

# HOW TO

## Enable and use AXIS Camera Station Pro Secure Remote Access version 2

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## Introduction

This document is intended for a general audience to explain how AXIS Secure Remote Access v2 is used for AXIS Camera Station Pro with Connected Services.

AXIS Secure Remote Access v2 makes it easier for AXIS Camera Station Pro, AXIS Camera Station Edge and AXIS Camera Station Pro & 5 mobile application to connect to surveillance systems across different networks and locations via the internet without requiring manual port forwarding or router configurations.

Secure communication is in the core of AXIS Secure Remote Access today with the technology of multiple levels of authentication to establish encrypted communication. With AXIS Secure Remote Access v2 the security is further improved with addition of new features like WebRTC communication, multi-factor authentication and the use of individual My Axis accounts.

## AXIS Secure Remote Access going v2

On September 30, 2025, we will retire AXIS Secure Remote Access in favour of AXIS Secure Remote Access v2. To ensure uninterrupted access to remote services, all users must transition to the new solution before the given end date.

### **General prerequisites for AXIS Secure Remote Access v2**

AXIS Camera Station 6.8 or higher.

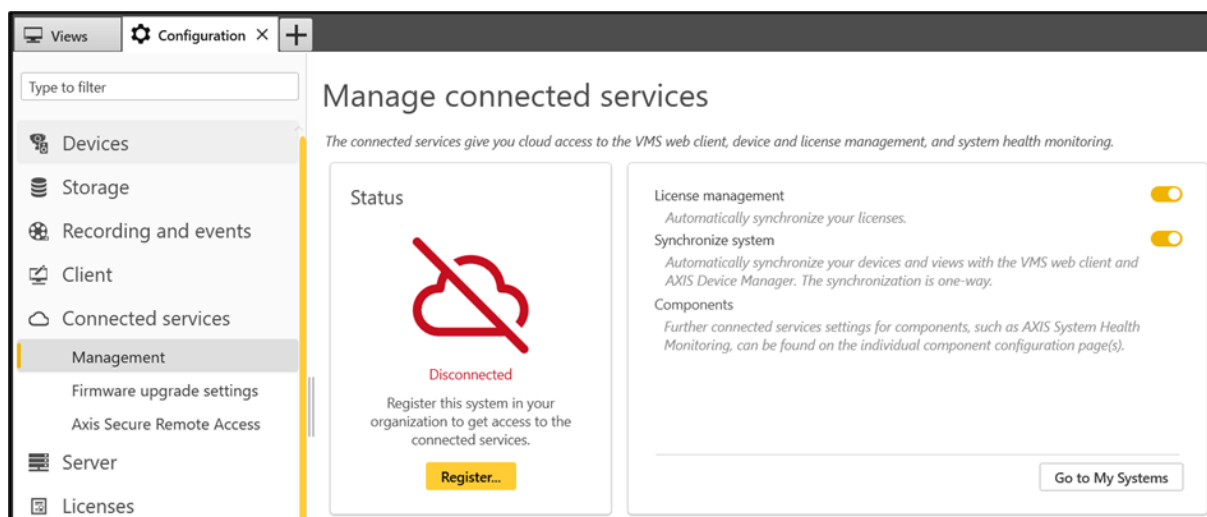
Internet access.

My Axis account(s)

Server(s) registered in AXIS Connected Services

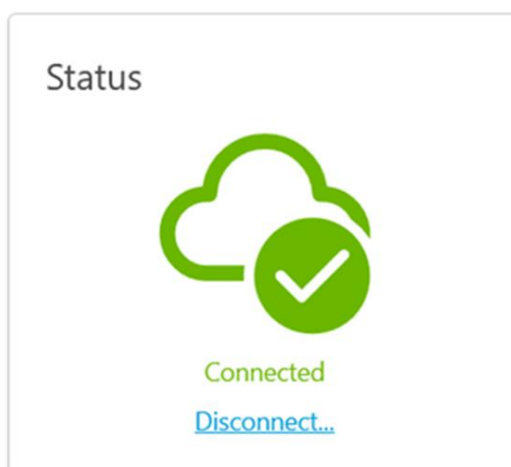
## Step 1: Enable AXIS Secure Remote Access v2

Connect to the AXIS Camera Station Pro server. Once connected, go to the Configuration tab and select “Connected services > Management”.



Make sure “License management” and “Synchronize System” is toggled on. Register the server via the “Register” button and enter the My Axis account credentials then click on “Submit”. Go through the installation wizard. **Note:** Since AXIS Secure Remote Access v2 lists available servers on a per organization basis, it is good to remember or write down the organization used for the selected server.

