HOW TO

Enable and use AXIS Camera Station Pro Secure Remote Access



October 10, 2024 Rev. 1.1 © Axis Communications AB

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Introduction

This how-to document is dedicated for general audience.

Axis Secure Remote Access allows AXIS Camera Station Pro client or Axis mobile applications access the servers located on different networks/locations without the need of manual port-forwarding or configuration of a router.

Secure communication is in the core of Axis Secure Remote Access. The technology uses multiple levels of authentication to establish an encrypted communication between a client and the cameras in the surveillance system.

Prerequisites

AXIS Camera Station 6.0 or higher

Internet access.

A joint MyAxis account: The same account must be used on all AXIS Camera Station Pro servers and clients/mobile apps.

Please note that Axis doesn't take any responsibility for how this configuration may affect your system. If the modification fails or if you get other unexpected results, you may have to restore the settings to default.

Data allowance limit

When a secure peer-to-peer connection is established between the client/mobile app and the server, there is no limitation in data transfer. If direct communication cannot be established, it is relayed through the mediator servers. The complimentary relayed data transfer is 300 GB per month and per MyAxis user.

How to enable/disable AXIS Camera Station Pro Secure Remote Access

This is done in two steps, firstly on the server, then on the remote client/mobile viewing app.

Step 1: Enable/Disable Axis Secure Remote Access on the server

Logon to the server via AXIS Camera Station Pro Client on the same computer. Add Configuration tab using + button, head to Connected services > Axis Secure Remote Access. Enter MyAxis account credentials and click on Apply. From that moment remote services will be associated with provided account. Click on "Enable" button below Axis Secure Remote Access section. Note that the button will change to "Disable" once Secure Remote Access has been successfully enabled.

	AXIS Camera Station Client ? _ # ¥
🖵 AXIS M1014 🙀 Views	Configuration × +
Type to search	MyAxis Account A MyAxis account allows a user to benefit from services such as Axis Secure Remote Access. If you do not have a MyAxis account, you can register one for free here: http://www.axis.com/docin/registration
Recording and events	E-mail address:
😴 Client	Password:
Settings	Арру
Streaming	Axis Secure Remote Access
 Connected services 	When Secure Remote Access is enabled you can access this server with your AXIS Camera Station client and mobile device. Select which Mekais account you would like to use for remote access. Then download the mobile app from the Acc Store or Goode
Firmware upgrade settings	Play, View Terms of Use
Axis Secure Remote Access	Disable
System Health Monitoring	App Store Google Play

Normally it takes a few seconds before it is enabled. This step is needed only once and does not need to be redone if the server's network status changes, e.g. when the server's IP address changes.

Axis Secure Remote Access can be disabled by clicking on "Disable" button. If a client is currently connected to the server via Axis Secure Remote Access, it cannot be disabled.

To change to use another MyAxis account or empty previously entered MyAxis account, you need to disable Axis Secure Remote Access first.

NOTE Some special symbols are currently not supported in the MyAxis account password, although they are supported on www.axis.com due to a limitation. If the password containing the following special symbols (at least) are entered in AXIS Camera Station Pro, the credentials will always be considered invalid: £ ¤ Å Ä Ö.

Step 2: Access the server remotely via Secure Remote Access

A) From a remote client

Start AXIS Camera Station Pro client at the remote location and click on "Secure Remote Access". Enter the same MyAxis account credentials as the one used to enable Axis Secure Remote Access on the remote server in the previous step.

AVS Carree Station fito Clerk		Secure Remote Access ? – • × Please sign in to your MyAxis
Welcome to AXIS Camera Station Pro.	Help About	E-mail address or username E-mail address or username Password Password
Connect to server Cartured servers This computer Remote server: Sign in to Axis Secure Remote Access Log in		Sign in Forgot password? Register new user Privacy Policy
im De	port server list lette saved parswords	
	eck the status of Axis services	

Now the remote server list will be refreshed. Choose "Remote server", the dropdown list should be populated with remote servers that have Axis Secure Remote Access enabled under the MyAxis account. Those servers have a star ("*") appended to their names to separate them from remote servers accessible without usage of Axis Secure Remote Access. If a specific server is missing from the list, press the "refresh" button to force the servers list refresh.

Choose the desired server and logon with the corresponding user credentials as usual. When logged in, the user can see whether peer-to-peer communication or relayed data transfer is used, as well as the total amount of relayed data used by the MyAxis account since the first day of that month.

If relayed data transfer is used instead of peer-to-peer communication

The value of relayed data consumption is refreshed every 10 seconds on the client side based on its own calculation. Every 5 minutes, the client synchronizes with the Axis mediator servers to get an accurate update. The Axis mediator servers have an overview on each MyAxis account's relayed data consumption. This is calculated based on the information provided by each server with Axis Secure Remote Access enabled under this MyAxis account. Every server provides an update to the Axis mediator servers every 5 minutes as well.

Service le	evel		
Secure Remo	ote Access with 30	00 GB for free	
Data use	d this mon	nth	
			14.336 of 300 G
Overage			0 of 100 C
Overage			0 01 100 G
Connecti	ONS Server Name	Connection Type	0011003
Connecti Address	ONS Server Name Sweden, Lund	Connection Type Relay	
Connecti Address	ONS Server Name Sweden, Lund	Connection Type Relay	

When the available relay data of the MyAxis account is used up, a "No Relay Data Left" message will be displayed. Live view and playback will not be available – the client will have to be disconnected from the server. A similar error message will be shown the next time a client tries to logon to this server (or another server where peer-to-peer communication cannot be established) via Axis Secure Remote Access with this account.

B) From Axis mobile application

In Axis mobile viewing app, remote access needs to be activated first by signing in with the same MyAxis account as the one used to enable Axis Secure Remote Access on the remote server. When signed in, the total amount of relayed data used during current month and by current MyAxis account be shown.

Enable and use AXIS Camera Station Pro Secure Remote Access

Systems		×		×	Remote access	🗙 System login
Local and port mapped 3 cameras ADE Axis Secure Remote A	Remote access Settings Privacy Report a problem Access	Please MyAxi E-mail addr Password	e sign in to your s account	t,	MyAxis account Service level Secure Remote Access with 300 GB for free Data used this month 3.94 cB (300 cB)	No data left
Sign in to your MyAxi Axis Secure Remote A SI	s account to access your iccess systems.	Forgot passs Register new Privacy Polic	SIGN IN word? user y		SIGN UUT HOM MYAKS	You are out of data for this month, and can't access your system remotely OK

Sample images taken from AXIS Camera Station Pro client on Android OS

After that, the remote server list will be updated with all remote servers that have Axis Secure Remote Access enabled under the MyAxis account. These servers have \bigcirc icon in front of their names, compared with servers accessible without using Axis Secure Remote Access which are identified by icon \clubsuit . Choose a desired server and logon with the corresponding user credentials as usual.

If relayed data transfer is used instead of peer-to-peer communication

A message "This stream is limited by your service level" will be shown during video streaming. In case if all relayed data allowance for the current MyAxis account is consumed, a "No data left" message will be shown while trying to stream or to logon to the site again – this applies to all servers where Secure Remote Access is used with the same MyAxis account and peer-to-peer communication cannot be established.

Frequently Asked Questions

• AXIS Camera Station FAQs

For more information regarding Axis Secure Remote Access, please refer to resources available on <u>axis.com</u>.