

# AXIS Camera Station Pro

## What's new?

For the new features in each AXIS Camera Station Pro release, go to *What's new in AXIS Camera Station Pro*.

## **System features**

For more information about the system features, go to *AXIS Camera Station Pro Feature Guide*.

## Tutorial videos

For more in-depth examples of how to use system, go to *AXIS Camera Station Pro tutorial videos*.

## Helpful links for an administrator

Here are some topics that might interest you.

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## More manuals

- *Web client for AXIS Camera Station*
- *AXIS Camera Station Pro Integrator Guide*
- *What's new in AXIS Camera Station Pro*
- *AXIS Camera Station Pro Installation and Migration Guide*
- *AXIS Camera Station Mobile App*
- *AXIS Camera Station Pro Feature Guide*
- *AXIS Camera Station Pro tutorial videos*
- *AXIS Camera Station Pro Troubleshooting Guide*
- *AXIS Camera Station Pro System Hardening Guide*

## Helpful links for an operator

Here are some topics that might interest you.

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- *AXIS Camera Station Pro getting started guide for operators*
- *AXIS Camera Station Pro cheat sheet - review and export*

### Quick start

This tutorial walks you through the steps to get your system up and running.

Before you start:

- Configure the network depending on your installation. See .
- Configure your server ports if needed. See .
- Consider security issues. See .

For administrators:

- 1.
- 2.
- 3.

For operators:

- 1.
- 2.
- 3.
- 4.

### Start the video management system

Double-click the AXIS Camera Station Pro client icon to start the client. When you start the client for the first time, it attempts to log in to the AXIS Camera Station Pro server installed on the same computer as the client.

Once the client opens it asks you to license your system. Click **License now** to go to the **Manage licences** page, where you can register the server with an organization to start the licensing process. See and for more information. You must register and connect the system to an organization to access connected services, such as the VMS web client, system health monitoring, and online licensing.

You can connect to multiple AXIS Camera Station Pro servers in different ways. See .

### Add devices

The **Add devices** page opens the first time you start AXIS Camera Station Pro. AXIS Camera Station Pro searches the network for connected devices and shows a list of devices found. See .

1. Select the cameras you want to add from the list. If you can't find your camera, click **Manual search**.
2. Click **Add**.
3. Select **Quick configuration** or **Site Designer configuration**. Click **Next**. See .
4. Use the default settings and ensure the recording method is **None**. Click **Install**.

### Configure recording method

1. Go to **Configuration > Recording and events > Recording method**.
2. Select a camera.
3. Turn on **Motion detection**, or **Continuous**, or both.
4. Click **Apply**.

### View live video

1. Open a **Live view** tab.
2. Select a camera to view its live video.



See for more information.

### View recordings

1. Open a Recordings tab.
2. Select the camera you want to view recordings from.


See for more information.

### Export recordings

1. Open a Recordings tab.
2. Select the camera you want to export recordings from.
3. Click  to display the selection markers.
4. Drag the markers to include the recordings that you want to export.
5. Click  to open the Export tab.
6. Click Export....

See for more information.

### Play and verify recordings in AXIS File Player

1. Go to the folder with the exported recordings.
2. Double-click AXIS File Player.
3. Click  to show the recording's notes.
4. To verify the digital signature:
  - 4.1. Go to **Tools > Verify digital signature**.
  - 4.2. Select **Validate with password** and enter your password.
  - 4.3. Click **Verify**. The verification result page appears.

#### Note

Digital signature is different from Signed video. Signed video allows you to trace video back to the camera it came from, making it possible to verify that the recording wasn't tampered with. See *Signed video* and the camera's user manual for more information.

### Network configuration

Configure proxy or firewall settings before using AXIS Camera Station Pro if the AXIS Camera Station Pro client, AXIS Camera Station Pro server, and the connected network devices are on different networks.

#### Client proxy settings

If a proxy server is between the client and the server, you must configure the proxy settings in Windows on the client computer. Contact Axis support for more information.

#### Server proxy settings

If the proxy server is between the network device and the server, you must configure the proxy settings in Windows on the server. Contact Axis support for more information.

#### NAT and Firewall

When a NAT, firewall, or similar separates the client and the server, configure the NAT or firewall to ensure that the HTTP port, TCP port, and streaming port specified in AXIS Camera Station Pro Service Control can pass



through the firewall or NAT. Contact the network administrator for instructions on configuring the NAT or firewall.

See *Configure the firewall to allow access to AXIS Secure Remote Access in the AXIS Camera Station Pro Troubleshooting guide* for more information.

### Server port configuration

AXIS Camera Station Pro server uses ports, 29202 (TCP), 29204 (mobile communication), and 29205 (mobile streaming) for communication between the server and the client. You can change the ports in AXIS Camera Station Pro Service Control if required.

#### Note

Change the ports only if you intend to use AXIS Camera Station without Axis Secure Remote Access v2 or any of our other cloud services.

For more information, see .

### Security considerations

To prevent unauthorized access to cameras and recordings, keep the following in mind:

- Use strong passwords for all network devices (cameras, video encoders, and auxiliary devices).
- Install AXIS Camera Station Pro server, cameras, video encoders, and auxiliary devices on a secure network separate from the office network. You can install the AXIS Camera Station Pro client on a computer on another network, for example, a network with internet access.
- Make sure all users have strong passwords. Windows® Active Directory provides a high level of security.

### About AXIS Camera Station Pro

AXIS Camera Station Pro is a complete monitoring and recording system for small and midsize installations.

**AXIS Camera Station Pro server** – handles all communication with cameras, video encoders, and auxiliary devices in the system. The total bandwidth available limits the number of cameras and encoders each server can communicate with.

**AXIS Camera Station Pro client** – provides access to recordings, live video, logs, and configuration. You can install the client on any computer, enabling remote viewing and control from anywhere on the internet or corporate network.

**Web client for AXIS Camera Station** – provides access to AXIS Camera Station Pro recordings and live video in your web browser. Choose to access the system on a private network using the AXIS Camera Station Pro web client or access your system from anywhere with the AXIS Camera Station Cloud web client. For more information, see *Web client for AXIS Camera Station user manual*.

**AXIS mobile viewing app** – provides access to recordings and live video on multiple systems. You can install the app on Android and iOS devices and enable remote viewing from other locations. It uses HTTPS to communicate with the AXIS Camera Station Pro server. Configure the mobile communication and streaming ports as described in the Server settings section in . For more information about how to use the app, see *AXIS Camera Station Mobile App user manual*.

Multiple clients can connect to the same server, and each client can connect to multiple servers.

## Log in to the server

Using the AXIS Camera Station Pro client, you can connect to multiple servers or a single server installed on the local computer or somewhere else on the network. You can connect to AXIS Camera Station Pro servers in different ways:

**Last used servers** – Connect to the servers used in the previous session.

**This computer** – Connect to the server installed on the same computer as the client.

**Remote server** – See .


**Axis Secure Remote Access** – See .

**Axis Secure Remote Access v2** – See .


### Note

When trying to connect to a server for the first time, the client checks the server certificate ID. To ensure that you're connecting to the correct server, manually verify the certificate ID with the one displayed in AXIS Camera Station Pro Service Control. See .

We recommend that you use Kerberos to authenticate AXIS Camera Station Pro client users, see *Authenticate using Kerberos in the AXIS Camera Station Pro System hardening guide* for more information.

Server list	To connect to servers from a server list, select a one from the <b>Server list</b> drop-down menu. Click  to create or edit the server lists. See .
Import server list	To import a server list file exported from AXIS Camera Station Pro, click <b>Import server list</b> and browse to an .msl file. See .
Delete saved passwords	To delete saved usernames and passwords all connected servers, click <b>Delete saved passwords</b> .

## Log in on a remote server

1. Select **Remote server**.
2. Select a server from the **Remote server** drop-down list or enter the IP or DNS address. If the server isn't listed, click  to reload all the available remote servers. If the server is configured to accept clients on a different port than the default port number 29202, enter the IP address followed by the port number, for example, 192.168.0.5:46001.
3. You can:
  - Select **Log in as current user** to log in as the current Windows® user.
  - Clear **Log in as current user** and click **Log in**. Select **Other user** and provide another username and password to log in with a different username and password.

## Sign in to AXIS Secure Remote Access v2

1. Click the **Sign in to AXIS Secure Remote Access v2** link.
2. Enter your My Axis account credentials.
3. Click **Sign in**.
4. Select an organization and click **OK**.
5. Select the server you want to log in to.
6. Log in using your server credentials.

### Note

Your server credentials are different from your My Axis account credentials.

The status bar at the bottom of the AXIS Camera Station Pro client shows the Axis Secure Remote Access v2 usage. **Data used this month** shows the total amount of relayed data used by the organization during the month. The counter resets on the first every month by midnight.

See for information on how to enable Axis Secure Remote Access v2.

### Axis Secure Remote Access v2 on mobile devices

To log in to your server using Axis Secure Remote Access v2 on a mobile device (iOS and Android):

1. Using your mobile device, go to [axis.com/products/axis-camera-station/overview](https://axis.com/products/axis-camera-station/overview) and download the AXIS Camera Station Mobile app.
2. Install and open the mobile app.
3. Sign in to Axis Secure Remote Access v2 with your My Axis account credentials.
4. Select the server you want to log in to.
5. Log in using your server credentials.

### Note

- Your server credentials are different from your My Axis account credentials.
- You need to be invited to join the organization as a user before you can sign in with your My Axis account.

The mobile app shows the total amount of relayed data used by the organization during the month. For more information, read the *AXIS Camera Station Mobile app user manual*.

### Sign in to AXIS Secure Remote Access

#### Important

To improve security and functionality, we're upgrading **Axis Secure Remote Access (v1)** to **Axis Secure Remote Access v2**. We're discontinuing the current version in September 2025, and we strongly recommend that you upgrade to Axis Secure Remote Access v2 before that.

What does this mean for your AXIS Camera Station Pro system?

- After September 2025, you will no longer be able to remotely access your system using **Axis Secure Remote Access (v1)**.
- To use **Axis Secure Remote Access v2**, you must upgrade to AXIS Camera Station Pro version 6.8. This upgrade is currently free for all AXIS Camera Station 5 users until January 14, 2026.

### Note

- When trying to connect to a server using Axis Secure Remote Access, the server can't upgrade the client automatically.
  - If the proxy server is between the network device and the AXIS Camera Station Pro server, you must configure the proxy settings in Windows on the AXIS Camera Station Pro server to access the server using Axis Secure Remote Access.
1. Click the **Sign in to AXIS Secure Remote Access** link.
  2. Enter your My Axis account credentials. See .
  3. Click **Sign in**.
  4. Click **Grant**.














### Client proxy settings

If a proxy server is between the AXIS Camera Station Pro client and the AXIS Camera Station Pro server, you must configure the proxy settings in Windows on the client computer. Contact Axis support for more information.


## AXIS Camera Station Pro client

The Add devices page on the Configuration tab opens when you're using AXIS Camera Station Pro for the first time. See .

### Tabs




 Live view	View live video from connected cameras. See .
 Recordings	Search, play and export recordings. See .
 Smart search 1	Locate important events in recorded video using motion search. See .
 Data search	Search for data from an external source or system and track what happened at the time of each event. See .
 Configuration	Administration and maintenance of connected devices, as well as settings for the client and servers. See .
 Hotkeys	A list of hotkeys for actions. See .
 Logs	Alarm, event, and audit logs. See .
 Access management	Configure and manage the system's cardholders, groups, doors, zones and access rules. See .
 Smart search 2	Use advanced filters to find vehicles and persons based on characteristics. See .
 System health monitoring	Monitor the health data from a single or multiple AXIS Camera Station Pro systems. See .
 Live view alerts	Automatically navigate to the Live view alerts tab of the camera or view when the Live view action is triggered. See .
 Recording alerts	In the Alarms or Logs tab, select one alarm and click  <b>Go to recordings</b> to open the Recording alerts tab. See and .

### Main menu

	Open the main menu.
Servers	Connect to a new AXIS Camera Station Pro server and view the server lists and the connection status for all servers. See .
Actions	Start or stop a recording manually and change the status of I/O ports. See and .
Help	Open help-related options. Go to <b>Help &gt; About</b> to see which AXIS Camera Station Pro client version you're using.

Log out	Disconnect from the server and log off from the AXIS Camera Station Pro client.
Exit	Exit and close the AXIS Camera Station Pro client.

**Title bar**

 or F1	Open the help.
	Enter the full screen mode.
 or ESC	Exit the full screen mode.

**Status bar**

The status bar can include the following:

- A warning icon appears when there is a time mismatch between client and server. Always make sure that the time on the client is synchronized with the time on the server to avoid timeline issues.
- The server connection status shows the number of connected servers. See .
- The license status shows the number of unlicensed devices. See .
- The secure remote access usage shows how much data is left or how much overage has been used this month for the included amount in your service level. See .
- **AXIS Camera Station Pro update available** appears when there is a new version if you're logged in as administrator. See .

**Alarms and Tasks**

The Alarms and Tasks tabs show triggered events and system alarms. See and .

## Live view

The live view shows the views and cameras and live videos from the connected cameras, and it displays all the views and cameras of connected servers grouped by the server name when connecting to multiple AXIS Camera Station Pro servers.

Views provide access to all the cameras and devices added to AXIS Camera Station Pro. A view can consist of one or several cameras, a sequence of items, a map, or a webpage. The live view updates the views automatically when you add or remove devices from the system.

All users can access views. For information about user access rights, see .

For help on how to configure the live view, see .

## Multiple monitors

To open a view on another screen:

1. Open a Live view tab.
2. Select one or more cameras, views, or sequences.
3. Drag and drop them onto the other screen.





To open a view on a monitor connected to an Axis video decoder:

1. Open a Live view tab.
2. Select one or more cameras, views, or sequences.
3. Right-click your cameras, views, or sequences and select **Show on AXIS T8705** or **Show on AXIS D1110**, depending on which video decoder you're using.

### Note

- AXIS T8705 supports Axis cameras only.
- AXIS D1110 supports up to 9 streams in one split view.

## Manage views in live view

	Add a new split view, sequence, camera view, map, webpage, or folder.
	Edit a view or a camera name. For information on how to edit the camera settings, see
	Remove a view. You need permissions to edit the view and all secondary views to remove it. For information on how to remove cameras from AXIS Camera Station Pro, see .
	As an administrator, you can lock the view and prevent operators or views from moving or editing the view.

## Image management in live view

Navigate	To go to the camera view, right-click an image in a split view and select <b>Navigate</b> .
Show on	To open a view on another screen, right-click the image and select <b>Show on</b> .

