidence Local web application, which supports improved security and access control.

Note: SSN functionality is no longer supported with the introduction of the Web UI.

Web-UI Migration - Recycle Bin / Queued for Deletion

With this release, the Recycle Bin feature has been migrated to the Web UI with workflow and filtering updates.

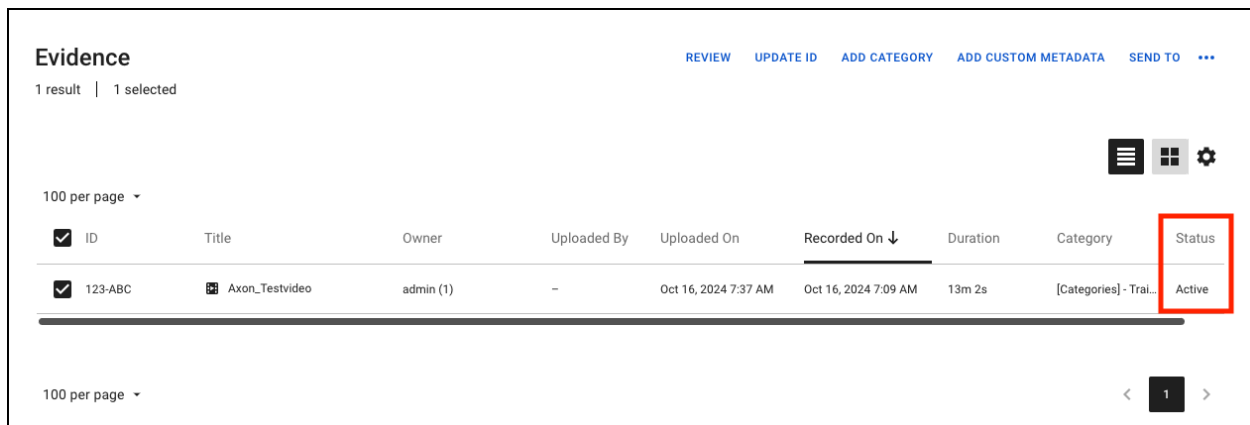
New Evidence Status: "Queued for Deletion"

- Digital evidence marked for deletion, either manually by a user or automatically when its retention period expires will now have the "Queued for Deletion" status.
- This status applies to evidence that is scheduled for permanent removal from the system.

Changes to Filtering and Searchability

- The Recycle Bin is no longer selectable as a filter option or a searchable folder.
- Instead, users can distinguish evidence that is queued for deletion using the new status-based filtering system.
- The Advanced Search feature now includes a "Queued for Deletion" option, allowing users to search for evidence pending deletion.
- Evidence that remains in the system and is not marked for deletion will continue to have the "Active" status.
- Evidence with the status "Queued for Deletion" will no longer be viewable nor its metadata be editable.

Evidence Search - Asset Status: The search results now include a Status column on the far right, displaying the status of each evidence file.

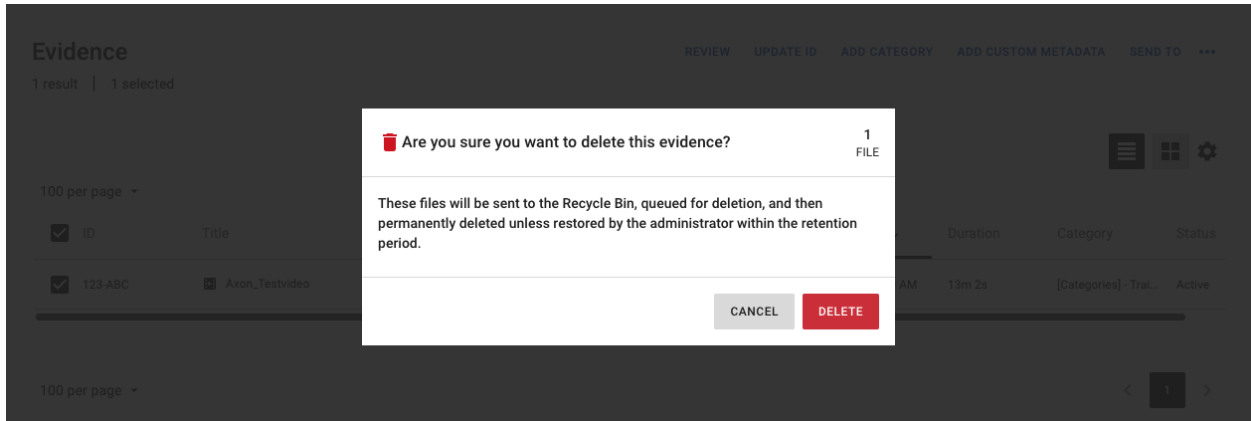


The screenshot shows the 'Evidence' search results page. At the top, there are navigation links: REVIEW, UPDATE ID, ADD CATEGORY, ADD CUSTOM METADATA, SEND TO, and a menu icon. Below these, it indicates '1 result | 1 selected'. There are icons for list view, grid view, and settings. A '100 per page' dropdown is visible. The table below has columns: ID, Title, Owner, Uploaded By, Uploaded On, Recorded On (sorted descending), Duration, Category, and Status. The 'Status' column is highlighted with a red box in the original image, and the value 'Active' is shown in the row for ID '123-ABC'.