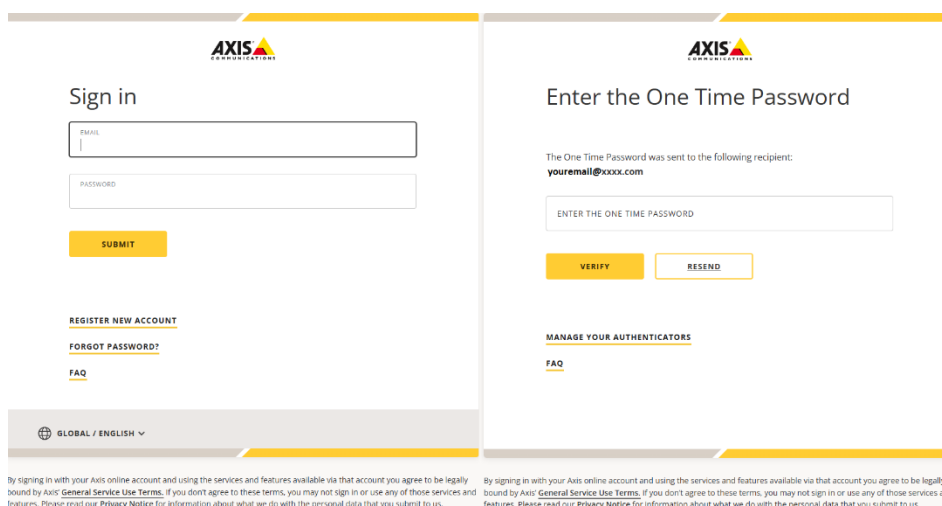
Once the registration is complete, verify that the connected services status changes to Green (fully connected) after registration before proceeding. The registered AXIS Camera Station Pro server needs to be fully connected for the AXIS Secure Remote Access v2 communication to function.



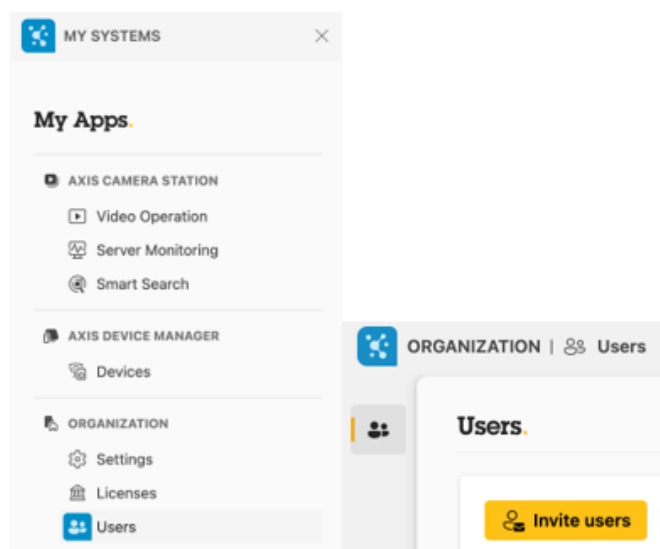
When the AXIS Camera Station Pro server is fully connected, it can be accessed remotely with either your own My Axis account or by someone who has been invited to the organization with access to the server.

### AXIS Camera Station Pro with Connected Services

To invite other users to the organization, the website of “mysystems.axis.com” needs to be used. In AXIS Camera Station Pro, it can be reached through the “Connected services > Management” > “Go to My Systems” button. A login is required with your My Axis account and a two-factor authentication to gain access.



Navigate to “Organization” > “Users”, then click “Invite users”.



Enter the email of the user who will gain access to the system and choose a role. **Note:** The selected role affects only the Connected services access and not the windows-based server permissions. Then choose which server(s) the user should have access to and finally, send the invitation. The invited user will receive an invitation to the organization and the server(s) via email.