<p>Take snapshot</p>	<p>To take a snapshot, right-click an image and select <b>Take snapshot</b>. The system saves the snapshot to the snapshot folder specified in <b>Configuration &gt; Client &gt; Settings</b>.</p> <p><b>Note</b> Axis Camera Station Pro typically uses the video stream when you take snapshots meaning that you get a snapshot with the same resolution as the video stream. However, for panoramic and fisheye cameras, which require stitching or dewarping, you take the snapshot on the client side, directly from the screen. This method can result in lower resolution images, especially when taking snapshots in views with multiple cameras, where each image appears smaller on the screen.</p>
<p>Add snapshot to export</p>	<p>To add a snapshot to the export list in the Export tab, right-click an image and select <b>Add snapshot to export</b>.</p>
<p>Stream profile</p>	<p>To set the stream profile, right-click an image and select <b>Stream profile</b>. See .</p>
<p>Zoom</p>	<p>Use the mouse wheel to zoom in and out. Alternatively, press CTRL + (+) to zoom in and CTRL + (-) to zoom out.</p>
<p>Use Mechanical PTZ</p>	<p>Mechanical PTZ is available for PTZ cameras and for cameras where digital PTZ is enabled in the camera's web interface. To use mechanical PTZ, right-click the image and select <b>Use Mechanical PTZ</b>. Use the mouse to zoom, pan and tilt.</p>
<p>Area zoom</p>	<p>To magnify an area in the image, draw a rectangle in the area you want to magnify. To zoom out, use the mouse wheel. To magnify an area near the center of the image, use the right mouse button and drag to draw a rectangle.</p>
<p>Pan and tilt</p>	<p>Click the the image where you want to point the camera. To pan and tilt continuously in the live view image, move the cursor to the center of the image to show the navigation arrow. Then click and hold to pan in the direction of the navigation arrow. To pan and tilt the image at a higher pace, click and hold to make the navigation arrow longer.</p>
<p>Presets</p>	<p>To go to a preset position, right-click the image, select <b>Presets</b>, and select a preset. To create presets, see .</p>
<p>Add preset</p>	<p>To add a preset, drag the image view to the desired position, right-click and select <b>Presets &gt; Add preset</b>.</p>
<p>Set focus</p>	<p>To adjust camera focus, right-click the image and select <b>Set focus</b>. Click <b>AF</b> to focus the camera automatically. To adjust focus manually, select the bars on the <b>Near</b> and <b>Far</b> sides. Use <b>Near</b> to focus on objects close to the camera. Use <b>Far</b> to focus on objects far away.</p>



Focus recall zone	To add or remove focus recall zone, right-click the image, select <b>Focus recall zone</b> .
Autotracking on/off	To turn on or turn off autotracking for an Axis PTZ camera with AXIS PTZ Autotracking configured, right-click the image, select <b>Autotracking on/off</b> .



*Add digital presets*



*PTZ control*

**Note**

As an administrators you can turn off mechanical PTZ for users. See .

**Recording and instant replay in live view**

	To go to the Recordings tab, select a camera or a split view, and click  .
	Indicates an ongoing recording in the live view.
	Indicates that motion is detected.
	To play an ongoing recording, hover the cursor over the image and click <b>Instant replay</b> . The Recordings tab opens and plays the last 5 seconds of the recording.
REC	To record manually from the live view, hover the cursor over the image and click <b>REC</b> . The button turns yellow to indicate that the recording is ongoing. To stop recording, click <b>REC</b> again.

To configure manual recording settings such as resolution, compression and frame rate, See . For more information about recording and playback, see .









**Note**

Administrators can turn off manual recording feature for users. See .

## Audio in live view

Audio is available if the camera has audio capabilities and you have turned on audio in the profile used for the live view.

Go to **Configuration > Devices > Stream profiles** and configure audio for the camera. See .

 <b>Volume</b>	To change the volume in a view, hover the image, then hover the speaker button and then use the slider to change the volume. To mute or unmute audio, click  .
 <b>Listen to this view only</b>	To mute other views and listen to this view only, hover the image and click  .
 <b>Speak through the speaker</b>	To speak through the configured speaker in full-duplex mode, hover the image and click  .
 <b>Push-to-talk</b>	To speak through the configured speaker in simplex and half-duplex modes, hover the image and click and hold  . To show the <b>Push-to-talk</b> button for all duplex modes, turn on <b>Use push-to-talk for all duplex modes</b> under <b>Configuration &gt; Client &gt; Streaming &gt; Audio</b> . See .



**Note**

As an administrator you can turn off audio for users. See .

## Onscreen control in live view

**Note**

Onscreen control requires firmware 7.40 or later.

	To access the available camera features in the live view, click  .
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## Split view

A split view shows multiple views in the same window. You can use camera views, sequences, webpages, maps and other split views in the split view.

**Note**

When connecting to multiple AXIS Camera Station Pro servers, you can add any view, camera or device from other servers to your split view.

To add a split view:

1. In the Live view tab, click .
2. Select **New Split View**.
3. Enter a name for the split view.
4. Select a template you want to use from the **Template** drop-down menu.
5. Drag and drop one or multiple views or cameras to the grid.
6. Click **Save view** to save the split view on the current server.

Set hotspot	To define a hotspot frame, right-click it and select <b>Set hotspot</b> . When you click another frame it opens in the hotspot. Hotspots are handy for asymmetric split views with one large and several small frames. The largest frame is typically the hotspot.
Stream profile	To set the stream profile for the camera, right-click a camera in the grid view and select <b>Stream profile</b> , See .





*Add a split view*

### Door dashboard in split view

If you have configured a door, you can assist cardholders and monitor the door status and recent transactions in a split view.

1. Add a door. See .
2. Add the door dashboard to a split view, see .

Dashboard	To view door details, door status and lock status, open the <b>Dashboard</b> tab.  The dashboard displays the following information: <ul style="list-style-type: none"> <li>• Access control events with cardholder details, including photo, for example, when a cardholder swipes a card.</li> <li>• Alarms with alarm trigger information, for example, when a door is open too long.</li> <li>• The latest transaction.</li> </ul>
	To bookmark an event and make it available on the Transactions tab, click  .
Access	To manually grant access, click <b>Access</b> . This unlocks the door in the same way it would if someone presented their credentials, which normally means it automatically locks after a set time.
Lock	To manually lock the door, click <b>Lock</b> .
Unlock	To manually unlock the door, click <b>Unlock</b> . The door stays unlocked until you manually lock it again.
Lockdown	To prevent access to the door, click <b>Lockdown</b> .
Transactions	To view recent transactions and saved transactions, open the <b>Transactions</b> tab.



*Monitor and assist in door dashboard*

### AXIS Data Insights Dashboard in a split view

The AXIS Data Insights Dashboard presents the analytics data from your devices in graphs and charts. To add a dashboard to a split view:

1. Configure a dashboard. See .
2. On the Live view tab, click **+** .
3. Select **New Split View**.
4. Expand the **Dashboards** folder.
5. Drag and drop a dashboard to the grid.
6. Click **Save view**.

Dashboards	
Audio analytics	Displays data from AXIS Audio Analytics events.
Crossline counting	Displays counting data from AXIS Object Analytics crossline counting scenario.
Generic	Displays data from all supported data sources including AXIS Guard Suite events and applications.
Image health	Displays data from AXIS Image Health Analytics events.
Occupancy in area	Displays occupancy data from AXIS Object Analytics occupancy in area scenario.

### Sequence

A sequence switches between views.

**Note**

When connecting to multiple AXIS Camera Station Pro servers, you can add any view, camera or device from other servers to your sequence.

To add a sequence:

1. In the Live view tab, click **+** .
2. Select **New sequence**.
3. Enter a name for the sequence.
4. Drag and drop one or multiple views or cameras to the sequence view.
5. Arrange the views in the order you want the sequence.
6. Optionally, set individual dwell times for each view.
7. For cameras with PTZ capabilities, select a PTZ preset from the **PTZ preset** drop-down list. See .

- Click **Save view** to save the sequence on the current server.

Dwell time	Dwell time is the number of seconds to show a view, before switching to the next. You can set this individually for each view.
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*Add a sequence*

## Camera view

A camera view displays live video from one camera. You can use camera views in split views, sequences, and maps.

### Note

When connecting to multiple AXIS Camera Station Pro servers, the list shows all cameras from all connected servers.

To add a camera view:

- In the Live view or Recordings tab, click **+**.
- Select **New Camera View**.
- Select the camera from the drop-down menu, and click **OK**.

## Map

A map is an imported image where you can place camera views, split views, sequences, webpages, other maps, and doors. The map gives a visual overview and a way to locate and access individual devices. You can create several maps and arrange them on an overview map for large installations.

Any action buttons are also available in the map view. See .

### Note

When connecting to multiple AXIS Camera Station Pro servers, you can add any view, camera or device from other servers to your map view.





To add a map:

- In the Live view tab, click **+**.
- Select **New map**.
- Enter a name for the map.
- Click **Choose image** and find your map file. The maximum size of the file is 20 MB, and BMP, JPG, PNG, GIF are supported.
- Drag the views, cameras, other devices, and doors onto the map.
- Click an icon on the map to edit the settings.
- Click **Add label**, enter a label name, and set the size, rotation, style, and color of the label.

### Note

You can edit some settings for multiple icons and labels at the same time.

8. Click **Save view** to save the map on the current server.

	The physical state of the door when the door is configured with a door monitor.
	The physical state of the lock when the door is configured without a door monitor.
Icon	Select the icon you want to use. This option is only available for cameras and other devices.
Size	Adjust the slider to change the size of the icon.
Color	Click  to change the color of the icon.
Name	Turn on this option to display the icon name. Select <b>Bottom</b> or <b>Top</b> to change the position of the icon name.
Coverage area	This option is only available for cameras and other devices. Turn on this option to show the coverage area of the device on the map. You can edit the <b>Range, Width, Direction</b> , and color of the coverage area. Turn on <b>Flash</b> if you want the coverage area to flash when the camera is recording triggered by motion detection or other action rules. On the client settings page, you can turn off flashing coverage areas globally for all devices, see .
Remove	Click  to remove the icon from the map.



*Add a map*



*Trigger audio from a map*

## Webpage

A webpage view shows a page from the Internet. You can add a webpage to, for example, a split view or a sequence.

To add a webpage:

1. In the Live view tab, click  .

2. Select **New webpage**.
3. Enter a name for the webpage.
4. Enter the webpage's full URL.
5. Click **OK**.



## Folders

Use folders to categorize items in a tree view navigation. Folders can contain split views, sequences, camera views, maps, webpages, and other folders.

To add a folder:

1. In the Live view or Recordings tab, click **+**.
2. Select **New Folder**.
3. Enter a name for the folder, and click **OK**.

## Recordings

From the Recordings tab you can handle recording searches, playback, and export. The tab consists of a view of the recording and two panels where you can find views, images, playback tools, and cameras of the connected servers grouped by the server name, see .

From the main view of the recording, you can manage the image in the same way as you can in the live view. For more information, go to .

To change recording method and recording settings such as resolution, compression and frame rate, see .

### Note

You can't manually delete recordings from AXIS Camera Station Pro. You must change the retention time under **Configuration > Storage > Selection** to delete the old recordings.

## Playback recordings






Recordings from multiple cameras can play at the same time when you put the playback marker over multiple recordings in the timeline.

You can display live and recorded video at the same time when you use multiple monitors.





### Playback timeline

Use the timeline to navigate in the playback and find when a recording occurred. A red line in the timeline symbolizes a motion detection recording. A blue line in the timeline symbolizes a recording triggered by an action rule. Hover over a recording in the timeline to show the recording type and time. To get a better view and find recordings, you can zoom in, zoom out, and drag the timeline. The playback pauses temporarily when you drag the timeline and resumes when you release. In a recording, move the timeline (scrubbing) to get an overview of the content and find specific occurrences.





### Find recordings

	Click to select a date and time in the timeline.
	Use the filter to configure what type of recordings to show in the timeline.
	Use to find saved bookmarks, see .
	Click to open a list of recordings and bookmarks created with the Axis body worn camera. Here you can search for date and time, recording activation method, and any categories and notes that the camera user added in AXIS Body Worn Assistant.
 Smart search 1	Use Smart search to search for recordings, see .

### Playback recordings

	Play the recording.
	Pause the recording.
	Jump to the start of the ongoing or previous recording or event. Right-click to go to recordings, events, or both.
	Jump to the start of the next recording or event. Right-click to go to recordings, events, or both.








	Go to the previous frame in a recording. Pause the recording to use this feature. Right-click to set how many frames to skip (up to 20 frames).
	Go to the next frame in a recording. Pause the recording to use this feature. Right-click to set how many frames to skip (up to 20 frames).
	Change the playback speed using the multipliers in the drop-down menu.
	Mute audio. Only recordings with audio have this feature.
Audio slider	Slide to change the audio volume. Only recordings with audio have this feature.
Show all body worn metadata	Show the metadata for a body worn system and display notes and categories from AXIS Body Worn Assistant.
Pan, tilt and zoom	Click the image and scroll up or down to zoom in and out of the image and move the view to see other parts of the image. To zoom in on an area, place the cursor in the desired area and scroll to zoom.


## Bookmarks

### Note

- You can't delete a locked recording unless you manually unlock it.
- The system deletes locked recordings when you remove the camera from AXIS Camera Station Pro.

	Click to show all the bookmarks. To filter the bookmarks, click the icon.
	Add a new bookmark.
	Means that it's a locked recording. The recording includes at least 2.5 minutes of video before and after the bookmark.
	Edit the bookmark name, description, and unlock or lock the recording.
	Remove a bookmark. To remove multiple bookmarks, select multiple bookmarks and hold down CTRL or SHIFT to remove multiple bookmarks.
Prevent recording deletion	Select or clear to lock or unlock the recording.

## Add bookmarks

1. Go to the recording.
2. In the timeline of the camera, zoom in and out and move the timeline to put the marker at your desired position.
3. Click  .
4. Enter the bookmark name and description. Use keywords in the description to make the bookmark easy to find and recognize.

5. Select **Prevent recording deletion** to lock the recording.

### Note

It's not possible to delete a locked recording. To unlock the recording, clear the option or delete the bookmark.

6. Click **OK** to save the bookmark.

## Event categories

Assign categories to recordings to make it easier to find specific types of events, such as assault or traffic stop:

1. On the recording tab, locate the recording you want to assign an event category to.
2. Right-click the recording in the timeline and select **Categorize event**.
3. Add one or multiple categories.
4. Click **OK**.

When you categorize an event, it turns orange in the timeline, and the selected categories appear on the recording preview thumbnail.

See for more information.

## Export recordings



From the **Export** tab, you can export recordings to a local storage or network location. Here, you can also find information and a preview of the recording. It's possible to export multiple files at the same time, and you can select to export it to .asf, .mp4, and .mkv. To play your recordings, use Windows Media Player (.asf) or AXIS File Player (.asf, .mp4, .mkv). AXIS File Player is a free video and audio playback software that doesn't require installation.

### Note

In AXIS File Player, you can change the playback speed of recordings in the .mp4 and .mkv formats, but not in the .asf format.