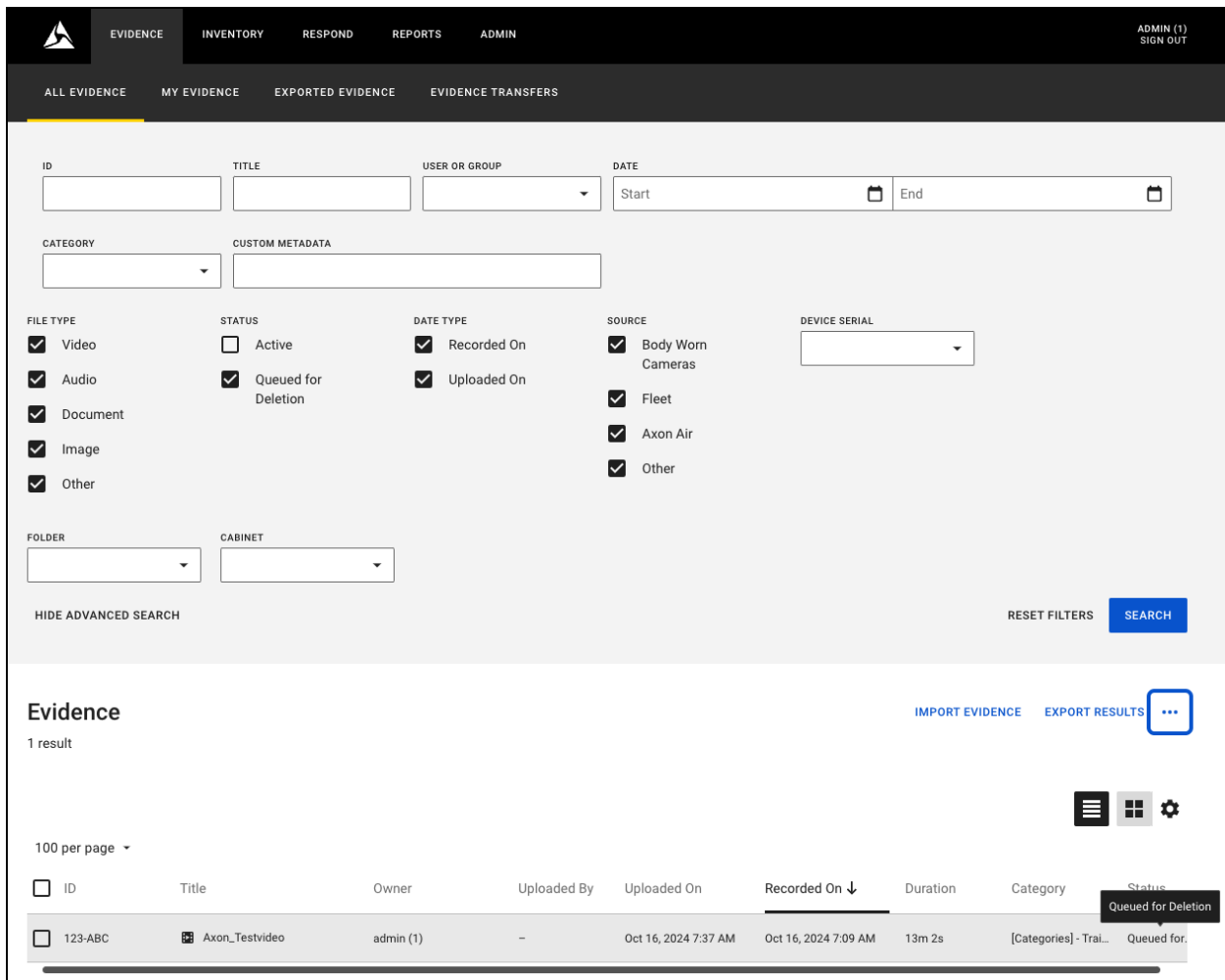
<input checked="" type="checkbox"/>	ID	Title	Owner	Uploaded By	Uploaded On	Recorded On ↓	Duration	Category	Status
<input checked="" type="checkbox"/>	123-ABC	Axon_Testvideo	admin (1)	-	Oct 16, 2024 7:37 AM	Oct 16, 2024 7:09 AM	13m 2s	[Categories] - Trai...	Active

At the bottom, there is another '100 per page' dropdown and a pagination control showing '1' of 1 items.

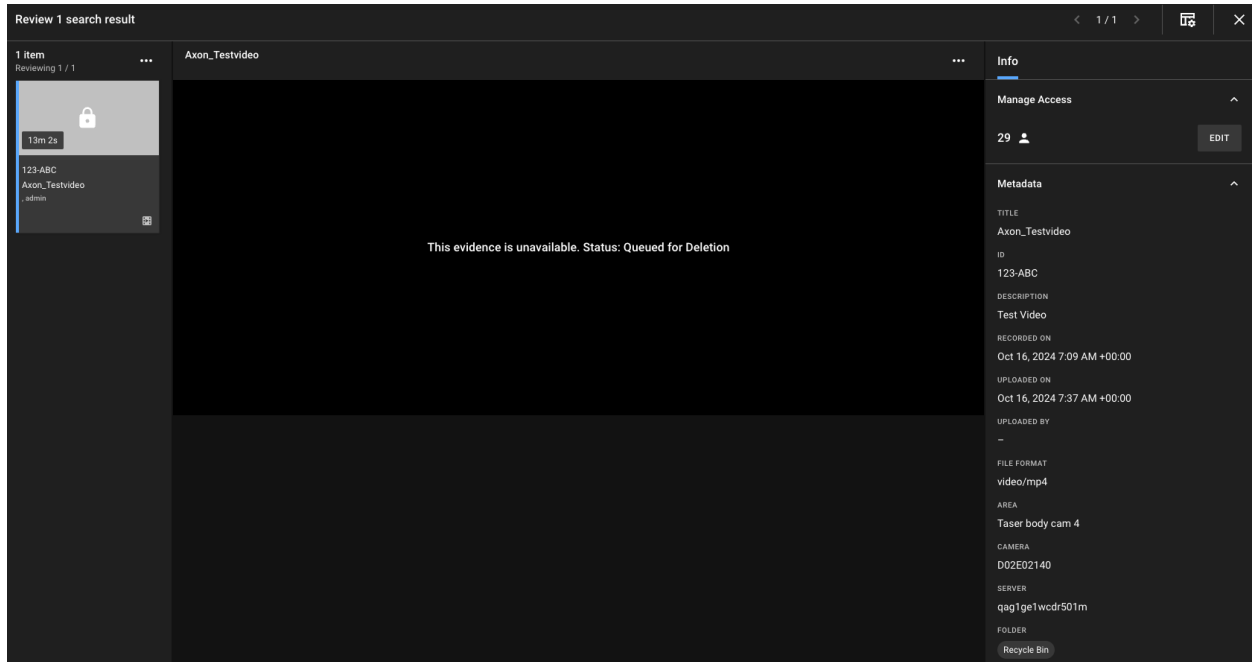
Deletion: Evidence with the status "Queued for Deletion" will be permanently deleted unless restored by an administrator within the retention period specified for the Recycle Bin.