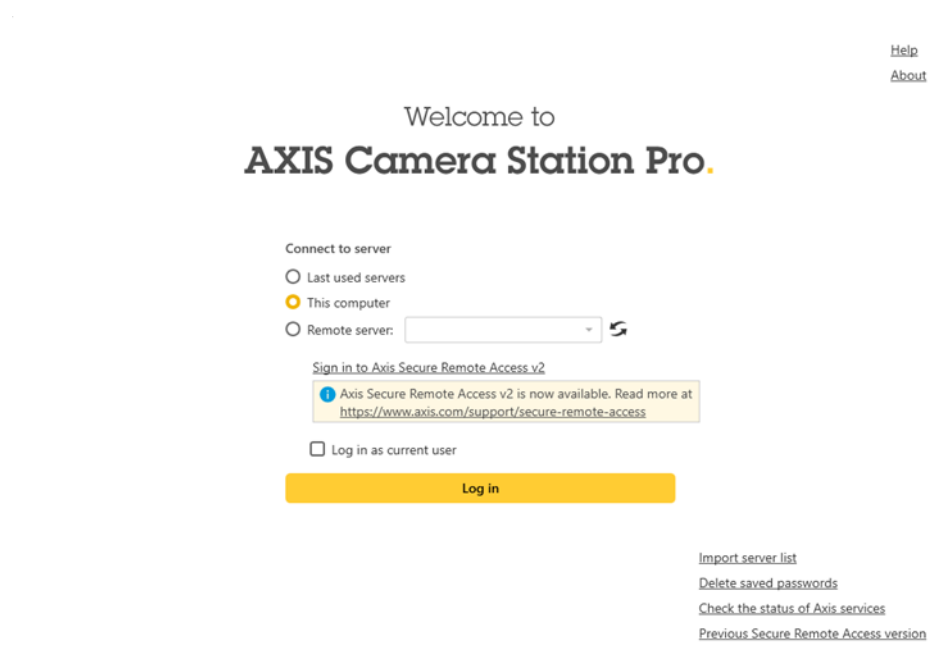
Once received, a My Axis account with the same email address needs to be created or use the existing one if it has already been created.

Pressing the “Accept invitation” in the email will redirect to My Systems and once logged in, the invited user can observe that they have access to the organization and server(s) for the AXIS Camera Station Pro system.

## Step 2: Connect remotely via Secure Remote Access v2

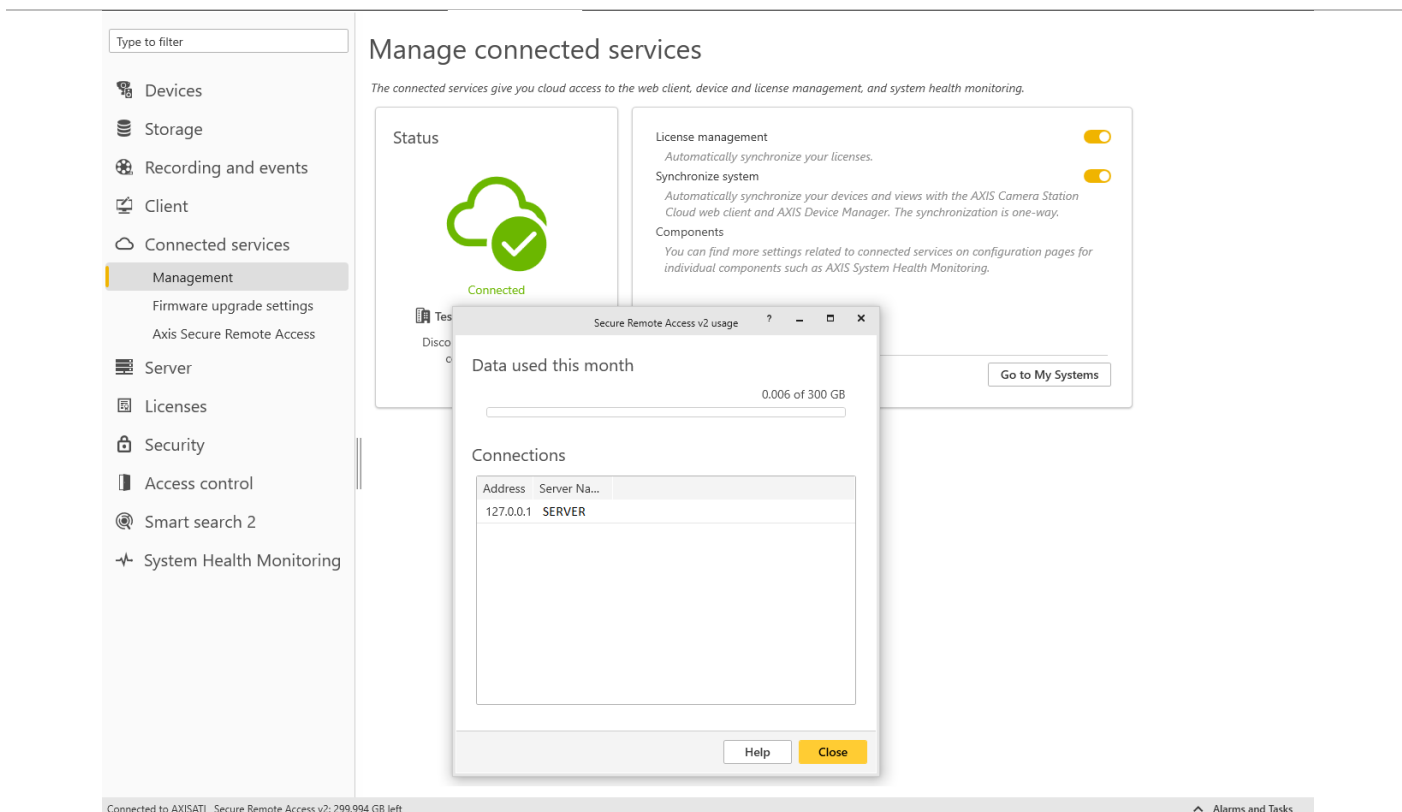
### Connecting via AXIS Camera Station Pro Client