Before you start, make sure you have permission to export. See .

### Export recordings

1. In the **Recordings** tab, select a camera or a view.
2. Add the recordings to the export list. Recordings in the timeline that aren't included in the export get a striped color.
  - 2.1. Click  to show the selection markers.
  - 2.2. Move the markers to include the recordings that you want to export.
  - 2.3. Click  to open the **Export** tab.
3. Click **Export....**
4. Select a folder to export the recordings to.
5. Click **OK**. The export recordings task appears in the **Tasks** tab.

The export folder includes:

- The recordings in the selected format.
- A .txt file with notes if you select **Include notes**.
- AXIS File Player if you select **Include AXIS File Player**.
- An .asx file with a playlist if you select **Create playlist(.asx)**.



*Export recordings*


Recordings tab	
	To select multiple recordings, click  and move the selection markers to the desired start and stop.
	To export recordings within the section markers, click  .
Add recordings	To export a single recording, right-click a recording and select <b>Export &gt; Add recordings</b> .
Add event recordings	To add all recordings that occurred within the time of an event, right-click a recording and select <b>Export &gt; Add event recordings</b> .
Remove recordings	To remove a recording from the export list, right-click a recording and select <b>Export &gt; Remove recordings</b> .
Remove recordings	To remove multiple recordings within the selection markers from the export list, right-click outside of a recording and select <b>Export &gt; Remove recordings</b> .

Export tab	
Audio	To exclude audio in the exported recording, deselect the checkbox in the <b>Audio</b> column. To always include audio in exported recordings, go to <b>Configuration &gt; Server &gt; Settings &gt; Export</b> and select <b>Include audio when adding recordings to export</b> .
	To edit the recording, select a recording and click  . See .
	To edit the notes for the recording, select a recording and click  .
	To remove the recording from the export list, select a recording and click  .
Switch to export	To change to the <b>Export</b> tab if the <b>Incident report</b> tab is open, click <b>Switch to export</b> .
Preferred stream profile	Select the stream profile in the <b>Preferred stream profile</b> field.
Preview	To preview a recording, click the recording in the exported list to play it. You can only preview multiple recordings if they are from one camera.

<b>Export tab</b>	
<b>Save</b>	If you want to save the export list to a file, click <b>Save</b> .
<b>Load</b>	If you want to include a previously saved export list, click <b>Load</b> .
<b>Include notes</b>	To include notes of the recordings, select <b>Include notes</b> . The notes are available both as a .txt file in the exported folder and as a bookmark in the recording in AXIS File Player.
<b>Adjust start and end time</b>	To adjust the recording start and end time, go to the timeline in the preview and adjust the start and end times. The timeline shows up to thirty minutes of recording before and after the selected recording.
<b>Add snapshot</b>	To add snapshots, drag the timeline in the preview to a specific location. Right-click the preview and select <b>Add snapshot</b> .

<b>Advanced settings</b>	
<b>Include AXIS File Player</b>	To include AXIS File Player with the exported recordings, select <b>Include AXIS File Player</b> .
<b>Create playlist(.asx)</b>	To create a playlist in .asx format used by Windows Media Player, select <b>Create playlist(.asx)</b> . The recordings will play in the order in which they were recorded.
<b>Add digital signature</b>	To prevent image tampering, select <b>Add digital signature</b> . This option is only available for recordings in the .asf format. See .
<b>Export to Zip file</b>	To export to a Zip file, select <b>Export to Zip file</b> and choose to enter a password for the exported Zip file.
<b>Export format</b>	From the <b>Export format</b> drop-down menu, select a format to export the recordings to. Exported recordings doesn't include audio in G.711 or G.726 format if you select MP4.
<b>Edited video encoding</b>	For edited videos, you can set the video encoding format to <i>Automatic</i> , <i>H.264</i> , or <i>M-JPEG</i> under <b>Edited video encoding</b> . Choose <i>Automatic</i> to use M-JPEG for M-JPEG format and H.264 for other formats.


### User permission for exporting

To export recordings or generate incident reports you need to have permission. You can have permission for one or both. When you click  in the **Recordings** tab, the connected export tab opens.

To configure the permissions, go to .

## Edit recordings (redaction) before exporting

### Blur a moving object

1. In the **Export** tab or **Incident report** tab, select a recording and click .
2. Move the timeline to the first occurrence of the moving object you want to cover.
3. Click **Bounding boxes > Add** to add a new bounding box.
4. Go to **Bounding box options > Size** to adjust the size.
5. Move the bounding box and put it over the object.
6. Go to **Bounding box options > Fill** set it to **Pixelated** or **Black**.
7. When the recording plays, right-click the object and select **Add key frame**.
8. To add continuous key frames, move the bounding box to cover the object while the recording plays.
9. Move the timeline and make sure that the bounding box covers the object throughout the recording.
10. To set an end, right-click the diamond shape in the last key frame, and select **Set end**. This removes the key frames after the end point.

#### Note

You can add multiple bounding boxes in the video. If the bounding boxes overlap, the overlapped part fills in the order of **Black**, **Pixelated**, and **Clear**.

Remove all	To remove all bounding boxes, click <b>Bounding boxes &gt; Remove all</b> .
Remove key frame	To remove a key frame, right-click the key frame and select <b>Remove key frame</b> .


### Show a moving object with blurred background

1. Create a bounding box, see .
2. Go to **Bounding box options > Fill** and set it to **Clear**.
3. Go to **Video background** and set it to **Pixelated** or **Black**.

Pixelate all but this	Select multiple bounding boxes in the list, right-click and select <b>Pixelate all but this</b> . The selected bounding boxes turns <b>Clear</b> and the not selected turns <b>Pixelated</b> .
-----------------------	--

### Generate bounding boxes

To generate bounding boxes from the analytic data, turn on the camera's analytic data. See .

1. In the **Export** tab or **Incident report** tab, click .
2. Click **Generate bounding boxes**.
3. Make sure that the bounding boxes cover the moving object, adjust if necessary.
4. Select a fill for the bounding boxes or video background.

### Improve video editing with AXIS Video Content Stream


To improve video editing, install the application **AXIS Video Content Stream 1.0** on cameras with firmware 5.50 to 9.60. **AXIS Camera Station Pro** starts the installation automatically when you add a camera to the system. See .



*Edit recordings before export*

## Play and verify exported recordings

To prevent image tampering, you can add a digital signature to the exported recordings with or without password. Use AXIS File Player to verify the digital signature and to check for changes of the recording.

1. Go to the folder with the exported recordings. If the exported Zip file is password protected, input your password to open the folder.
2. Open AXIS File Player, the exported recordings automatically plays.
3. In AXIS File Player, click  to show the notes in the recordings.
4. In AXIS File Player, verify the digital signature for recordings with **Add digital signature**.
  - 4.1. Go to **Tools > Verify digital signature**.
  - 4.2. Select **Validate with password** and enter your password if it's password protected.
  - 4.3. To see the verification results, click **Verify**.

## Export incident reports

From the Incident report tab, you can export incident reports to a local storage or network location. Here, you can include recordings, snapshots, and notes in your incident reports.

Before you start, make sure you have permission to export. See .



*Incident reporting*







### Generate incident reports

1. In the **Recordings** tab, select a camera or a view.
2. Add the recordings to the export list. See .
3. Click **Switch to incident report** to go to the incident report tab.
4. Click **Create report**.
5. Select a folder to save the incident report to.
6. Click **OK**. The export incident report task appears in the **Tasks** tab.

The export folder includes:

- AXIS File Player.
- The recordings in the selected format.
- A .txt file if you select **Include notes**.

- The incident report.
- The playlist if you export multiple recordings.

Audio	To exclude audio in the exported recording, deselect the checkbox in the <b>Audio</b> column. To always include audio in exported recordings, go to <b>Configuration &gt; Server &gt; Settings &gt; Export</b> and select <b>Include audio</b> when adding recordings to export.
	To edit the recording, select a recording and click  . See .
	To edit the notes for the recording, select a recording and click  .
	To remove the recording from the export list, select a recording and click  .
Switch to incident report	To change to the <b>Incident report</b> tab if the <b>Export</b> tab is open, click <b>Switch to incident report</b> .
Preferred stream profile	Select the stream profile in the <b>Preferred stream profile</b> drop-down.
Preview	To preview a recording, click the recording in the exported list and it starts to play. You can only preview multiple recordings if they are from one camera.
Save	If you want to save the incident report to a file, click <b>Save</b> .
Load	If you want to include a previously saved incident report, click <b>Load</b> .
Description	The <b>Description</b> field automatically fills with predefined data from the Description template. You can also add additional information you want to include in the incident report.
Category	Select a category that the report belongs to.
Reference ID	A <b>Reference ID</b> is automatically generated, and you can manually change it if necessary. The reference id is unique and identifies the incident report.
Include notes	To include notes of the recordings and snapshots, select <b>Include notes</b> . The notes are available both as a .txt file in the exported folder and as a bookmark in the recording in AXIS File Player.
Edited video encoding	For edited videos, you can set the video encoding format to <b>Automatic</b> , <b>H.264</b> , or <b>M-JPEG</b> under <b>Edited video encoding</b> . Choose <b>Automatic</b> to use M-JPEG for M-JPEG format and H.264 for other formats.


Adjust start and end time	To adjust the recording start and end time, go to the timeline in the preview and adjust the start and end times. The timeline shows up to thirty minutes of recording before and after the selected recording.
Add snapshot	To add snapshots, move the timeline in the preview to a specific location. Right-click the preview and select <b>Add snapshot</b> .

## Record manually

### Note

When you connect to multiple AXIS Camera Station Pro servers, you can manually start and stop a recording on any connected server. To do this, select the server from the **Selected server** drop-down list.

To manually start and stop a recording from the main menu:

1. Go to  > **Actions** > **Record manually**.
2. Select one or more cameras.
3. Click **Start** to start the recording.
4. Click **Stop** to stop the recording.

To start and stop a manual recording from the **Live view** tab:

1. Go to **Live view**.
2. Move the mouse pointer to the camera's live view frame.
3. Click **REC** to start the recording. A red indicator appears in the view frame while recording.
4. Click **REC** to stop the recording.



## Smart search 1

Use smart search 1 to find the parts of a recording that have movement in a defined image area.

To increase search speed, select **Include analytics data** in stream profiles. See .

To use smart search 1:

1. Click **+** and open a **Smart search 1** tab.
2. Select the camera you want to search.
3. Adjust the area of interest. You can add up to 20 points to the shape. To remove a point, right-click it.
4. Use the **Short-lived objects filter** and **Small objects filter** to filter out any unwanted results.
5. Select the start and end time, and date for the search. Use the SHIFT key to select a range of dates.
6. Click **Search**.

The search results appear on the **Results** tab. Here you can right-click one or many results to export the recordings.

Short-lived objects filter	The minimum time that an object must be in the area of interest to be included in the search results.
Small objects filter	The minimum size that an object must have to be included in the search results.



*Smart search 1*

## Smart search 2

Use Smart search 2 to find moving persons and vehicles in the recordings.

When you turn on Smart search 2 for an Axis camera, AXIS Camera Station Pro starts recording metadata from that camera. Smart Search 2 uses the metadata to classify objects in the scene and lets you use filters to find things of interest.

### Note

Smart search 2 requires the following:

- Streaming analytics metadata over RTSP.
- AXIS Video Content Stream on cameras with AXIS OS earlier than 9.60. See .
- Time synchronization between the AXIS Camera Station Pro server and cameras.

### Note

General recommendations:

- We recommend using continuous recording. Using motion detection can result in detections without video.
- We recommend using the H.264 format if you want to preview recordings in the search result.
- Make sure that the lighting conditions are within the camera specification for optimal color classification. Use additional lighting if needed.

## Workflow

- 1.
2. Configure time synchronization between the AXIS Camera Station Pro server and cameras. See .
3. Create a filter or load an existing filter. See .
4. Manage search results. See .






## Search












To create a filter:

1. Go to **Configuration > Smart search 2 > Settings** and select the cameras you want to use in Smart search 2.
2. Click **+** and open the **Smart search 2** tab.
3. Define your search criteria.
4. Click **Search**.

If the search takes longer than expected, try one or more of the following methods to speed it up:

- Turn on background processing for important or frequently used cameras.
- Apply incoming filters to cameras to reduce irrelevant detections.
- Shorten the search time period.
- Reduce the numbers of cameras in the search.
- Define area, object direction, size and duration to narrow down the amount of data.

	<p>For cameras with background server classification,  appears in the image, indicating the classification status in the last hour, when Smart search 2 has classified less than 95% detections.</p>
	<p>For cameras with background server classification,  appears in the image, indicating the classification status in the last hour, when Smart search 2 has classified less than 50% detections.</p>
<p>Cameras</p>	<p>To limit the search by camera, click <b>Cameras</b> and select the cameras you want to include in the search.</p>
<p>Search interval</p>	<p>To limit the search by time, click <b>Search interval</b> and select a time range, or create a custom interval.</p>
<p>Person</p>	<p>To detect persons, click <b>Object characteristics &gt; Pre-classified</b>, select <b>Person</b> and the clothing colors. You can select multiple colors.</p>
<p>Vehicle</p>	<p>To detect vehicles, click <b>Object characteristics &gt; Pre-classified</b> and select the vehicle types and colors. You can select multiple vehicle types and vehicle colors.</p>
<p>Visual similarity</p>	<p>You can use a search result with a person in the image to search for visually similar persons. Open the context menu  in a search result item and select <b>Use as visual similarity reference</b>. Then click <b>Search</b>.</p> <p><b>Note</b></p> <p>Similarity search creates abstract representations from cropped low-resolution images of people and compares them to other representations. When two representations are similar, you get a hit on your search. Similarity search doesn't use biometric data to identify a person but can, for example, recognize someone's general shape and color of clothing at a given moment.</p>
<p>Free text search</p>	<p>Free text search allows you to describe what you're looking for in the recordings using natural language (English only). See .</p>
<p>Area</p>	<p>To filter by area, click <b>Area</b>, select a camera, and turn on <b>Filter by area on this camera</b>. Adjust the area of interest in the image and add or remove points of you need to.</p>
<p>Line crossing</p>	<p>To filter by line crossing, click <b>Line crossing</b>, select a camera and turn on <b>Filter by line crossing on this camera</b>. Adjust the line in the image and add or remove points of you need to.</p>
<p>Size and duration</p>	<p>To filter by size and duration, click <b>Size and duration</b>, select the camera and turn on <b>Filter by size and duration on this camera</b>. Adjust the minimum width and height as a percentage of the total image. Adjust the minimum duration in seconds.</p>

<p>Speed</p>	<p>To filter by speed, click <b>Speed</b>, select the camera and turn on <b>Filter by speed on this camera</b>. Specify the speed range that you want to include in the filter.</p> <p><b>Note</b> The speed filter is available for products like radars and fusion cameras that can detect speed.</p>
<p>Unknown object detections</p>	<p>To include the detections that Smart search 2 classifies as unknown, select <b>Object characteristics</b> and then <b>Unknown object detections</b>.</p>
<p></p>	<p>For devices with deep learning capability, you can set the server classification strategy to decide how to use the classification on device and classification on server. To select server classification strategy, click . Server classification gives you more detailed search results, including detections the device didn't classify. Not using server classification gives you faster search results.</p>
<p></p>	<p>To save a filter, click , type a filter name and click <b>Save</b>.</p> <p>Select <b>Share with other users</b> to share the filter with other users.</p> <p>To replace an existing filter, click , select an existing filter and click <b>Replace</b>.</p>
<p></p>	<p>To load a recent search, click  &gt; <b>Recent searches</b> and select a search.</p> <p>To load a saved filter, click  &gt; <b>Saved filters</b> and select a filter.</p> <p>To load a filter shared by another user, click  &gt; <b>Shared filters</b> and select a filter.</p>
<p></p>	<p>To reset a filter, click  and click <b>Reset</b>.</p>

### Free text search

Free text search allows you to describe what you're looking for in the recordings using your natural language.