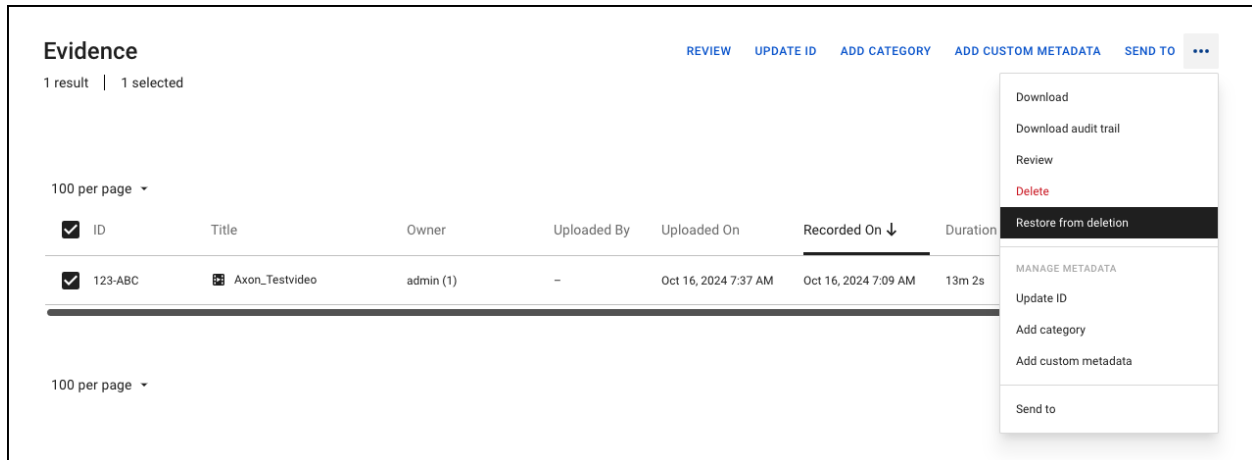
Evidence Search with "Queued for Deletion" Filter



Evidence Details Page - Review Mode: Evidence with the status "Queued for Deletion" can no longer be played back, edited, or have its metadata modified. The only exception is Managing User Access, which can still be adjusted. If any other changes are required, the evidence must first be restored.

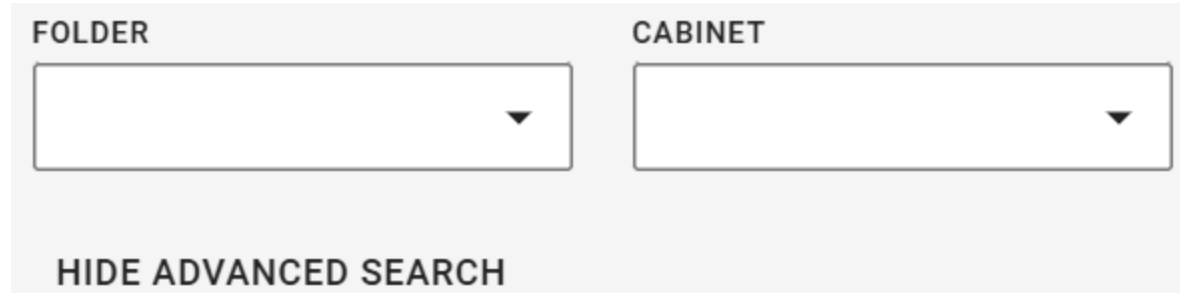


Restoring Evidence



Web-UI Migration - Evidence Search Folders and Cabinets

We introduced the ability to search folders and cabinets within the Advanced Search filter pane.



The image shows a screenshot of the Advanced Search filter pane. It features two dropdown menus: 'FOLDER' on the left and 'CABINET' on the right. Below these menus is a button labeled 'HIDE ADVANCED SEARCH'.

In the unified search, you can search for files in either a folder or a cabinet, but not both simultaneously. The search will apply to whichever field you select.

Web-UI Migration - Asset Properties Security / Manage Access

With this release, we have migrated the Asset Properties Security feature to the Web UI and renamed it the "Manage Access" workflow. This feature is available in the Review Mode window for each piece of evidence, providing instant visibility into the number of users with access.

Manage Access Permissions:

- The following permissions apply to the "Manage Access" feature for viewing and editing the access list.
- Viewing Access: Users can always view the users and groups with access to an asset.
- Editing Access: Editing permissions depend on specific conditions.

Users can edit the access list if they have the "Manage cabinets, folders, and files" permission.

If they do not have this permission, they can only edit if they are assigned to the asset and have the "Manage Security for assets that user is owner of" permission.

If neither condition is met, the user cannot edit the access list.

Additionally, the "Inherit security settings from cabinets and folders" checkbox is always visible but can only be enabled if the user has the "Manage cabinets, folders, and files" permission. If this checkbox is unchecked, the access list will still appear in the UI, but inherited security rules will not apply to the evidence.

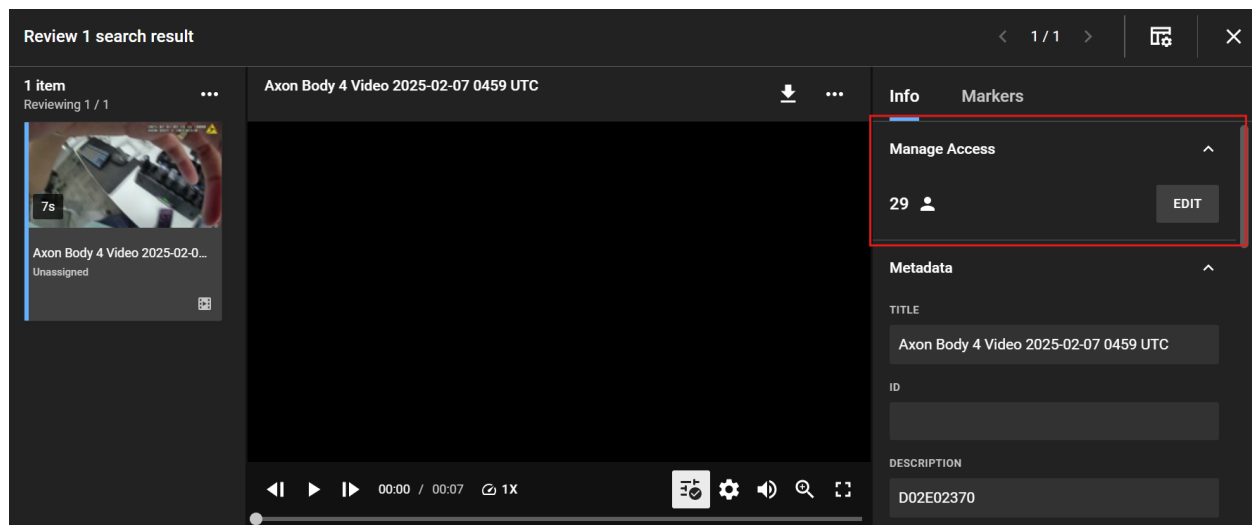
Granting Access:

In general, access to evidence can be granted for users and groups in multiple ways:

- Directly through the "Manage Access" feature at the asset level
- Through inherited permissions at the folder or cabinet level
- Via higher user permission "View all files" that allows viewing all evidence

Note

The access count displayed (e.g., 29) in the collapsed view represents the total number of users with access across all the methods to grant access mentioned above.



This feature allows access to be granted or restricted for users and groups directly at the asset level.

