

INNERVIEW INSIGHTS PRODUCT SUPPORT



Axonic Installation and Troubleshooting Guide

Windows, mobile devices and IT deployment guidance

Axonic – Measurement and structural analysis for overhead lines

Standard Windows package	Axonic MSI			
Standard download	https://linesmarts.com/Axonic/Axonic.msi			
Axonic service endpoint	Service	Endpoint	Protocol	Port
	Axonic service endpoint	prod.linesmarts.com	HTTPS	TCP 443
Support	info@innerviewinsights.com			
Guide revision	September 2026			

Axonic is a cloud-connected mobile and desktop system for measurement, analysis and structured data collection for overhead lines and pole structures. This guide provides installation instructions for users and deployment information for IT teams, together with solutions to common setup problems.

Before you begin

Axonic requires internet access to synchronise data with the Axonic cloud service. The only required service endpoint is prod.linesmarts.com using HTTPS on TCP port 443.

1. Windows installation

Standard method - MSI installation

The standard Windows installation method is the Axonic MSI package. Download it directly from:

<https://linesmarts.com/Axonic/Axonic.msi>

1. Download the MSI package using the link above.
2. Run the MSI file.
3. Follow the on-screen prompts to complete installation.
4. Open Axonic and sign in using the account details provided by InnerView Insights or your organisation.

Fallback method – standalone Windows application (.exe)

Use the standalone .exe only when the normal MSI installation cannot be used. The .exe is the Axonic application itself; it is not an installer.

Fallback application download (if required):

<https://linesmarts.com/Axonic/Axonic.exe>

Important – the standalone app needs its own writable folder

After downloading the .exe, move it into a new, dedicated Axonic folder where the user has permission to create and modify files. Run the app from that folder. Do not run Axonic from a protected or read-only location, as Axonic needs to create files in its working folder.

2. Information for IT administrators

The MSI package is the standard Windows deployment package and is suitable for enterprise software-management tools. Download the current MSI directly from:

<https://linesmarts.com/Axonic/Axonic.msi>

Passive installation

Displays installation progress to the user but requires no user interaction.

```
msiexec /i "Axonic.msi" /passive /norestart /l*v "%TEMP%\Axonic_Install.log"
```

Silent installation

Installs Axonic without displaying an installation interface and is suitable for centralised deployment.

```
msiexec /i "Axonic.msi" /qn /norestart /l*v "%TEMP%\Axonic_Install.log"
```

Network requirements

Axonic has one required service endpoint:

Endpoint	prod.linesmarts.com
Protocol	HTTPS
Port	TCP 443
Browser test	https://prod.linesmarts.com
Expected result	Welcome to Axonic Server

If the browser test fails, ask IT to check:

- Firewall or secure web gateway rules for prod.linesmarts.com on TCP port 443.
- Proxy configuration and authentication.
- VPN policies that may block or route the connection differently.
- TLS/HTTPS inspection policies if they interfere with the connection.

Short-term diagnostic test

If permitted by your organisation, connect the device to a different network such as a mobile hotspot or external Wi-Fi. If Axonic then connects successfully, the issue is likely to be within the organisation's network configuration.

3. Android and iOS

Axonic is also available on Android and iOS. Mobile installation and distribution may depend on your organisation's device management arrangements. [Contact InnerView Insights](#) for the current approved mobile distribution method.

Important – protect unsynchronised measurements

Before uninstalling or reinstalling Axonic on a mobile device, confirm that all measurements have been synchronised to the server. Measurements that exist only on the device may be lost if the app is deleted.

Synchronisation is found under the settings menu, **'Sync data with server'**.

4. First-time setup

Step 1 – Sign in

Open Axonic and sign in using the account details provided by InnerView Insights or your organisation.

Step 2 – Confirm server communication

Open <https://prod.linesmarts.com> in a browser on the device. A successful connection should display "Welcome to Axonic Server". If the page does not open, ask your IT team to permit HTTPS access to prod.linesmarts.com on TCP port 443.

Step 3 – Calibrate the device camera

For measurement functions that use the camera, calibration is an essential part of initial setup. Complete camera calibration before undertaking field measurements.

Camera calibration video: <https://youtu.be/exzq6DP4yBo>

5. Troubleshooting

Axonic cannot communicate with the server

Typical symptom: Axonic reports that there has been a problem obtaining data from the server.

- Open <https://prod.linesmarts.com> in a web browser on the affected device.
- Confirm that the page displays "Welcome to Axonic Server".
- If the page does not open, ask IT to check prod.linesmarts.com on TCP port 443 and review proxy, VPN, firewall and HTTPS-inspection settings.
- If the page opens but Axonic still cannot connect, restart Axonic and try again.
- If the problem remains, contact InnerView Insights support.

Windows MSI installation or upgrade errors

- Download a fresh copy of the current MSI package from <https://linesmarts.com/Axonic/Axonic.msi>.
- Restart Windows and run the MSI again.
- For managed deployments, retain the MSI installation log when available.
- If the MSI installation still fails, contact InnerView Insights support. The standalone .exe may be used as a fallback method.

Standalone .exe does not run correctly or cannot create files

The standalone .exe must be run from its own dedicated writable folder. Move it to a folder where the user can create and modify files, then run it from that location. Do not run it from a protected or read-only folder.

Mobile upgrade or reinstall problems

- Confirm that all measurements have synchronised before removing the app.
- If all data is safely synchronised, reinstall the current version of Axonic.
- If unsynchronised measurements remain, contact support before deleting the app.

6. Contact support

Email: info@innerviewinsights.com

When reporting a problem, please include:

- Axonic version.
- Operating system and version.
- Device make and model.
- Screenshot or exact text of the error.
- Whether <https://prod.linesmarts.com> opens successfully in a browser.
- Windows MSI installation log, if available.
- Whether the issue occurs on another network.

Enterprise deployment support

For enterprise software approval, checksum, code-signing, publisher information or deployment assistance, contact info@innerviewinsights.com.