**Note**

- Free text search requires a minimum of 16 GB RAM.
- Free text search requires an internet connection.
  - Free text search uses the internet connection to download the AI model from axis.com when you set it up for the first time and when we upgrade the model.
  - Free text search connects once a week to Axis cloud services to check if the AI models require any updates to comply with future regulations or requirements. If the connection fails, you won't be able to use free text search until your system reconnects.
  - Free text search performs all processing locally on your server and **does not** use the internet connection to send any video, images, or prompt texts.

To turn on free text search:

1. Open a Configuration tab.
2. Go to Smart search 2 > Settings.
3. Under Free text search, select Use free text search. The system downloads the required files from axis.com.

To free text search:

1. Open a Smart search 2 tab.
2. Click Object characteristics.
3. Click Free text.
4. Click Show to read information about the intended use, limitations, and responsible use.
5. Enter what to include and exclude in your search.
6. Click Search.

### Prompting guidelines

We recommend using the following structure for your prompts:

{person, vehicle or other object} + {specific action or attributes of the person, vehicle, or object}

Describe the object well with a few key descriptors. For example:

Prompt	Comment
A lady in a red sweater and black hat	About right
Lady in red	A little too vague
A lady approximately 156 cm tall, with a maroon cardigan with yellow accents and a late 80's inspired black sun hat with a tan trim	Far too much detail

Describe the situation as if you were talking to a person, someone who was not a surveillance expert. For example:

Prompt	Comment
A yellow pickup truck parked by a tree	About right
An unmanned vehicle, license plate: CHY67F, class: pickup, color: yellow, position: Adjacent to mighty poplar tree.	Too much like a police report

Good descriptors that free text search has a good chance of understanding:

Descriptor	Example
Object class	Person, Car, Bicycle, Animal
Color	Yellow
Weather	Sunny
Well known brands (car brands, logos)	UPS truck






Bad descriptors:

Descriptor	Example
Text	A shop sign which says "No admittance to dancing bears"
Emotional cues	An angry looking man
Counting	14 people milling around a town square
Regional slang	A red hoover

**Note**

- Free text search supports only English.
- Free text search understands still images. It can be challenging to get good results using free text search for actions like falling, running, or stealing because they require more context.
- Free text search uses cropped images, meaning that it might not include the surrounding environment. You might get less accurate results when using scene descriptors like city, urban, park, garden, lake, and beach.

**Smart search results**

	To group detections that are likely to belong to the same event, you can group them in time intervals. Select an interval from the  drop-down menu.
Latest first 	Smart search 2 shows the search results in descending order with the latest detections first. Click  <b>Oldest first</b> to show the oldest detections first.
Confidence level	To further filter the search results, click <b>Confidence level</b> and set the confidence level. High confidence ignores uncertain classifications.
Columns 	To adjust the size of the thumbnails in the search result, click <b>Columns</b> and change the number of columns.
Detection view	To show a cropped view of the detected object as thumbnail, select <b>Detection view</b> .
Detection report	To generate a detection report, expand the classification details and scroll down to the bottom. Click <b>Detection report</b> and choose a location to save the report. The detection report includes the recording, snapshots, and tracking details.

**Limitations**

- Smart search 2 supports only the primary (non-cropped) view area.
- Smart search 2 supports only non-cropped capture modes.
- Using Smart search 2 with mirrored and rotated camera streams for devices with ARTPEC-7 or higher and firmware version lower than 10.6 can cause some problems.
- High or very variable network latency can cause time synchronization issues and affect the classification of detections based on analytics metadata.

- Classification of object types and detection accuracy are negatively affected by low image quality due to high compression levels, weather conditions such as heavy rain or snow, and cameras with low resolution, heavy distortion, large field of view, or excessive vibrations.
- Smart search 2 may not detect small and distant objects.
- Color classification doesn't work in darkness or with IR illumination.
- Body worn cameras are not supported.
- Radar can only detect person and other vehicle. It's not possible to enable background server classification for radar.
- Object classification has unknown behavior for thermal cameras.
- Smart search 2 doesn't detect moving objects when a PTZ preset position changes and for a short recalibration period after the position change.
- Line crossing and area filters don't follow PTZ position changes.




## Data search

Data search lets you find data from an external source. A source is a system or device that generates data that you can use to find out more about what happened in an event. See for more information. Here are a few examples:


- An event generated by an access control system.
- A license plate captured by AXIS License Plate Verifier.
- A speed captured by AXIS Speed Monitor.

To change the time AXIS Camera Station Pro keeps external data, go to **Configuration > Server > Settings > External data**.

To search data:

1. Click  and select **Data search**.
2. Select a search interval .
3. Select a data source type from the drop-down list.
4. Click Search options  and apply any additional filters. The filters can vary depending on the data source type.
5. Enter any keywords in the search field. See .
6. Click **Search**.

Data search bookmarks the data generated from the source if you've configured it with a view. Click the data in the list to go to the recording associated with the event.

Time interval 	
Live	To search real-time data, select <b>Live</b> as the time interval. Data search can display a maximum of 3000 live data events. Live mode doesn't support search operators.

You can filter the search result on different types of sources:

Data source type	
All data	This option includes data from both component and external sources.
Access control	Access control is an example of a component that produces data. Use this option if you want to include data only from this specific component. Access control lets you filter on doors and zones, cardholders, and event types.
Third party	Use this option if you want to include data from third party sources other than the configured components.

Depending on the data source you can get different items in your search result. Here are a few examples:

Search results	
Server	The server that the event data are sent to. Only available when connecting to multiple servers.



Location	The name of the door and the name of the door controller with IP address.
Enter speed	The speed (kilometers per hour or miles per hour) when the object enters the Radar Motion Detection (RMD) zone.
Classification	The object classification. For example: Vehicle.

To export the search results to a PDF or text file, click **Download search result**. You can rearrange the columns and adjust the column widths in the search result to improve the table layout in the PDF output. The PDF includes up to 10 columns.

### Optimize your search

You can use the following search operators for more precise results:

Use quotation marks " " for exact matches with keywords	<ul style="list-style-type: none"> <li>• A search for "door 1" returns results containing "door 1".</li> <li>• A search for door 1 returns results containing both "door" and "1".</li> </ul>
Use AND to find matches containing all keywords.	<ul style="list-style-type: none"> <li>• A search for door AND 1 returns results containing both "door" and "1".</li> <li>• A search for "door 1" AND "door forced open" returns results containing both "door 1" and "door forced open".</li> </ul>
Use OR or   to find matches containing any keyword.	<ul style="list-style-type: none"> <li>• A search for "door 1" OR "door 2" returns results containing "door 1" or "door 2".</li> <li>• A search for door 1 OR door 2 returns results containing "door" or "1" or "2".</li> </ul>
Use parentheses ( ) together with AND or OR.	<ul style="list-style-type: none"> <li>• A search for (door 1 OR door 2) AND "Door forced open" returns results containing one of the following: <ul style="list-style-type: none"> <li>– "door 1" and "Door forced open"</li> <li>– "door 2" and "Door forced open"</li> </ul> </li> <li>• A search for door 1 AND (door (forced open OR open too long) ) returns results containing one of the following: <ul style="list-style-type: none"> <li>– "door 1" and "door forced open"</li> <li>– "door 1" and "door open too long"</li> </ul> </li> </ul>
Use >, >=, <, or <= to filter numbers in a specific column.	<ul style="list-style-type: none"> <li>• A search for [Max speed] &gt; 28 returns results containing a number greater than 28 in the Max speed column.</li> <li>• A search for [Average speed] &lt;= 28 returns results containing a number less than or equal to 28 in the Average speed column.</li> </ul>

Use CONTAINS to search for text in specific column.	<ul style="list-style-type: none"><li>• A search for [Cardholder] CONTAINS Oscar returns data where 'Oscar' is in the Cardholder column.</li><li>• A search for [Door] CONTAINS "door 1" returns data where 'door 1' is in the Door column.</li></ul>
Use = for exact matches in a specific column	A search for [CardholderId] = ABC123 returns results matches for "ABC123" in the "Cardholder" column only

## Configuration

On the Configuration tab, you can manage and maintain connected devices, as well as settings for the client and servers. Click **+** and select **Configuration** to open the Configuration tab.

### Configure devices

In AXIS Camera Station Pro, a device refers to a network product with an IP address. A camera refers to a video source, such as a network camera or a video port (with a connected analog camera) on a multi-port video encoder. For example, a 4-port video encoder is one device with four cameras.

#### Note

- AXIS Camera Station Pro only supports devices with IPv4 addresses.
- Some video encoders have one IP address for each video port. In this case, AXIS Camera Station Pro treats each video port as one device with one camera.

In AXIS Camera Station Pro, a device can be:

- a network camera
- a video encoder with one or more video ports
- an auxiliary non-camera device, for example an I/O audio device, a network speaker or a door controller
- an intercom

You can perform the following actions for devices:

- Add cameras and devices without video capabilities. See .
- Edit preferences of connected cameras. See .
- Edit preferences of non-camera devices. See .
- Edit stream profiles in regard to resolution, format and more. See .
- Adjust image settings in real time. See .
- Add or remove PTZ presets. See .
- Manage and maintain connected devices. See .
- Manage external data sources. See .

### Add devices

#### Note

- The system considers view areas as individual cameras. You must create view areas in the camera before using them. See .
- When you add a device, the device synchronizes its time with AXIS Camera Station Pro server.
- We recommend that you don't use special characters such as Å, Ä, and Ö in a device's hostname.

1. Find your devices, video streams or prerecorded videos.

–  
–  
–

2.

You must resolve any issues shown in the device status column before you can add a device.

(empty)	If there's no status you can add the device to AXIS Camera Station Pro.
Communicating	AXIS Camera Station Pro server is trying to access the device.
HTTPS certificate not trusted	AXIS Camera Station Pro can't verify that the HTTPS certificate on the device is signed by a trusted issuer.
Communication error	AXIS Camera Station Pro can't contact the device.
Enter password	AXIS Camera Station Pro doesn't know which credentials to use to access the device. Click the link to enter a username and password for an administrator account on the device. By default, AXIS Camera Station Pro will use this username and password for all devices on which the user exists.
Set password	The root account and password is not set up or the device still uses the default password. Click the link to set the root user password. <ul style="list-style-type: none"> <li>• Enter your password or click <b>Generate</b> to get a password. We recommend that you show the generated password and make a copy of it.</li> <li>• Select to use this password for all devices with the <i>Set password</i> status.</li> </ul>
Model not supported	AXIS Camera Station Pro doesn't support the device model.
Obsolete firmware	The device's firmware is old and you must update it before you can add the device.
Faulty device	The device parameters retrieved by AXIS Camera Station Pro are corrupt.
Set tilt orientation	Click the link to select tilt orientation Ceiling, Wall, or Desk, depending on how the camera is mounted. Tilt orientation is a required setting for some camera models.
Unsupported third-party device	AXIS Camera Station Pro doesn't support this third-party device.
Can only be used with AXIS Companion	The device is designed for AXIS Companion only.

### Find your devices

To find devices that aren't listed:

1. Go to **Configuration > Devices > Add devices**.
2. Click **Cancel** to stop the ongoing network search.
3. Click **Manual search**.
4. To find multiple devices in one or more IP ranges:
  - 4.1. Select **Search one or more IP ranges**.
  - 4.2. Type the IP range. For example: 192.168.10.\*, 192.168.20-22.\*, 192.168.30.0-50
    - Use a wildcard for all addresses in a group.
    - Use a dash for a range of addresses.

- Use a comma to separate multiple ranges.
- 4.1. To change the default port 80, type the port range. For example: 80, 1080-1090
  - Use a dash for a range of ports.
  - Use a comma to separate multiple ranges.
- 4.1. Click **Search**.
- 5. To find one or more specific devices:
  - 5.1. Select **Enter one or more hostnames or IP addresses**.
  - 5.2. Enter the hostnames or IP addresses separated by comma.
  - 5.3. Click **Search**.
- 6. Click **OK**.

### Find your video streams

You can add the video streams that support the following:

- Protocol: RTSP, HTTP, HTTPS
- Video encoding: M-JPEG for HTTP and HTTPS, H.264 for RTSP
- Audio encoding: AAC and G.711 for RTSP

Supported video stream URL schemes:

- `rtsp://<address>:<port>/<path>`  
For example: `rtsp://<address>:554/axis-media/media.amp`
- `http://<address>:80/<path>`  
For example: `http://<address>:80/axis-cgi/mjpg/video.cgi?date=1&clock=1&resolution=1920x1080`
- `https://<address>:443/<path>`  
For example: `https://<address>:443/axis-cgi/mjpg/video.cgi?date=1&clock=1&resolution=1920x1080`

1. Go to **Configuration > Devices > Add devices**.
2. Click **Enter stream URLs** and enter one or more stream URLs separated by comma.
3. Click **Add**.

### Find prerecorded videos

You can add prerecorded videos in the .mkv format to AXIS Camera Station Pro.

.mkv file requirements:

- Video encoding: M-JPEG, H.264, H.265
  - Audio encoding: AAC
1. Create a folder **PrerecordedVideos** under `C:\ProgramData\Axis Communications\AXIS Camera Station Server`.
  2. Add a .mkv file to the folder.
  3. To dewarp the prerecorded video, add a .dewarp file with the same name as the .mkv file to the folder. See for more information.
  4. Go to **Configuration > Devices > Add devices** and turn on **Include prerecorded video**. You can find your prerecorded video and several prerecorded videos provided by the system.

### Add devices, video streams or prerecorded videos

1. In a multi-server system, select a server from the **Selected server** drop-down list.

2. Go to **Configuration > Devices > Add devices**.
3. If you want to change the device's name, click the name in the list and enter a new name.
4. Select the devices, video streams, or prerecorded videos. Click **Add**.
5. Choose whether to use hostnames instead of IP when possible for the devices.
6. Choose **Quick configuration** if you just want to configure the basic settings. If you're importing a Site Designer project, see .
7. Click **Install**. AXIS Camera Station Pro automatically enables HTTPS on the devices that support it.