Manage Access
✕

Inherits security settings from cabinets and folders placed into

USER OR GROUP

👤
admin (1)
▼

ACCESS

Restricted
▼

ADD

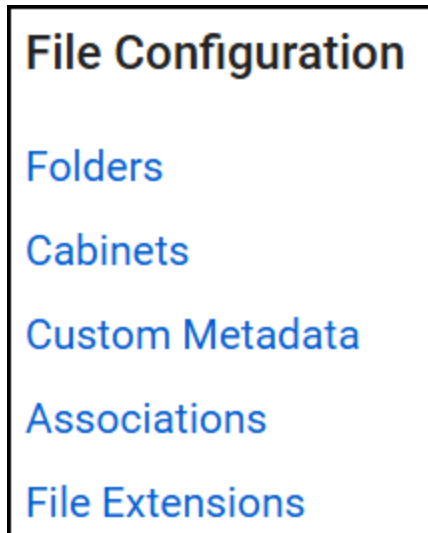
Type	Name	Access	
👤	admin (1)	Restricted	✕
👥	Admins	Allowed	✕

CANCEL
SAVE

Note: The extended view displays only the user access that has been granted at the asset, folder, or cabinet level to specific users or groups. It does not include users or groups who have access through the "View all files" permission.

Web-UI Migration - File Extension Management

With this release, File Extension Management has been migrated to the Web UI and added to the System Administration Settings of Axon Evidence Local under the name "File Extensions".



In the File Extension Management, all available file extensions can be seen and searched for. The search bar on top of the page is used to provide an easy to use search functionality while remaining flexible in its use. Extension search is now automatically searching once the user starts typing in the search box. Additionally, a search can also be initiated by clicking the SEARCH button.

File Extensions

27 results

[ADD FILE EXTENSION](#)

Extension ↑	Brand type	Open with	File type	Description	Thumbnail	Support
-------------	------------	-----------	-----------	-------------	-----------	---------

The table below the search bar displays the currently supported extensions in the system with all relevant information associated with the extension like Extension Name, Brand type, Open with, File type, Thumbnail and Support.

As in the previous interface, users can add file extensions to the system using the "Add File Extension" option. Once a file extension is recognized by Axon Evidence Local, files with that extension can be ingested, uploaded, and managed within the system.

Additionally, the here specified third-party formats can be converted into a playable format while maintaining forensic integrity. The original file remains unchanged.

Add File Extension [X]

EXTENSION * [] 0/15 **BRAND TYPE** [] 0/100

DESCRIPTION [] 0/250

FILE TYPE * Video

OPEN WITH * Auto-select

THUMBNAILS * Auto-select

COMMAND []

ARGUMENTS []

Show thumbnails
 Allow auto conversion to standard media
 Enable import
 Allow burn to authored DVD
 Commander player support
 Allow direct access from external program
 Standalone player direct playback

CANCEL ADD

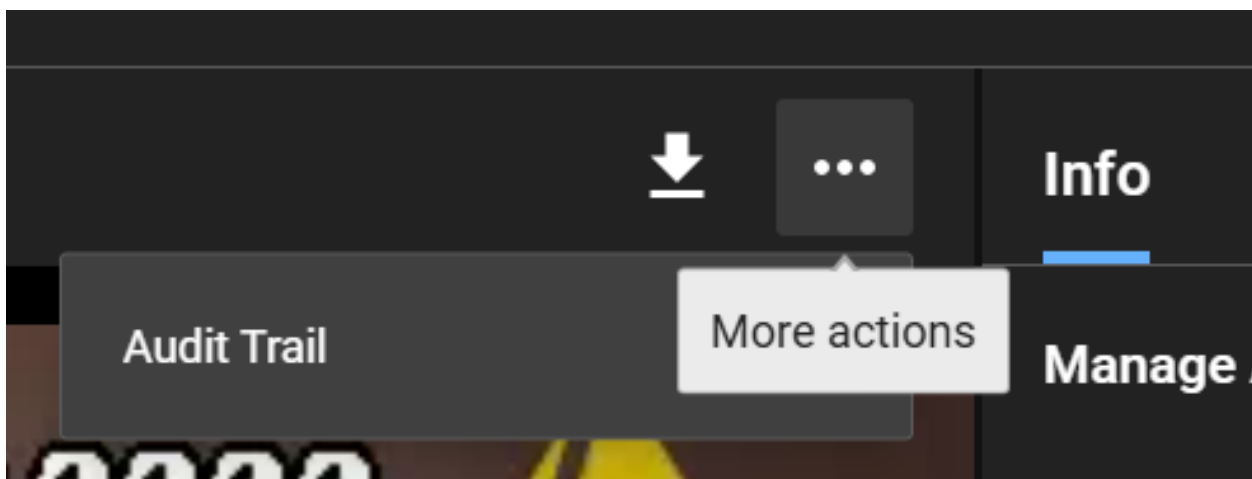
To add a file extension, simply enter the correct file extension and specify the file type, which can be Image, Audio, Video, Document, or Other. The brand type and description fields are optional. All other fields are automatically handled by the system in the background and do not require manual input. These fields were historically used but will be removed in future versions of Axon Evidence Local.

To allow users to import files with these extensions, the "Enable import" option must be selected. If third-party videos should be converted automatically, enable "Allow auto

conversion to standard media." Otherwise, users will need to manually confirm conversion when playing back an individual video. The remaining checkboxes do not need to be selected and will be removed in future versions.

Web-UI Migration - Audit Trail Download via Review Mode

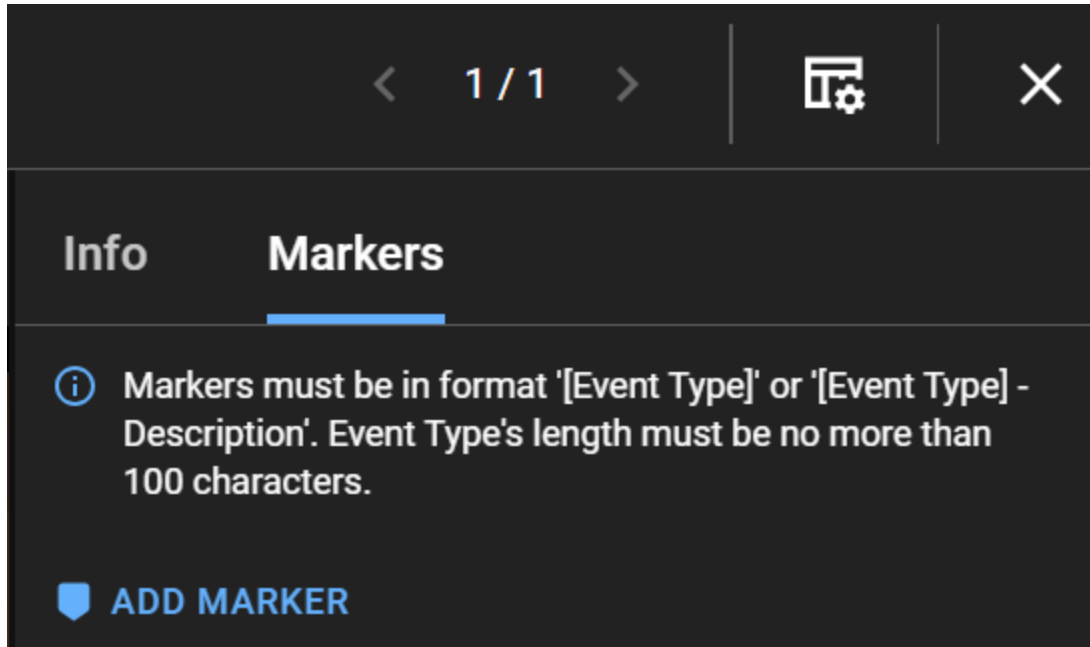
The new Review Mode - when clicking on an evidence file - now offers the ability to access the audit trail of the evidence directly from the review overlay by clicking on the "More actions" button and selecting "Audit Trail".