Start AXIS Camera Station client at the remote location and click on the Sign in to AXIS Secure Remote Access v2 hyperlink. Sign in with a My Axis account and make sure the selected My Axis account is a member of the organization that has access rights. If you are already signed in with the previous version of AXIS Secure Remote Access, you must first sign out to be offered the option of signing in with AXIS Secure Remote Access v2. If the My Axis account has access to more than one organization, a dialog with a dropdown list will show up, allowing you to select an organization.



Once logged in, the remote server list will be refreshed. Choose “Remote server”, the dropdown list should populate with remote servers. If a specific server is missing from the list, click the “refresh” button to refresh the server list.

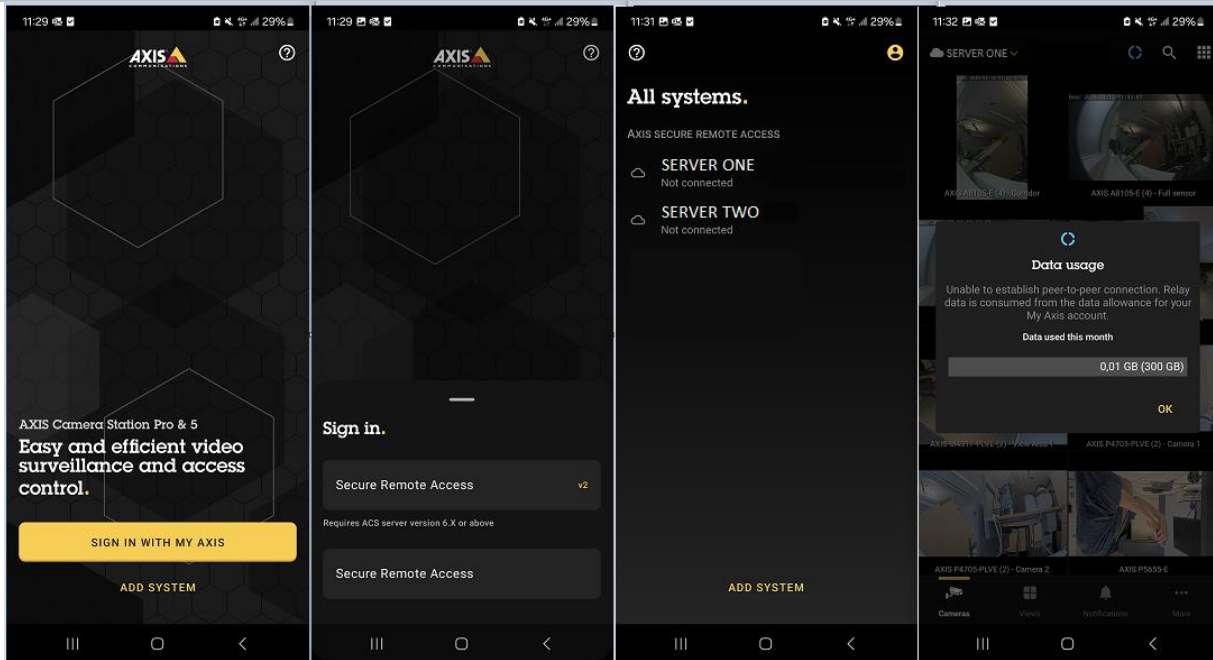
Choose the desired server and log in with the corresponding user credentials as usual. Once logged in, to the lower left corner, you can see the total amount of relayed data used by the organization based on the first day of that month.



### Connecting via AXIS Camera Station Pro & 5 mobile app

In the mobile app, to connect remotely to an AXIS Camera Station Pro server, you need to sign in with a My Axis account. Make sure the selected account is a member of the organization. Click “Sign in with My Axis” and select the “Secure Remote Access v2” option. Login with the My Axis account credentials and two-factor authentication.

The total amount of relayed data used during current month within the organization can be shown by clicking on the circle icon at the top right. This will in turn open a dialog.



Sample images taken from AXIS Camera Station Pro & 5 mobile app on Android OS

### Data allowance limit

Most systems will establish successful peer-to-peer (P2P) connections without any data limits. However, when data relay is required, usage is limited to 300 GB per month per organization.