### Import Site Designer projects

AXIS Site Designer is an online design tool that helps you build a site with Axis products and accessories.

If you've created a site in AXIS Site Designer, you can import the project settings to AXIS Camera Station Pro. You can access the project using an access code or a downloaded Site Designer setup file.

To import a site designer project to AXIS Camera Station Pro:

1. Generate an access code to the site designer project or download a project file.
  - 1.1. Sign in to <http://sitedesigner.axis.com> with your MyAxis account.
  - 1.2. Select a project and go to the project page.
  - 1.3. Click **Share**.
  - 1.4. Click **Generate code** if your AXIS Camera Station Pro server has an internet connection. Or click **Download settings file** if your server doesn't have an internet connection.
2. In the AXIS Camera Station Pro client, go to **Configuration > Devices > Add devices**.
3. Select the cameras, and click **Add**.
4. Select **Site Designer configuration** and click **Next**.
5. Select **Access code** and enter the access code. Or select **Choose file** and find the downloaded Site Designer setup file.
6. Click **Import**. At import, AXIS Camera Station Pro tries to match the Site Designer project with the selected cameras by IP address or product name. You can select the correct camera from the drop-down menu if the match fails.
7. Click **Install**.

AXIS Camera Station Pro imports the following settings from the Site Designer project:

	Encoders, video decoders, door controllers, radar detectors, and speakers	Cameras, intercoms, and F/FA series
Schedules with name and time slots	✓	✓
Maps with name, icon color, icon location, and item name	✓	✓
Name	✓	✓
Description	✓	✓
Motion triggered recording: schedule and recording profile including frame rate, resolution, video encoding, and compression		✓
Continuous recording: schedule and recording profile including		✓

	Encoders, video decoders, door controllers, radar detectors, and speakers	Cameras, intercoms, and F/FA series
frame rate, resolution, video encoding, and compression		
Zipstream strength		✓
Audio settings for live view and recordings		✓
Retention time for recordings		✓

**Note**

- If you've defined just one of the recording profiles or if there are two identical recording profiles in the Site Designer project, AXIS Camera Station Pro sets the profile to medium.
- If you've defined both recording profiles in the Site Designer project, AXIS Camera Station Pro sets the continuous recording profile to medium and the motion-triggered recording to high.
- AXIS Camera Station Pro optimizes the aspect ratio, meaning the resolution can differ between the import and the Site Designer project.
- AXIS Camera Station Pro can set the audio settings if the device has a built-in microphone or speaker. To use an external audio device, you must manually enable it after installing it.
- AXIS Camera Station Pro doesn't apply audio settings to intercoms even if the settings in Site Designer differ. On intercoms, audio is always on in Live view only.



**Add third-party devices**

You can add third-party devices to AXIS Camera Station Pro in the same way you add Axis products. See .

**Note**

You can also add third-party devices as video streams in AXIS Camera Station Pro. See .

For information about support for third-party devices, see the *latest technical paper*.

AXIS Camera Station Pro supports the following functions for third-party devices according to IEC62676-2-31 and IEC62676-2-32:

- Camera discovery
- Video encoding: M-JPEG, H.264
- Audio encodings: G.711 (one-way, from the device to AXIS Camera Station Pro)
- One video profile per camera
- Live view
- Continuous and Manual recordings
- Playback
- Recordings exports
- Device event triggers

- PTZ

### Use view areas

Some camera models support view areas. AXIS Camera Station Pro lists view areas as individual cameras on the [Add devices](#) page. See .

#### Note

- All view areas in a network camera counts as one camera in the total number of cameras allowed by the AXIS Camera Station Pro license.
- The number of cameras you can add depends on the license.
- Each AXIS Camera Station Pro license allows a certain number of cameras.


To use view areas in AXIS Camera Station Pro, you must first enable them in the camera:

1. Go to **Configuration > Devices > Cameras**.
2. Select the camera and click the link in the Address column.
3. In the camera's configuration page, enter the username and password to log in.
4. Click **Help** for instructions on where to find the setting, which differs depending on the camera model and firmware.

### Replace a device

You can replace a device and keep the existing configuration and the recordings. The number of configured video streams on the new camera must be the same as for the old one.

To replace a device:

1. If the device you're replacing uses cloud storage, go to **Cloud storage** in My Systems and turn off cloud storage for the device.
2. Open a **Configuration** tab and go to **Devices > Management**.
3. Select the device you want to replace and click .
4. In the **Replace device** dialog, select the device you want to replace the old one with.
5. Click **Finish**.
6. The **Replaced device** dialog appears to confirm that the device was successfully replaced. Click **OK**.
7. If the device you replaced was using cloud storage, restart the service on your AXIS Camera Station Pro server and turn on cloud storage for the device in My Systems. See *Turn on cloud storage for your individual cameras*.
8. Check the configuration of the new device to make sure the settings are correct, and the device functions normally. If applicable:
  - 8.1. Reconfigure PTZ presets on the device.
  - 8.2. Add any removed I/O ports and update related action rules.
  - 8.3. Reconfigure motion settings if the old camera used built-in video motion detection instead of the video motion detection ACAP application.
  - 8.4. Insert an SD card or turn off **Failover recording** in the storage selection settings if the old camera used failover recording.

### Cameras

Go to **Configuration > Devices > Cameras** to view the list of all cameras added in the system.

On this page you can:



- Click a camera's address to open the its web interface. This requires that there's no NAT or firewall between the AXIS Camera Station Pro client and the device.
- Edit the camera settings. See .
- Remove cameras. Doing this, AXIS Camera Station Pro deletes all recordings, including locked ones, associated with the deleted cameras.

### Edit camera settings

To edit camera settings:

1. Go to **Configuration > Devices > Cameras**.
2. Select a camera and click **Edit**.

Enabled	To prevent recording and viewing of the video stream, deselect <b>Enabled</b> . You can still configure recording and live view.
Channel	When <b>Channel</b> is available for multiport video encoders, select the port number.  When <b>Channel</b> is available for view areas, select the number corresponding to the view area.

### Other devices

Go to **Configuration > Devices > Other devices**, to view a list of devices without video capabilities. The list includes door controllers, audio devices, and I/O modules.

For information about supported products, go to [www.axis.com](http://www.axis.com) See .

On this page, you can:

- Click a device's address to open its web interface. This requires that there's no NAT or firewall between the AXIS Camera Station Pro client and the device.
- Edit the device settings, such as device name, address, and password.
- Remove devices.

### Edit other device settings

To change the name of a non-camera device:

1. Go to **Configuration > Devices > Other devices**.
2. Select a device and click **Edit**.
3. Enter the new name for the device.

### Stream profiles

A stream profile is a group of settings that affect the video stream, such as resolution, video format, frame rate, and compression. Go to **Configuration > Devices > Stream profiles** to open the Stream profiles page. The page displays a list of all cameras.

The following profiles are available in Live view and recordings settings:

- High** – Optimized for the highest quality and resolution.
- Medium** – Optimized to balance high quality with performance.
- Low** – Optimized for performance.

**Note**

The stream profile is set to **Automatic** in Live view and recordings by default, meaning the stream profile changes automatically to **High**, **Medium**, or **Low** depending on the available size for the video stream.

**Edit stream profiles**

1. Go to **Configuration > Devices > Stream profiles**, and select the cameras you want to configure.
2. Under **Video profiles**, configure resolution, video format, frame rate, and compression.
3. Under **Audio**, configure the microphone and speaker.
4. Under **Advanced**, configure analytics data, FFmpeg streaming, PTZ autotracking object indicators, and customized stream settings. These settings aren't available for all products.
5. Click **Apply**.

**Video profiles**

<b>Encoder</b>	<ul style="list-style-type: none"> <li>• Available options depend on the video encoder configurations on the device. This option is only available for third-party devices.</li> <li>• You can only use a video encoder configuration for one video profile.</li> <li>• If the device has only one encoder configuration, only the <b>Medium</b> profile is available.</li> </ul>
<b>Resolution</b>	Available options depend on camera model. A higher resolution gives an image with more details but requires more bandwidth and storage space.
<b>Format</b>	Available options depend on camera model. Most camera models support H.264, which requires less bandwidth and storage space compared to, for example, M-JPEG. Cameras can only have one video profile with MPEG-4 at a time.
<b>Frame rate</b>	The actual frame rate depends on camera model, network conditions and computer configuration.
<b>Compression</b>	Lower compression improves image quality, but requires more bandwidth and storage space.

**Zipstream**

<b>Strength</b>	Zipstream strength determines the level of bitrate reduction in an H.264 or H.265 stream in real time. This option is only available for Axis devices that support Zipstream.	<b>Default</b>	Use the Zipstream setting configured through the device's web interface page.
		<b>Off</b>	None
		<b>Low</b>	No visible effect in most scenes
		<b>Medium</b>	Visible effect in some scenes: less noise and slightly lower level of detail in regions of lower interest
		<b>High</b>	Visible effect in many scenes: less noise and lower level of detail in regions of lower interest

		Higher	Visible effect in even more scenes: less noise and lower level of detail in regions of lower interest
		Extreme	Visible effect in most scenes: less noise and lower level of detail in regions of lower interest
Optimize for storage	<p>Zipstream optimizes the video stream for storage using the <b>Optimize for storage</b> profile. Optimize for storage uses more advanced compression tools to save additional storage compared to the default Zipstream setting. This profile can further reduce the bitrate even for scenes with a lot of motion.</p> <ul style="list-style-type: none"> <li>• The asf format doesn't support B-frames used by this feature.</li> <li>• This feature doesn't affect video recorded to AXIS S30 series recorders.</li> <li>• This feature requires AXIS OS 11.7.59 or later.</li> </ul>		

Audio

Microphone:	To associate a microphone to the camera, select <b>Built-in microphone</b> or <b>line in</b> or other device's microphone. See .
Speaker:	To associate a speaker to the camera, select <b>Built-in speaker</b> or <b>line out</b> or other device's speaker. Use a microphone connected to the computer to make spoken announcements. See .
Use microphone for:	Enable microphone audio for one or two streams. You can enable audio for Live view and recordings, Live view only, or Recordings only.

Advanced

<p><b>Include analytics data</b></p>	<p>To allow data gathering for smart search during video streaming, select <b>Include analytics data</b>. This option is available only for Axis devices that support analytics data. Data gathering for can add latency in live video streaming.</p>
<p><b>Use FFmpeg</b></p>	<p>To improve compatibility with third-party devices, select <b>Use FFmpeg</b> to enable FFmpeg streaming. This option is available only for third-party devices.</p>
<p><b>Show PTZ autotracking object indicators</b></p>	<p>To show the object indicators that are detected by a PTZ camera in live view, select <b>Show PTZ autotracking object indicators</b> and set the video stream buffer time up to 2000 milliseconds. This option is available only for an Axis PTZ camera with AXIS PTZ Autotracking. For a complete workflow to set up AXIS PTZ Autotracking in AXIS Camera Station Pro, see <i>Set up AXIS PTZ Autotracking</i>.</p>
<p><b>Stream customization</b></p>	<p>To customize the stream settings for a specific profile, enter the settings separated by &amp; for the profile. For example, enter <code>overlays=off&amp;color=0</code> to hide the overlays on that camera.</p> <p>The custom settings override any existing settings. Do not include sensitive information in the custom settings.</p>

To **customize profile settings** for resolution, frame rate, compression, video format and audio, select the camera to configure. For cameras of the same model that have the same configuration capabilities, multiple cameras can be configured at the same time. See .

To **customize profile settings for recordings**, see .

You can **limit the resolution and frame rate for Live view to reduce bandwidth consumption**, for example, if the connection between the AXIS Camera Station Pro client and AXIS Camera Station Pro server is slow. See Bandwidth usage in .

**Use audio from other devices**

You can use audio from other, non-camera or auxiliary, devices with video from a network camera or video encoder for live viewing or recording.

1. Add the non-camera device to AXIS Camera Station Pro. See .
2. Configure the camera to use audio from the device. See .
3. Enable audio for Live view or Recording. See .

You can find the following examples in *AXIS Camera Station Pro video tutorials*:

- Set up audio devices and make live announcements
- Create an action button to manually play audio when motion is detected
- Automatically play audio when motion is detected
- Add an audio clip to speaker and AXIS Camera Station Pro

**Image configuration**

You can configure the image settings for the cameras connected to AXIS Camera Station Pro.

**Note**

The changes on image configuration are applied instantly.

To configure the image settings:

1. Go to **Configuration > Devices > Image configuration**, a list of all cameras added to AXIS Camera Station Pro is displayed.
2. Select the camera and the video feed is shown below the list in real time. Use the **Type to search** field to find a specific camera in the list.
3. Configure the image settings.

**Image settings**

**Brightness:** Adjust the image brightness. A higher value gives a brighter image.

**Color level:** Adjust the color saturation. Select a lower value to reduce color saturation. Color level 0 gives a black and white image. The maximum value gives maximum color saturation.

**Sharpness:** Adjust the amount of sharpening applied to the image. Increasing sharpness might increase image noise, especially in low light situations. High sharpness might also introduce image artifacts around areas with high contrast, for example sharp edges. Lower sharpness reduces image noise, but makes the image less sharp.

**Contrast:** Adjust the image contrast.

**White balance:** Select the white balance option in the drop-down list. White balance is used to make colors in the image look the same regardless of the color temperature of the light source. When selecting **Automatic** or **Auto**, the camera identifies the light source and compensates for its color automatically. If the result is not satisfactory, select an option corresponding to the type of light source. Available options depend on camera models.

**Rotate image:** Set image rotation degrees.

**Automatic image rotation:** Turn on to adjust the image rotation automatically.

**Mirror image:** Turn on to mirror the image.

**Backlight compensation:** Turn on if a bright spot of light, for example a light bulb, causes other areas in the image to appear too dark.

**Dynamic contrast (wide dynamic range):** Turn on to use wide dynamic range to improve the exposure when there is a considerable contrast between light and dark areas in the image. Use the slider to adjust dynamic contrast. Enable dynamic contrast in intense backlight conditions. Disable dynamic contrast in low light conditions.

**Custom dewarp settings:** You can import a .dewarp file that contains the lens parameters, optical centers, and tilt orientation of the camera. Click **Reset** to reset the parameters to their original values.

1. Create a .dewarp file including the following parameters:
  - **Required:** RadialDistortionX, RadialDistortionY, RadialDistortionZ, and TiltOrientation. The possible values for TiltOrientation is wall, desk, and ceiling.
  - **Optional:** OpticalCenterX and OpticalCenterY. If you want to set the optical centers, you must include both of the two parameters.
2. Click **Import** and navigate to the .dewarp file.