This will open a new tab (or download a PDF-File directly depending on browser settings) displaying the Evidence Audit Trail file, which can then be printed out or downloaded accordingly.

Web-UI Migration - Markers in Review Mode

With the new Review Mode in Axon Evidence Local 5, Markers can now also be added and edited conveniently in the upper right corner of the Review screen.

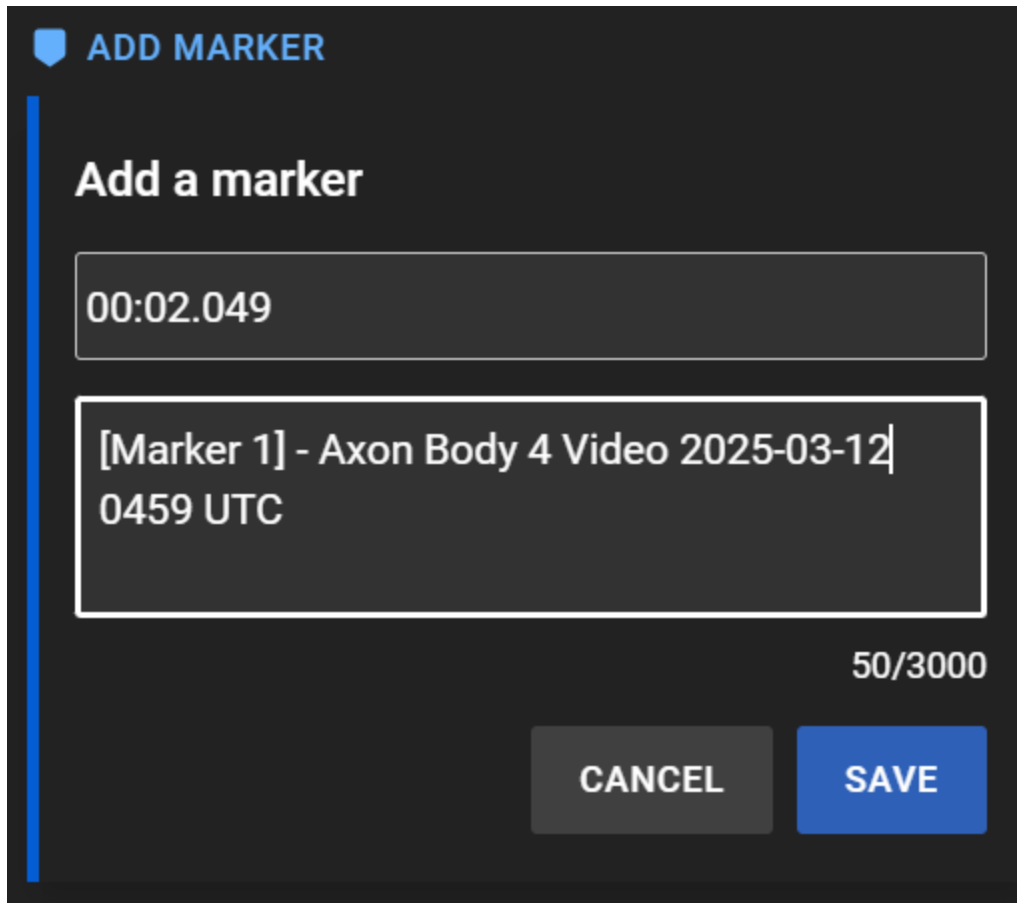


Markers are used to indicate significant events in video or audio files, making it easier to access these events in the future. Camera users can add markers while recording in the field by pressing the appropriate button on their Axon camera, and these markers can later be edited or managed in Axon Evidence Local.

Here are the key functions of Markers in Axon Evidence Local 5

Adding a Marker

Users can add markers to an audio or video file to highlight important points by clicking the "ADD MARKER" button in the Markers tab on the right-hand side of the Review screen.