The following is an example of a .dewarp file:

```
RadialDistortionX=-43.970703 RadialDistortionY=29.148499 RadialDistortionZ=715.732193
TiltOrientation=Desk OpticalCenterX=1296 OpticalCenterY=972
```

**PTZ presets**

Pan, tilt, zoom (PTZ) is the ability to pan (move left and right), tilt (move up and down) and zoom in and out.

Go to **Configuration > Devices > PTZ presets**, a list of cameras that can be used with PTZ is displayed. Click a camera to view all presets available for the camera. Click **Refresh** to update the preset list.

You can use PTZ with:

- PTZ cameras, that is, cameras with built-in mechanical PTZ
- Fixed cameras where digital PTZ has been enabled

Digital PTZ is enabled from the camera's built-in configuration page. For more information, see the camera's User Manual. To open the configuration page, go to the device management page, select the camera and click the link in the Address column.

PTZ presets can be configured in AXIS Camera Station Pro and the camera's configuration page. We recommend that you configure PTZ presets in AXIS Camera Station Pro.

- When a PTZ preset is configured in the camera's configuration page, you can only view the stream within the preset. The PTZ movements in live view can be seen and are recorded.
- When a PTZ preset is configured in AXIS Camera Station Pro, you can view the complete stream of the camera. The PTZ movements in live view can't be seen and are not recorded.

### Note

PTZ can't be used if the camera's control queue is enabled. For information about the control queue and how to enable and disable it, see the camera's User Manual.

To add a preset:

1. Go to **Configuration > Devices > PTZ presets** and select a camera in the list.
2. For cameras with mechanical PTZ, use the PTZ controls to move the camera view to the desired position. For cameras with digital PTZ, use the mouse wheel to zoom in and drag the camera view to the desired position.
3. Click **Add** and enter a name for the new preset.
4. Click **OK**.

To remove a preset, select the preset and click **Remove**. This will remove the preset from AXIS Camera Station Pro and from the camera.

## Device management

Device management provides tools for administration and maintenance of devices connected to AXIS Camera Station Pro.

Go to **Configuration > Devices > Management** to open the Manage devices page.

If you have set up automatic check for new firmware versions in , a link displays when there are new firmware versions available for devices. Click the link to upgrade the firmware versions. See .

If you have set up automatic check for new software versions in , a link displays when there is a new AXIS Camera Station Pro version available. Click the link to install a new version of AXIS Camera Station Pro.

A list of devices added to AXIS Camera Station Pro is displayed. Use the **Type to search** field to find devices in the list. To hide or show columns, right-click the header row and select which columns to show. Drag and drop the headers to display the columns in different order.

The device list includes the following information:

- **Name:** The name of the device or a list of all associated camera names when the device is a video encoder with multiple connected cameras, or a network camera with multiple view areas.
- **MAC address:** The MAC address of the device.
- **Status:** The status of the device.
  - **OK:** The standard state for an established device connection.
  - **Maintenance:** The device is under maintenance and temporarily is not accessible.

- **Not accessible:** No connection can be established with the device.
- **Not accessible over set hostname:** No connection can be established with the device via its hostname.
- **Server not accessible:** No connection can be established with the server that the device is connected to.
- **Enter password:** No connection with the device until valid credentials are entered. Click the link to provide valid user credentials. If the device supports encrypted connections, the password is sent encrypted by default.
- **Set password:** The root account and password is not set up or the device still uses the default password. Click the link to set the root user password.
  - Type your password or click **Generate** to automatically generate a password up to the length allowed by the device. We recommend that you show the automatically generated password and make a copy of it.
  - Select to use this password for all devices with the `Set password` status.
  - Select **Enable HTTPS** to enable HTTPS if the device supports it.
- **Password type: unencrypted:** No connection is established with the device as the device has previously connected using an encrypted password. For security reasons, AXIS Camera Station Pro does not allow use of unencrypted passwords for devices that have previously used encrypted passwords. For devices supporting encryption, the connection type is configured on the device's configuration page.
- **Certificate error:** There is some error with the certificate on the device.
- **Certificate about to expire:** The certificate on the device is about to expire.
- **Certificate has expired:** The certificate on the device has expired.
- **HTTPS certificate not trusted:** The HTTPS certificate on the device is not trusted by AXIS Camera Station Pro. Click the link to issue a new HTTPS certificate.
- **HTTP failed:** No HTTP connection can be established with the device.
- **HTTPS failed:** No HTTPS connection can be established with the device.
- **HTTP and HTTPS failed (ping or UDP OK):** No HTTP and HTTPS connection can be established with the device. The device responds to ping and User Datagram Protocol (UDP) communication.
- **Address:** The address of the device. Click the link to go to the device's configuration page. It shows the IP address or hostname depending on which one is used when adding the device. See .
- **Hostname:** The hostname of the device if available. Click the link to go to the device's configuration page. The hostname displayed is the fully qualified domain name. See .
- **Manufacturer:** The manufacturer of the device.
- **Model:** The model of the device.
- **Firmware:** The version of firmware the device is currently using.
- **DHCP:** If the device is connected to the server using DHCP.
- **HTTPS:** The HTTPS status of the device. See `HTTPS status` in .
- **IEEE 802.1X:** The IEEE 802.1X status of the device. See `IEEE 802.1X status` in .
- **Server:** The AXIS Camera Station Pro server the device is connected to.
- **Tags:** (Hidden by default) The tags added to the device.
- **UPnP Friendly Name:** (Hidden by default) The UPnP name. This is a descriptive name used to make it easier to identify the device.

You can perform the following actions on devices:

- Assign IP address to devices. See .
- Set password for devices. See .

- Upgrade firmware for devices. See .
- Set date and time on devices. See .
- Restart devices.
- Restore devices to reset most settings, including the password, to their factory default values. The following settings are not reset: uploaded camera applications, boot protocol (DHCP or static), static IP address, default router, subnet mask, system time.


### Note

- To prevent unauthorized access, we strongly recommend setting the password after restoring a device.
- If the device you're resetting uses cloud storage, go to **Cloud storage** in My Systems and turn off cloud storage for the device before you reset it. Once the device is reset, restart the service on your AXIS Camera Station Pro server and turn on cloud storage for the device in My Systems. See *Turn on cloud storage for your individual cameras*.
- Install camera application on devices. See .
- Reload devices when settings have been changed from the devices' configuration page.
- Configure devices. See .
- User management. See .
- Manage certificates. See .
- Collect device data. See .
- Select to use IP address or hostname. See .
- Tag devices. See .
- Enter device credentials. Right-click a device and select **Advanced > Enter device credentials** to enter password for the device.
- Go to the device's configuration tab and configure your device. See .

### Assign IP address

AXIS Camera Station Pro can Assign IP address to multiple devices. New IP addresses can be obtained automatically from a DHCP server or assigned from an IP address range.

#### Assigning IP addresses

1. Go to **Configuration > Devices > Management** and select the devices to configure.
2. Click  , or right-click and select **Assign IP address**.
3. If some of the devices can't be configured, for example if the devices are inaccessible, the Invalid devices dialog will appear. Click **Continue** to skip the devices that can't be configured.
4. If you select one device to assign IP address, click **Advanced** to open the Assign IP address page.
5. Select **Obtain IP addresses automatically(DHCP)** to obtain the IP addresses automatically from a DHCP server.
6. Select **Assign the following IP address range** and specify the IP range, subnet mask, and default router. To specify the IP range:
  - Use wildcards. For example: 192.168.0.\* or 10.\*.1.\*
  - Write the first and last IP addresses separated by a dash. For example: 192.168.0.10-192.168.0.20 (this address range can be shortened to 192.168.0.10-20) or 10.10-30.1.101
  - Combine wildcards and range. For example: 10.10-30.1.\*
  - Use a comma to separate multiple ranges. For example: 192.168.0.\*,192.168.1.10-192.168.1.20

### Note

To assign an IP address range, the devices must be connected to the same AXIS Camera Station Pro server.



7. Click **Next**.
8. Review the current IP addresses and the new IP addresses. To change the IP address for a device, select the device and click **Edit IP**.
  - The current IP address, subnet mask and default router are displayed in the Current IP address section.
  - Edit the options in the New IP address section, and click **OK**.
9. Click **Finish** when satisfied with the new IP addresses.

### Configure devices

You can configure some settings on multiple devices at the same time by copying device settings from one device, or by applying a configuration file.

#### Note

To configure all settings on a single device, go to the device's configuration page. See .

- For information about how to configure devices, see .
- For information about how to create a configuration file, see .
- For information about which settings can be copied, see .

### Configuration methods

There are different methods to configure devices. AXIS Device management will attempt to configure all devices according to the settings in the method. See .

#### Use configuration of the selected device

#### Note

This method is only available for configuration of a single device by reusing some or all existing settings.

1. Go to **Configuration > Devices > Management**.
2. Right-click one device, select **Configure Devices > Configure**.
3. Select the settings to be applied. See .
4. Click **Next** to verify the settings to be applied.
5. Click **Finish** to apply the settings to the device.

#### Copy configuration from another device

1. Go to **Configuration > Devices > Management**.
2. Right-click the devices, select **Configure Devices > Configure**. Devices of different models and firmware can be selected.
3. Click **Device** to show devices with reusable configurations.
4. Select a device to copy settings from and click **OK**.
5. Select the settings to be applied. See .
6. Click **Next** to verify the settings to be applied.
7. Click **Finish** to apply the settings to the devices.

#### Use configuration file

A configuration file contains settings from one device. It can be used to configure multiple devices at the same time and reconfigure a device, for example if the device is reset to its factory default settings. A configuration file created from a device can be applied to devices with different model or firmware even if some settings do not exist on all devices.

If some settings do not exist or can't be applied, the task status will show as Error in the Tasks tab at the bottom of the AXIS Camera Station Pro client. Right-click the task and select Show to display information about the settings that could not be applied.

### Note

This method should only be used by experienced users.

1. Go to **Configuration > Devices > Management**.
2. Right-click the devices, select **Configure Devices > Configure**.
3. Click **Configuration File** to go to the configuration file. For how to create a configuration file, see .
4. Browse to the .cfg file and click **Open**.
5. Click **Next** to verify the settings to be applied.
6. Click **Finish** to apply the settings to the devices.

### Create configuration file

A configuration file contains settings from one device. These settings can then be applied to other devices. For information on how to use the configuration file, see .

The displayed settings are the device settings that can be accessed using AXIS Device management. To find a particular setting, use the **Type to search** field.

To create a configuration file:

1. Go to **Configuration > Devices > Management**.
2. Select the device to create the configuration file from.
3. Right-click and select **Configure Devices > Create Configuration File**.
4. Select the settings to include and change their values as required. See .
5. Click **Next** to verify the settings.
6. Click **Finish** to create the configuration file.
7. Click **Save** to save the settings to a .cfg file.

### Configuration settings

When you configure devices, you can configure the parameters, action rules, and additional settings of the devices.

#### Parameters

Parameters are internal device parameters that are used to control device behavior. For general information about parameters, see the product's User Manual available at [www.axis.com](http://www.axis.com)

### Note

- Parameters should only be modified by experienced users.
- All device parameters are not accessible from AXIS Device management.

You can insert variables in some text fields. The variables will be replaced by text before they are applied to a device. To insert a variable, right-click the text field and select:

- **Insert device serial number variable:** This variable will be replaced with the serial number of the device that the configuration file is applied to.
- **Insert device name variable:** This variable will be replaced with the name of the device used when applying the configuration file. The device name can be found in the Name column in the Device management page. To rename a device, go to the Cameras or Other devices page.

- **Insert server name variable:** This variable will be replaced with the name of the server used when applying the configuration file. The server name can be found in the Server column in the Device management page. To rename a server, go to AXIS Camera Station Pro Service Control.
- **Insert server time zone variable:** This variable will be replaced with the POSIX time zone of the server used when applying the configuration file. This can be used with the POSIX time zone parameter to set the correct time zone of all devices in a network with servers in different time zones.

### Action rules


Action rules can be copied between devices. Action rules should only be modified by experienced users. For general information about action rules, see .

### Additional settings

- **Stream Profiles:** A stream profile is a pre-programmed Live view configuration profile for video encoding, image and audio settings. Stream profiles can be copied between devices.
- **Motion Detection Windows:** Motion detection windows are used to define specific areas in the camera's field of view. Typically, alarms are generated whenever movement occurs (or stops) within the specified areas. Motion detection windows can be copied between devices.

### User management

Go to **Configuration > Devices > Management**, the Manage devices page is displayed for you to manage users of the devices.

When you set password or remove users for multiple devices, users that are not present on all devices are indicated with . Each user appears only once when the user is present on different devices with different roles.

#### Note

The accounts are device specific and not related to the user accounts of AXIS Camera Station Pro.

### Set password


#### Note

- Devices with firmware 5.20 and later support 64-character passwords. Devices with earlier firmware versions support 8-character passwords. We recommend that you set passwords on devices with older firmware separately.
- When setting a password on multiple devices that support different password lengths, the password must fit within the shortest supported length.
- To prevent unauthorized access and increase security, we strongly recommend that all devices added to AXIS Camera Station Pro are password protected.

The following characters can be used in passwords:

- letters A-Z, a-z
- numbers 0-9
- space, comma (,), period (.), colon (:), semicolon (;)
- !, ", #, \$, %, &, ' (, +, \*, -, ., /, <, >, =, ?, [ \, ^, ~, ` {, |, ~, @, ], }

To set password for users on devices:

1. Go to **Configuration > Devices > Management > Manage devices**.
2. Select the devices and click . You can also right-click the devices and select **User Management > Set password**.
3. Select a user.
4. Type your password or click **Generate** to generate a strong password.

5. Click **OK**.

### Add user

To add local or Active Directory users to AXIS Camera Station Pro:

1. Go to **Configuration > Devices > Management > Manage devices**.
2. Right-click the devices and select **User Management > Add user**.
3. Enter a username and password, and confirm the password. For a list of valid characters, see the **Set password** section above.
4. Select the user access rights from the drop-down list of the **Role** field:
  - **Administrator:** unrestricted access to the device.
  - **Operator:** access to the video stream, events and all settings except System Options.
  - **Viewer:** access to the video stream.
5. Select **Enable PTZ control** to allow the user to pan, tilt, and zoom in Live view.
6. Click **OK**.

### Remove user

To remove users from the devices:

1. Go to **Configuration > Devices > Management > Manage devices**.
2. Right-click the devices and select **User Management > Remove user**.
3. Select the user to be removed from the drop-down list of the **User** field.
4. Click **OK**.

### List users

To list all users on the devices and their access rights:

1. Go to **Configuration > Devices > Management > Manage devices**.
2. Right-click the devices and select **User Management > List users**.
3. Use the **Type to search** field to find the specific users in the list.

### Upgrade firmware




Firmware is software that determines the functionality of the Axis product. Using the latest firmware ensures that your device will have the latest functionality and improvements.

New firmware can be downloaded using AXIS Camera Station Pro or imported from a file on a hard drive or memory card. Firmware versions that are available for download are shown with the text **(Download)** after their version numbers. Firmware versions that are available on the local client are shown with the text **(File)** after their version numbers.

When you upgrade firmware, you can select the upgrade type:

- **Standard:** Upgrade to the selected firmware version and keep the existing setting values.
- **Factory default:** Upgrade to the selected firmware version and reset all settings to the factory default values.

To upgrade firmware:

1. Go to **Configuration > Devices > Management** and select the devices to configure.
2. Click , or right-click and select **Upgrade firmware**.
3. If some of the devices can't be configured, for example if the devices are inaccessible, the Invalid devices dialog will appear. Click **Continue** to skip the devices that can't be configured.
4. The device is not accessible during the process of upgrading firmware, click **Yes** to continue. If you have acknowledged this and do not want this to show again, select **Do not show this dialog again** and click **Yes**.
5. The Upgrade firmware dialogue lists the device model, number of devices of each model, the existing firmware version, available firmware versions to upgrade and the upgrade type. By default, the devices in the list are pre-selected when new firmware versions are available for download, and the latest firmware version is pre-selected for each device.
  - 5.1. To update the list of firmware versions available for download, click **Check for updates**. To browse for one or more firmware files stored on the local client, click **Browse**.
  - 5.2. Select the devices, the firmware versions that you want to upgrade and the upgrade type.
  - 5.3. Click **OK** to start upgrading the devices in the list.


### Note

By default, firmware updates are done for all the selected devices at the same time. The update order can be changed. See .

## Set date and time

The date and time settings for your Axis devices can be synchronized with the server computer time, with an NTP server, or set manually.

To set date and time on devices:

1. Go to **Configuration > Devices > Management**.
2. Select the device and click  or right-click it and select **Set date and time**.
3. **Device time** lists the current date and time for your Axis device. When selecting multiple devices, **Device time** is not available.
4. Select the time zone.
  - Select the time zone you want to use with your Axis product from the **Time zone** drop-down list.
  - Select **Automatically adjust for daylight saving time changes** if your product is located in an area that uses daylight saving time.

### Note

Time zone can be set when selecting the **Synchronize with NTP server** or **Set manually** time mode.

5. In the Time mode section:
  - Select **Synchronize with server computer time** to synchronize the date and time of your product with the clock on the server computer, that is, the computer where the AXIS Camera Station Pro server is installed.
  - Select **Synchronize with NTP server** to synchronize the date and time of your product with an NTP server. Enter the IP address, DNS or hostname of the NTP server in the provided field.
  - Select **Set manually** to manually set the date and time.
6. Click **OK**.



*Set date and time*

## Install camera application

A camera application is software that can be uploaded to and installed on Axis network video products. Applications add functionality to the device, for example detection, recognition, tracking or counting capabilities.

Some applications can be installed directly from AXIS Camera Station Pro. Other applications must first be downloaded from [www.axis.com/global/en/products/analytics-and-other-applications](http://www.axis.com/global/en/products/analytics-and-other-applications) or from the application vendor's website.

Applications can be installed on devices with support for AXIS Camera Application Platform. Some applications also require a specific firmware version or camera model.

If the application requires a license, the license key file can be installed at the same time as the application or it can be installed later using the devices' configuration page.

To obtain the license key file, the license code included with the application must be registered at [www.axis.com/se/sv/products/camera-applications/license-key-registration#/registration](http://www.axis.com/se/sv/products/camera-applications/license-key-registration#/registration)

If an application can't be installed, go to [www.axis.com](http://www.axis.com) and check if the device model and firmware version support AXIS Camera Application Platform.

Available camera applications:


**AXIS Video Motion Detection 4** – An application that detects moving objects within an area of interest. The application does not require any license and can be installed on cameras with firmware 6.50 and later. You can also check the firmware release notes for your product to verify if it supports video motion detection 4.

**AXIS Video Motion Detection 2** – An application that detects moving objects within an area of interest. The application does not require any license and can be installed on cameras with firmware 5.60 and later.

**AXIS Video Content Stream** – An application that enables Axis cameras to send motion object tracking data to AXIS Camera Station Pro. It can be installed on cameras with firmware between 5.50 and 9.59. The use of AXIS Video Content Stream is only permitted when used in combination with AXIS Camera Station Pro.

**Other applications** – Any application that you want to install. Download the application to your local computer before you start the installation.

To install camera applications:

1. Go to **Configuration > Devices > Management**.
2. Select the cameras that you want to install the applications. Click  or right-click and select **Install camera application**.
3. Select the camera application that you want to install on the cameras. If you want to install other applications, click **Browse** and navigate to the local application file. Click **Next**.
4. If you have the application installed, you can select **Allow application overwrite** to reinstall the application, or select **Allow application downgrade** to install a previous version of the application.

### Note

Downgrade or overwrite the application resets the application settings on the devices.

5. If a license is required for the application, the Install licenses dialog appears.

- 5.1. Click **Yes** to start installing a license, and then click **Next**.
- 5.2. Click **Browse** and navigate to the license file, and then click **Next**.

**Note**

Installing AXIS Video Motion Detection 2, AXIS Video Motion Detection 4, or AXIS Video Content Stream does not require a license.

6. Review the information and click **Finish**. The status of the camera changes from **OK** to **Maintenance** and back to **OK** when the installation is done.

**Security**

The AXIS Camera Station Pro certificate authority (CA) automatically signs and distributes client and server certificates to devices when you enable HTTPS or IEE 802.1X. The CA ignores preinstalled certificates. For more information on how to configure certificates, see .

**Manage HTTPS or IEEE 802.1X certificates**

**Note**

Before enabling IEEE 802.1X, make sure the time on the Axis devices is synchronized in AXIS Camera Station Pro.

1. Go to **Configuration > Devices > Management**.
2. Right-click the devices:
  - Select **Security > HTTPS > Enable/Update** to enable HTTPS or update the HTTPS settings for the devices.
  - Select **Security > IEEE 802.1X > Enable/Update** to enable IEEE 802.1X or update the IEEE 802.1X settings for the devices.
  - Select **Security > HTTPS > Disable** to disable HTTPS for the devices.
  - Select **Security > IEEE 802.1X > Disable** to disable IEEE 802.1X for the devices.
  - Select **Certificates...** to get an overview, delete certificates, or get detailed information about a specific certificate.

**Note**

When the same certificate is installed on several devices, it is only displayed as one item. Deleting the certificate will remove it from all of the devices on which it is installed.

**Status of HTTPS and IEEE 802.1X**

On the Device management page, the status of HTTPS and IEEE 802.1X is listed.

	Status	Description
HTTPS	On	AXIS Camera Station Pro uses HTTPS to connect to the device.
	Off	AXIS Camera Station Pro uses HTTP to connect to the device.
	Unknown	The device is unreachable.
	Unsupported firmware	HTTPS is not supported because the device firmware is too old.
	Unsupported device	HTTPS is not supported on this device model.
IEEE 802.1X	Enabled	IEEE 802.1X is active on the device.
	Disabled	IEEE 802.1X is not active but ready to be activated on the device.

	Unsupported firmware	IEEE 802.1X is not supported because the device firmware is too old.
	Unsupported device	IEEE 802.1X is not supported on this device model.

### Collect device data

This option is typically used for troubleshooting purposes. Use this option to generate a .zip file with a data collection report for a specific location on your devices.

To collect device data:

1. Go to **Configuration > Devices > Management**.
2. Right-click the devices, and select **Collect device data**.
3. In the Data source on selected devices section:
  - Click **Preset** and select one from the drop-down list of commonly used commands.

**Note**

Some presets do not work on all devices. For example, PTZ status does not work on audio devices.

- Click **Custom** and specify the URL path to your data collection source on the selected servers.
4. In the Save as section, specify the file name and folder location for your data collection .zip file.
  5. Select **Automatically open folder when ready** to open the specified folder when the data collection is done.
  6. Click **OK**.

### Connection

To communicate with devices by using the IP address or hostname:

1. Go to **Configuration > Devices > Management**.
2. Select the devices, right-click and select **Connection**.
  - To connect to the devices by using the IP address, select **Use IP**.
  - To connect to the devices by using the hostname, select **Use hostname**.
  - To change credentials, or address and port settings, select **Edit**.

### Tags


Tags are used to organize devices in the Device management page. A device can have multiple tags.

Devices can for example be tagged according to model or location. For example, when devices are tagged according to camera model, you can quickly find and upgrade all cameras of that model.

To tag a device:

1. Go to **Configuration > Devices > Management**.
2. Right-click a device and select **Tag devices**.
3. Select **Use existing tag** and select a tag, or select **Create a new tag** and enter a name for the tag.
4. Click **OK**.



To remove a tag from a device:

1. Go to **Configuration > Devices > Management** and click  at the top right.
2. In the Tags folder, select a tag. All devices associated with the tag are now displayed.
3. Select the devices. Right-click and select **Untag devices**.



4. Click **OK**.

To manage a tag:

1. Go to **Configuration > Devices > Management** and click  at the top right.
2. In the Device tags page:
  - Right-click **Tags** and select **New tag** to create a tag.
  - Right-click a tag, select **Rename tag** and enter a new name to rename a tag.
  - Right-click a tag, select **Delete** to delete a tag.
  - Click  to pin the Device tags page.
  - Click a tag to display all devices associated with the tag, and click **All devices** to display all devices connected to AXIS Camera Station Pro.
  - Click **Warnings/Errors** to display devices that need attention, for example devices that are inaccessible.

### Device configuration tab

To configure all settings on a single device:

1. Go to **Configuration > Devices > Management**.
2. Click the device's address or hostname to go to the device's configuration tab.
3. Change the settings. For information about how to configure your device, see the device's User Manual.
4. Close the tab and the device is reloaded to ensure the changes are implemented in AXIS Camera Station Pro.

### Limitations

- Auto authentication for third-party devices is not supported.
- General support for third-party devices cannot be guaranteed.
- The device configuration tab with active video streams increases the load and might impact the performance on the server machine.

### External data sources

An external data source is a system or source that generates data that can be used to track what happened at the time of each event. See .

Go to **Configuration > Devices > External data sources** and a list of all external data sources is displayed. Click a column heading to sort by the content of the column.

Item	Description
Name	The name of the external data source.
Source key	The unique identifier of the external data source.
View	The view that the external data source is linked to.
Server	The server that the data source is connected to. Only available when connecting to multiple servers.

An external data source is added automatically when

- A door is created under **Configuration > Access control > Doors and zones**. For a complete workflow to set up AXIS A1601 Network Door Controller in AXIS Camera Station Pro, see *Set up AXIS A1601 Network Door Controller*.

- The first event is received by the device that is configured with AXIS License Plate Verifier. For a complete workflow to set up AXIS License Plate Verifier in AXIS Camera Station Pro, see *Set up AXIS License Plate Verifier*.

If an external data source is configured with a view, the data generated from the data source is automatically bookmarked in the timeline of the view in the Data search tab. To connect a data source to a view:

1. Go to **Configuration > Devices > External data sources**.
2. Select an external data source and click **Edit**.
3. Select a view from the **View** drop-down list.
4. Click **OK**.

### Time synchronization

Go to **Configuration > Devices > Time synchronization** to open the Time synchronization page.

A list of devices added to AXIS Camera Station Pro is displayed. Right-click the header row and select which columns to show. Drag and drop the headers to display the columns in different order.

The device list includes the following information:

- **Name:** The name of the device or a list of all associated camera names when the device is a video encoder with multiple connected cameras, or a network camera with multiple view areas.
- **Address:** The address of the device. Click the link to go to the device's configuration page. It shows the IP address or hostname depending on which one is used when adding the device. See .
- **MAC address:** The MAC address of the device.
- **Model:** The model of the device.
- **Enabled:** Shows if the time synchronization is enabled.
- **NTP source:** The NTP source configured for the device.
  - **Static:** The NTP servers on the device are specified manually under **Primary NTP server** and **Secondary NTP server**.
  - **DHCP:** The device receives the NTP server dynamically from the network. **Primary NTP server** and **Secondary NTP server** are not available when **DHCP** is selected.
- **Primary NTP server:** The primary NTP server configured for the device. Only available when **Static** is selected.
- **Secondary NTP server:** The secondary NTP server configured for the device. Only available for Axis devices that support secondary NTP and when **Static** is selected.
- **Server time offset:** The time difference between the device and the server.
- **UTC time:** The coordinated universal time on the device.
- **Synced:** Shows if the time synchronization settings are actually applied. This is only available for device with firmware 9.1 or later.
- **Time to next sync:** The remaining time to next synchronization.

The Windows Time service (W32Time) uses the Network Time Protocol (NTP) to synchronize the date and time for AXIS Camera Station Pro server. The following information is displayed:

- **Server:** The AXIS Camera Station Pro server on which the Windows Time service is running.
- **Status:** The status of the Windows Time service. Either *Running* or *Stopped*.
- **NTP server:** The NTP server configured for the Windows Time service.

### Configure time synchronization

1. Go to **Configuration > Devices > Time synchronization**.

2. Select your devices and select **Enable time synchronization**.
3. Select the NTP source **Static** or **DHCP**.
4. If you have selected **Static**, configure the primary and secondary NTP server.
5. Click **Apply**.

Send alarm when the time difference between server and device is larger than 2 seconds	Select this to receive an alarm if the time difference between server and device is more than 2 seconds.
Set the time zone manually through the device interface	Select this option if you don't want to use the server's time zone and use another one at the device's location instead. If you choose this option, you must set the time zone manually through the device's web interface.

### Configure storage

Go to **Configuration > Storage > Management** to open the Manage storage page. In the Manage storage page, you get an overview of the local storage and network storage that exists in AXIS Camera Station Pro.

List	
Location	The path and name of the storage.
Allocated	The maximum amount of storage allocated to recordings.
Used	The amount of storage space currently used for recordings.