ADD MARKER

Add a marker

00:02.049

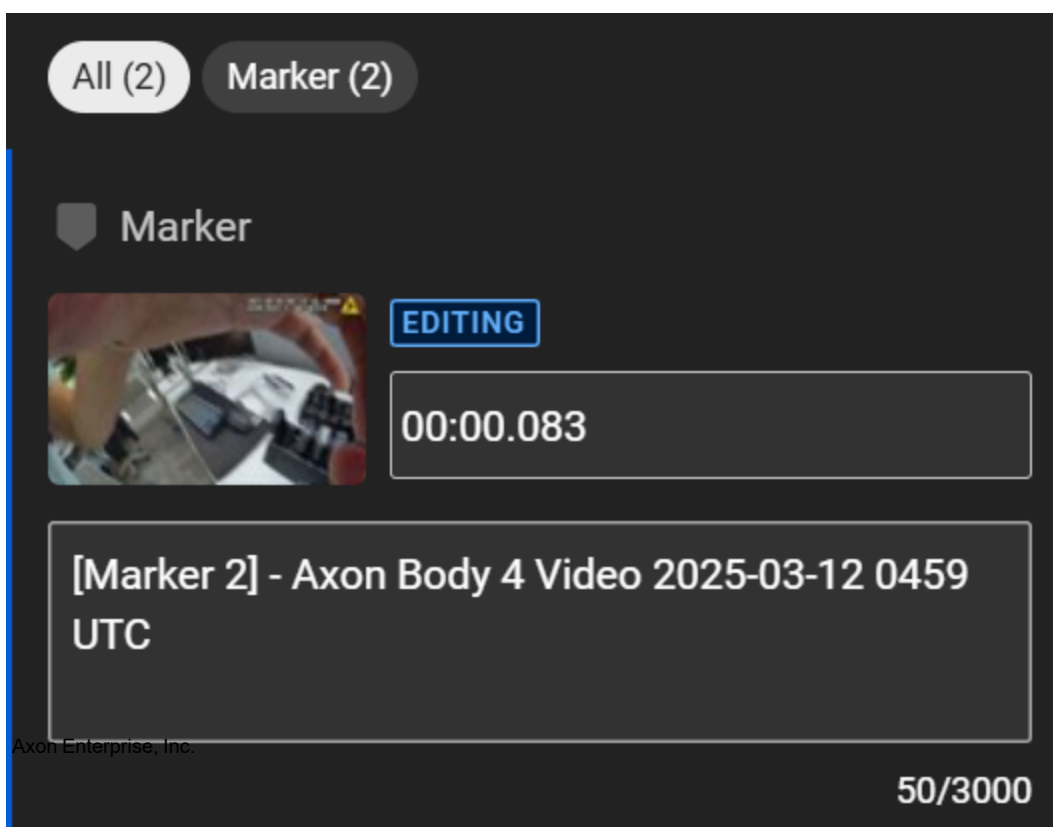
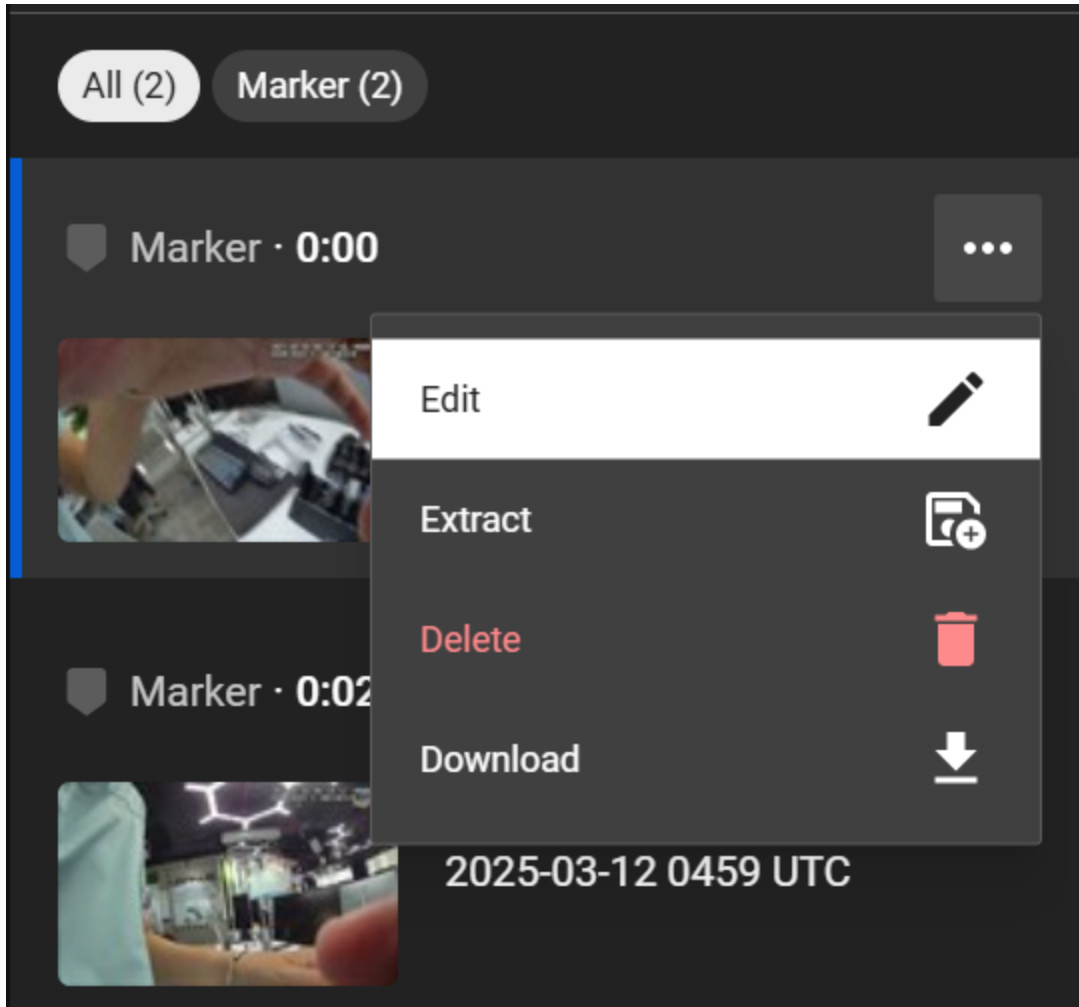
[Marker 1] - Axon Body 4 Video 2025-03-12
0459 UTC

50/3000

CANCEL SAVE

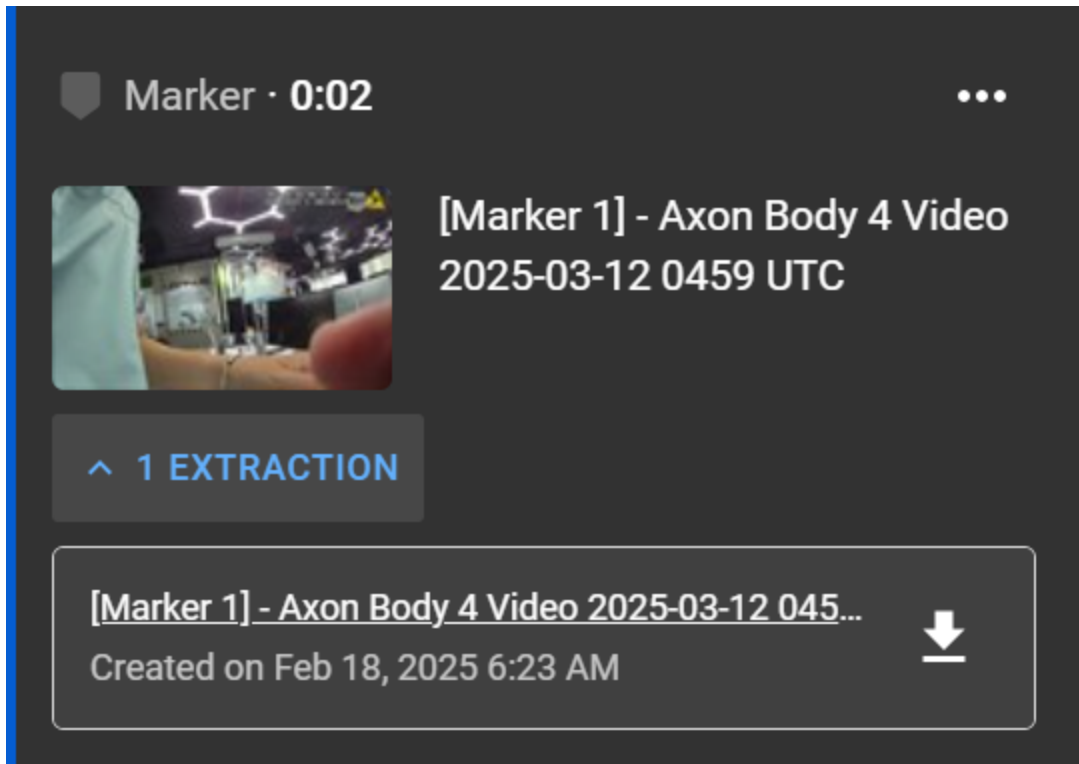
Editing a Marker

Markers can be edited to include descriptions and other details as well as edit the exact timestamp.



Extracting Markers

A marker can be extracted to become a new piece of evidence, which can be downloaded as well as viewed directly by clicking the respective links within the Marker pane.



Delete Markers

A marker can be deleted by clicking the red Delete button. This cannot be undone.

Downloading Markers

A marker can be downloaded as a screenshot of the video on the markers timestamp as a JPG-type image file.

This Marker functionality ensures that significant events captured in recordings can be easily referenced and utilized during reviews and analysis.

Web-UI Migration - Transfers

With this release, the Transfers monitoring feature has been migrated to the Web UI and a new tab "EVIDENCE TRANSFERS" has been added to the Evidence page of Axon Evidence Local.

The screenshot shows the Axon Evidence interface. The top navigation bar contains the following items: EVIDENCE, INVENTORY, RESPOND, REPORTS, and ADMIN. Below this, a sub-navigation bar includes ALL EVIDENCE, MY EVIDENCE, EXPORTED EVIDENCE, and EVIDENCE TRANSFERS. The main content area features two tabs: Incoming transfers and Outgoing transfers (6). Below the tabs, a table is visible with columns for File, Server (To), and Progress.

This tab is divided between incoming and outgoing transfers, showing the number of files being transferred, either way. In order for files being transferred, a Destination must be added as well as an association to trigger the transfer.

The screenshot shows the Destinations table in the Axon Evidence interface. The table has columns for NAME, TYPE, and DESTINATION. There are 2 results shown. A CREATE DESTINATION button is visible in the top right corner.

Web-UI Migration - Send To

With this release, the "Send To" has been migrated to the Web UI of Axon Evidence Local. The function provides the user with the ability to transfer evidence to folders and cabinets via the "Send to" option on the Evidence page, either via the SEND TO button or the "More actions" toggle (...).

The screenshot shows the Axon Evidence interface. The top navigation bar contains the following items: REVIEW, UPDATE ID, ADD CATEGORY, ADD CUSTOM METADATA, and SEND TO. The SEND TO button is highlighted with a red box. Below the navigation bar, there are three icons: a list icon, a grid icon, and a gear icon.

ADD CUSTOM METADATA **SEND TO** **...**

Duration	Download
	Download audit trail
	Review
	Delete
	Restore from deletion
	MANAGE METADATA
-	Update ID
7s	Add category
	Add custom metadata
-	
14m 20s	Send to

Only folders and cabinets that have been configured with the "Add to 'Send to' menu" checkbox checked, will show up in the corresponding "Send To" context menu.

Add Folder
✕

Information
Cabinets
Access Control

NAME *

Association Send To

19/50

DESCRIPTION

0/255

RETENTION DAYS *

0

Until Manually Deleted

LOCATION *

Select an item ▼

POST-RETENTION WORKFLOW *

Recycle Bin ▼

Add to "Send to" menu

This will enable the folder to be accessed through the "Send to" menu

CANCEL

ADD

Checking the above shown checkbox, will in turn create an Association to create the workflow to move evidence into the created folder or cabinet.

Web-UI Migration - Missing Maps and Clips Extraction

With the decision to sunset the Desktop Client, we will have a more flexible, scalable and sustainable system that offers several benefits. However, this transition involves some critical changes, including modifications or the absence of certain features. Two of those features are the Maps/GPS as well as the Clips Extraction feature which have not yet

been migrated to the Web UI and are currently unavailable, as the desktop client is being phased out. If your agency or workflow requires those features, we recommend postponing the update until the next release.

Web-UI Migration - Removing Single Sign On (SSO) functionality

As part of our ongoing efforts to modernize and enhance the Axon Evidence Local experience we are transitioning fully to the Web UI. With this transition, we will also be discontinuing support for Single Sign-On (SSO) authentication in the desktop client.

- Users who previously relied on SSO for desktop authentication will now authenticate directly via the Web UI, which continues to support modern identity management solutions.
- IT administrators should ensure that users are prepared for this transition, including verifying Web UI access and adjusting any necessary authentication workflows.

We understand that changes like these require planning, and we are committed to supporting our users through this transition. If you have any questions or need further assistance, please contact our support team or visit our help center for more details.

LDAPS Support for Active Directory Integration

With this release, Axon Evidence Local now supports LDAPS in addition to the LDAP protocol for user provisioning and authentication. When connecting Evidence Local to your agency's Active Directory server, the system will automatically detect and apply the appropriate protocol version.



Universal Login 2.0 - New Authentication System

Axon's Universal Login Experience 2.0 is a new identity provider system designed to support authentication for first-party applications. It introduces a new OAuth 2.0-based authentication system, providing a unified login experience across both web and mobile when connecting to Axon applications. It acts as a standalone Identity Provider (IdP), replacing the previous login system across all Axon products while ensuring compliance with strong information security standards.

As part of this update, a new authentication service, Commander ID Service, is being introduced as a centralized authorization server supporting OAuth 2.0 authorization. Axon Evidence Local 5 now benefits from an improved login experience and seamless integration which will unify the login experience across all Axon logins and first-party applications such as Axon Capture, Axon View, ADM, Axon Fleet Dashboard.

Identity Provider Service on Axon Evidence Local Application Server

A new Windows service, Commander ID Service, will be installed on the Application Server, operating on Port 29443. This service is essential for authentication and must always remain running.

 Commander Dashboard Service	Commander Dashboard Service	Running	Automatic (...)	Local System
 Commander Identity Service	Commander Identity Service	Running	Automatic (...)	Local System

Load Balancing Gateway

With Axon Evidence Local 5, we introduce an optional Load Balancing Gateway that enhances scalability and performance for large-scale deployments. When installed, the Gateway enables load balancing across multiple Axon Evidence Local nodes, optimizing ingestion, user requests, and live streaming.

This architectural improvement supports deployments with thousands of users and devices by allowing horizontal scaling through multiple Evidence Local Server instances. The Gateway Server intelligently distributes incoming traffic, whether from devices, user requests via browsers, or Axon applications, across multiple Application Servers. This ensures optimal performance while preventing any single server from becoming overloaded. Additionally, the Gateway monitors server health and automatically redirects traffic if an Application Server fails, ensuring continuous service availability. If your agency or organization is interested in scaling your existing deployment with the Load Balancing Gateway, please reach out to your Axon customer contact to start the conversation.

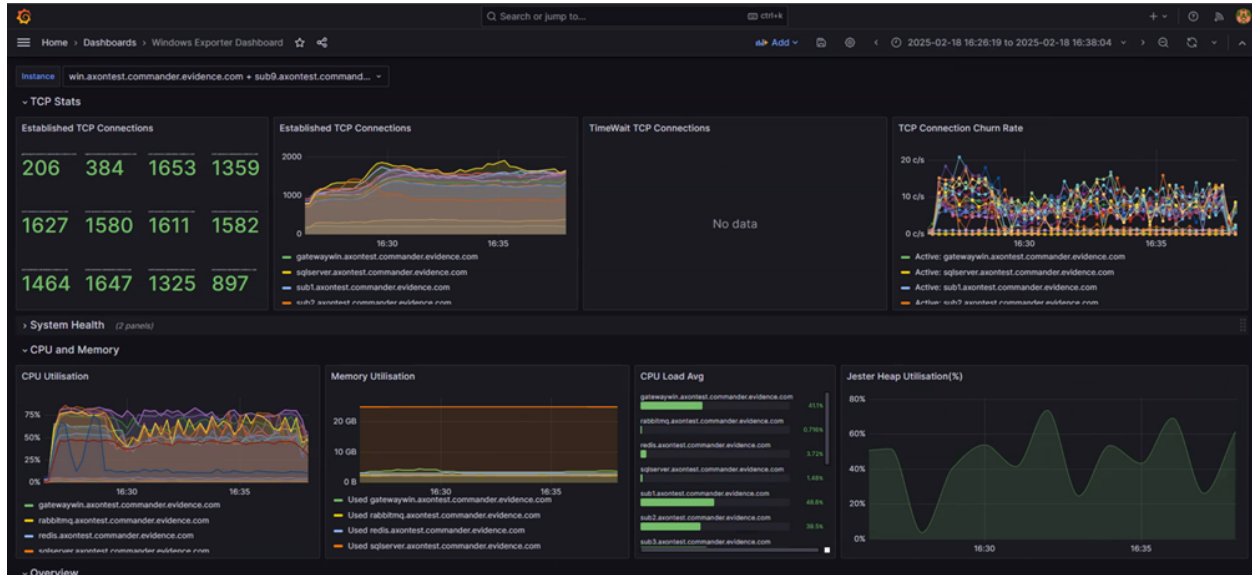
Metrics Dashboards

With this release, we are introducing new metrics in the Axon Evidence Local 5 Dashboard. This further improves the centralized monitoring and logging solution running on the Dashboard server.

Available pre configured Dashboards that show metrics including but not limited to:

1. **Device Health** - Monitors the operational status of connected devices.
2. **Evidence Ingestion** - Shows the rate at which evidence is being uploaded to the system.
3. **Storage Utilization** - Displays current storage usage and remaining capacity.
4. **System Performance** - Provides insights into server performance, including CPU and memory usage.

Configurable dashboards allow users to efficiently monitor and respond to various aspects of the system, ensuring smooth operations and timely interventions if necessary.



If your agency or organization is interested in setting up Metrics Dashboards, please reach out to your Axon customer contact to discuss your needs and the configuration of Dashboards.

Miscellaneous - Permissions update

In previous versions of Axon Evidence Local the action of changing the Evidence ID was linked with the user permission "Manage Cabinets, Folders, and Files". This coupling is not ideal because the roles who are using those functions are fundamentally different. Solution to this: We have added the Changing Evidence ID permission into the existing permission: "Edit file titles and descriptions" and renamed the permission into "**Edit file titles, descriptions and asset ID**".

Server Manager - Firmware Import Enhancement

With this release, firmware for devices can still be imported as before. However, Axon Evidence Local now requires a specified UNC path before using this feature. To ensure proper functionality, the Evidence Local application server user (service account) must have full access to this UNC path where the firmware is stored. This update enhances reliability in scaled deployments by ensuring that all sub-servers can access and load firmware files correctly.

Axon Evidence Local - v5.0.20.0 (Administrator) - Main Server

Setup
Advanced Settings
Firmwares
Plugins
Players
Services
Components
Logs

Currently in admin mode ⓘ

Dock Firmware

Device Model	Firmware Version
Axon Dock	3.19.240305.523

Device Firmware

Device Model	Firmware Version
Axon Body 2	1.28.0
Axon Body 3	-
Axon Body 4	-
Axon Fleet 3 Hub	-
Axon Flex 2	1.28.0
Axon Flex 2 Controller	0.7.3
Inert TASER 10	-
TASER 10	-
TASER 7	2.0.4
TASER 7 Battery	-
TASER 7 Dock Charger	2.0.22

Device Firmware Shared Location:

Update Device Firmware:

Dependency / Compatibility Overview

Devices	Supported FW Version
AB2 / Flex2	1.27.7
AB3	1.33.31
	1.34.45
	1.35.58
AB4	1.2450.15 (encrypted)
AB2 / Flex2 / TASER Dock	3.20.240801.0336
Flex 2 Controller	0.7.3
Fleet 3	2.2439
TASER 7	2.0.6
TASER 10	1.5.39
TASER Dock Charger	2.7.14
TASER BLE Bundle	1.4.2

Application	Supported App Version
Axon Device Manager iOS	3.2.5
Axon Device Manager Android	3.13.1
Axon View iOS	6.6.2
Axon View Android	6.4.0
Axon Capture iOS	5.17.0
Axon Capture Android	5.16
Axon Device Checkout iOS	2.0.3
Axon Device Checkout Android	0.6.2
Axon ViewXL	1.27.4
Axon Interview	4.16.4.7

Other dependencies

- Evidence Local Server: Windows Server 2019, 2022
- Evidence Local Web Client: Firefox, Chrome, Edge
- Database: MS SQL Server 2016, 2019, 2022
- Upgradable from Evidence Local version: 4.48, 4.50 4.52

For more details on these changes, visit [Axon Evidence Local Release Notes](#).

[Admin](#) | [New](#)

Change log

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

Date	Product	Description of change
March 18, 2025	Initial notes created	
March 19, 2025	Axon View	Updated language to Axon View
March 26, 2025	Axon Capture	Fixed iOS version
April 9, 2025	Core platform and UI updates	Removed new audit trail data field

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.