List	
Status	<p>The storage status. Possible values are:</p> <ul style="list-style-type: none"> <li>• <b>OK</b></li> <li>• <b>Storage full:</b> The storage is full. The system overrides the oldest, unlocked recordings.</li> <li>• <b>Unavailable:</b> The storage information is currently unavailable. For example, if a network storage was removed or disconnected.</li> <li>• <b>Intruding data:</b> Data from other applications use storage space allocated for AXIS Camera Station Pro. Or, there are recordings with no database connection, so-called non-indexed recordings, in the storage space allocated for AXIS Camera Station Pro.</li> <li>• <b>No permissions:</b> The user has no read or write permission to the storage.</li> <li>• <b>Low space:</b> The drive has less than 15 GB of free space, which AXIS Camera Station Pro considers too low. To prevent errors or corruption, AXIS Camera Station Pro performs a forced cleanup, regardless of the placement of the storage slider, to protect the drive. During the forced cleanup, AXIS Camera Station Pro prevents recording until more than 15 GB of storage is available.</li> <li>• <b>Insufficient capacity:</b> The total disk size is less than 32 GB, which isn't enough for AXIS Camera Station Pro.</li> </ul> <p>AXIS OS Recorders supporting RAID can also have the following statuses:</p> <ul style="list-style-type: none"> <li>• <b>Online:</b> The RAID system works as it should. There is a redundancy in case one of the physical disks in the RAID system breaks down.</li> <li>• <b>Degraded:</b> One of the physical disks in the RAID system is broken. It's still possible to record and play recordings from the storage, but there is no redundancy. If another physical disk breaks, the RAID status changes to <b>Failure</b>. We recommend replacing the broken physical disk as soon as possible. After you replace a broken disk, the RAID status changes from <b>Degraded</b> to <b>Syncing</b>.</li> <li>• <b>Syncing:</b> The RAID disks synchronize. It's possible to record and play recordings from the storage, but there is no redundancy if a physical disk breaks down. Once the physical disks have synchronized, there's redundancy in the RAID system, and the RAID status changes to <b>Online</b>.</li> </ul> <p><b>Important</b> Never remove a RAID disk while synchronizing. This can lead to disk failure.</p> <ul style="list-style-type: none"> <li>• <b>Failure:</b> Several physical disks in the RAID system have failed. When this happens, all recordings in the storage are lost, and recording is only possible once you replace the broken physical disks.</li> </ul>
Server	The server where the local storage or network storage is.

Overview	
Used	Amount of storage space currently used by indexed recordings. If a file is in the recording directory but not indexed in the database, the file belongs to the <b>Other data</b> category. See Collect non-indexed files in .
Free	Amount of storage space left on the storage location. This is the same amount as "Space free" shown in Windows properties for the storage location.

Overview	
Other data	Amount of storage space taken up by the files other than indexed recordings and therefore unknown to AXIS Camera Station Pro.  Other data = Total capacity - used space - free space
Total capacity	The total amount of storage space. This is the same amount as "Total size" shown in Windows properties for the storage location.
Allocated	The amount of storage space that AXIS Camera Station Pro can use for recordings. You can adjust the slider and click <b>Apply</b> to adjust the allocated space.

Network storage	
Path	The path of the network storage path.
Username	The username used to connect to the network storage.
Password	The password for the username used to connect to the network storage.

## Manage storage

Go to **Configuration > Storage > Management** to open the Manage storage page. On this page, you can specify the folder to store recordings. To prevent the storage from becoming full, set a maximum percentage of total capacity that AXIS Camera Station Pro can use. You can add additional local storage and network drives for security and more space.

### Note

- When connected to multiple AXIS Camera Station Pro servers, select the server from the **Selected server** drop-down menu to manage the storage.
- When the Service uses the System account to log in, you can't add network drives that links to shared folders on other computers. See .
- You can't remove the local storage or network storage if cameras are set to record to it or it contains recordings.

### Add a local storage or shared network drive

1. Go to **Configuration > Storage > Management**.
2. Click **Add**.
3. To add a local storage, select **Local storage** and select a storage from the drop-down menu.
4. To add a shared network drive, select **Shared network drive** and enter the path to a shared network drive. For example: \\ip\_address\share.
5. Click **OK** and enter the username and password for the shared network drive.
6. Click **OK**.

### Remove a local storage or shared network drive

To remove a local storage or shared network drive, select a local storage or shared network drive from the storage list and click **Remove**.

### Add a folder for new recordings

1. Go to **Configuration > Storage > Management**.
2. Select a local storage or shared network drive from the storage list.

3. Under **Overview**, enter a folder name in **Folder for new recordings** to change the storage location for recordings.
4. Click **Apply**.

#### Adjust storage capacity

1. Go to **Configuration > Storage > Management**.
2. Select a local storage or shared network drive from the storage list.
3. Under **Overview**, move the slider to set the maximum space that AXIS Camera Station Pro can use.
4. Click **Apply**.

#### Note

- We recommend leaving at least 5% of the disk space free for optimal performance.
- The requirement for the minimum space of a storage added to AXIS Camera Station Pro is 32 GB with at least 15 GB of free space available.
- If there is less than 15 GB of free space available, AXIS Camera Station Pro automatically deletes old recordings to free up space.

#### Collect non-indexed files

Non-indexed files can make up a substantial part of **Other data** on the storage. A non-indexed file is any data in the recording folder that isn't part of the current database. The file can contain recordings from previous installations or data lost when a restore point was used.

The system doesn't delete collected files, but collect and place them in the **Non-indexed files** folder on the recording storage. The storage can be located on the same computer as the client, or on a remote server depending on your configuration. To access the **Non-indexed files** folder, you need access to the server. AXIS Camera Station Pro places the data in the folders after the order in which they were found, first by server then devices connected to that particular server.

You can choose to either look for a particular recording or log you have lost, or simply delete the contents to free up space.

To collect non-indexed files for review or removal:

1. Go to **Configuration > Storage > Management**.
2. Select a local storage or shared network drive from the storage list.
3. Under **Collect non-indexed files**, click **Collect** to initiate a task.
4. When the task finished, go to **Alarms and Tasks > Tasks** and double-click the task to view the result.

#### Select storage devices to connect

Go to **Configuration > Storage > Selection** to open the Select storage page. This page features a list of all cameras in AXIS Camera Station Pro and you can specify the number of days to keep recordings for specific cameras. When selected, the storage information can be seen under Recording Storage. You can configure multiple cameras at the same time.

<b>Name</b>	The name of the device or a list of all associated camera names when the device is a video encoder with multiple connected cameras, or a network camera with multiple view areas.
<b>Address</b>	The address of the device. Click the link to go to the device's configuration page. It shows the IP address or hostname depending on which one was used when you added the device. See .
<b>MAC address</b>	The MAC address of the device.
<b>Manufacturer</b>	The manufacturer of the device.

Model	The model of the device.
Used storage	The amount of storage space currently used for recordings.
Location	The path and name of the storage.
Retention time	The retention time configured for the camera.
Oldest recording	The time of the oldest recording from the camera kept in the storage.
Failover recording	Shows if the camera uses failover recording.
Fallback recording	Shows if the camera uses fallback recording.
Server	The server where the local storage or network storage is.

The storage solution for every camera was configured when cameras were added to AXIS Camera Station Pro. To edit storage settings for a camera:

1. Go to **Configuration > Storage > Selection**.
2. Select the camera to edit the storage settings.
3. Under **Recording storage**, set storage location and retention time.
4. Click **Apply**.

<b>Recording storage</b>	
Store to	Select the storage to save recordings to from the drop-down menu. Available options are the local storage and network storage that were created.
Failover recording	Select to store the recordings to the camera's SD card when AXIS Camera Station Pro and the camera loose connection. Once the connection is back, the failover recordings transfer to AXIS Camera Station Pro.  <b>Note</b> This feature is only available for cameras that have an SD card and firmware 5.20 or later.
Unlimited	Select retention time to keep recordings until the storage becomes full.
Limited	Select to set the maximum number of days to keep recordings.  <b>Note</b> If the amount of storage space reserved for AXIS Camera Station Pro becomes full, the system deletes recordings before the designated number of days.
Maximum days to keep recordings	Specify the number of days to keep your recordings.

### Configure recording and events

When you add cameras to AXIS Camera Station Pro, it automatically configures motion recording or continuous recording. You can later change the recording method to suit your needs, go to .

## Motion recording

It's possible to use motion detection with all Axis network cameras and video encoders. To only record when a camera detects motion considerably saves storage space compared to continuous recording. In **Recording method**, you can turn on and configure **Motion detection**. You can, for example, configure the settings if the camera detects too many or few moving objects or if the size of the recorded files is too large for the available storage space.

To configure motion recording:

1. Go to **Configuration > Recording and events > Recording method**.
2. Select a camera.
3. Turn on **Motion detection** to use motion recording.
4. Edit **Video settings**.
5. Select a schedule or click **New** to create a new schedule. To lower the impact on your storage space, only record during specific time periods.
6. Set a time interval between two successive triggers in **Trigger period** to reduce the number of successive recordings.  
If an additional trigger occurs within this interval, the recording continues and the trigger period restarts.
7. Click **Motion settings** to configure the motion detection settings, such as number of detectable objects. Available settings are different for different cameras, see [and](#) [.](#)
8. Click **Apply**.

### Note

You can use action rules to configure motion recording. Make sure to turn off **Motion detection** in **Recording method** before you use action rules.

Profile	Select a <b>Profile</b> in the drop-down menu, <b>High profile</b> is default. Use a lower resolution to decrease the recording size. To edit profile settings, see <a href="#">.</a>
Prebuffer	Set the number of seconds before the detected motion to include in a recording.
Postbuffer	Set the number of seconds after the detected motion to include in a recording.
Raise alarm	Select <b>Raise alarm</b> to raise an alarm when the camera detects motion.



To watch this video, go to the web version of this document.

*Configure motion detection*

## Continuous and scheduled recording

Continuous recording saves images continuously and requires therefore more storage space than other recording options. To reduce the file size, consider motion detected recording.

To configure continuous recording:



1. Go to **Configuration > Recording and events > Recording method**.
2. Select a camera.
3. Turn on **Continuous** to use continuous recording.
4. Select a **Profile** in the drop-down menu, **Medium** profile is default. Use a lower resolution to reduce the recording size. To edit profile settings, see .
5. Select a schedule or click **New** to create a new schedule. To lower the impact on your storage space, only record during specific time periods.
6. Turn on **Average bitrate** and set **Max storage**. The system shows the estimated average bitrate based on the specified max storage and retention time. The maximum average bitrate is 50000 Kbit/s. See .
7. Click **Apply**.

### Manual recording

For more information on how to record manually, see .

To configure manual recording settings:

1. Go to **Configuration > Recording and events > Recording method**.
2. Select the camera you want to configure.
3. Turn on **Manual**.
4. Under **Manual**, edit **Video settings**.
5. Click **Apply**.

<b>Manual</b>	Turn on <b>Manual</b> to enable manual recording in the live view. <b>Manual</b> is on by default.
<b>Profile</b>	Select a <b>Profile</b> in the drop-down menu, <b>High</b> profile is default. Use a lower resolution to reduce the recording size. To edit profile settings, see .
<b>Prebuffer</b>	Set the number of seconds before the detected motion to include in a recording.
<b>Postbuffer</b>	Set the number of seconds after the detected motion to include in a recording.

### Rule triggered recording

A rule triggered recording starts and stops according to a rule created in Action rules. You can use rules, for example, to generate recordings triggered by signals from I/O ports or device events. A rule can have several triggers.

To create rule triggered recording, see .

**Note**

If you use a rule to configure motion recording, make sure to turn off motion recording to avoid duplicate recordings.

### Failover recording

Use failover recording to make sure you can save recordings when you lose connection to AXIS Camera Station Pro. The camera saves recordings to the SD card if the connection is down for more than 10 seconds. The camera must have an SD card and firmware 5.20 or later. Failover recording only affects H.264 recordings.

To turn on failover recording:

1. Go to Configuration > Storage > Selection.
2. Select a camera that supports failover recording.
3. Select Failover recording.
4. Click Apply.

**Note**

Restart of the AXIS Camera Station Pro server doesn't trigger failover recordings. For example, when you run Database maintainer, restart AXIS Camera Station Pro Service Control, or restart the computer where the server is installed.

When there is a connection again, AXIS Camera Station Pro imports the failover recording and marks it with a dark grey color in the timeline. The camera stores the last 10 seconds of a stream in its internal memory to try to compensate for the 10 seconds delay before the failover recording triggers. Short gaps of about 1–4 seconds can still appear. Failover recording works differently depending on the recording method.

Recording methods	
Motion detection with prebuffer	In case of disconnection for more than 10 seconds, failover recording turns on. The camera continuously records to the SD card until the connection is back or the SD card becomes full.
Motion detection without prebuffer	<ul style="list-style-type: none"> <li>• In case of disconnection for more than 10 seconds when motion recording is not ongoing, failover recording doesn't turn on even if motion is detected.</li> <li>• In case of disconnection for more than 10 seconds when motion recording is ongoing, failover recording turns on. The camera continuously records to the SD card until the connection is back or the SD card becomes full.</li> </ul>
Continuous recording	In case of disconnection for more than 10 seconds, failover recording turns on. The camera continuously records to the SD card until the connection is back or the SD card becomes full.



*Use SD card for failover recording*

**Fallback recording**

You can turn on fallback recording on a device that uses AXIS S3008 Recorder as recording storage. Once you turn on fallback recording, the device automatically starts a continuous recording when you lose the connection between AXIS Camera Station Pro and the recorder. The device uses medium stream profile for fallback recording.

### Note

- It requires AXIS Camera Station 5.36 or later, AXIS S3008 Recorder firmware 10.4 or later, Axis device firmware 5.50 or later.
- If there is an ongoing continuous recording when fallback recording starts, a new continuous recording starts. The system creates duplicates of the stream on the recorder.

To turn on fallback recording:

1. Make sure that you have added AXIS S3008 Recorder and the devices and selected the recorder as recording storage for the device. See *Set up AXIS S3008 Recorder*.
2. Go to **Configuration > Storage > Selection**.
3. Select the device and select **Fallback recording**.
4. Click **Apply**.

### Recording method

AXIS Camera Station Pro automatically configures motion recording or continuous recording when you add devices.

A check mark in the list shows what recording method a device uses. To customize profile settings for video and audio, see .

To change the recording method:

1. Go to **Configuration > Recording and events > Recording method**.
2. Select one or multiple devices.  
For devices of the same model, you can configure multiple devices at the same time.
3. In the **Recording method** screen, turn on or off a recording method.

### Note

View areas don't support motion detection.

### Configure average bitrate

With average bitrate, the bitrate automatically adjusts over a longer time. This is so that you can meet the target bitrate and provide good video quality based on the specified storage.

### Note

- This option is only available for continuous recording and the cameras must support average bitrate and have firmware 9.40 or later.
  - The average bitrate settings affect the quality of the selected stream profile.
1. Go to **Configuration > Storage > Selection** and make sure you have set a limited retention time for the camera.
  2. Go to **Configuration > Devices > Stream profiles** and make sure you use H.264 or H.265 format for the profile used for continuous recording.
  3. Go to **Configuration > Recording and events > Recording method**.
  4. Select the camera and turn on **Continuous**.
  5. Under **Video settings**, select the video profile that you configured.
  6. Turn on **Average bitrate** and set **Max storage**. The system shows the estimated average bitrate based on the specified max storage and retention time. The maximum average bitrate is 50000 Kbit/s.

### Note

**Max storage** means the maximum space for the recordings over the retention time. It only guarantees that the recordings don't exceed the specified space, it doesn't guarantee that there is enough space for the recordings.

7. Click **Apply**.

### Edit motion settings

If your device uses AXIS Object Analytics, you can edit the settings for motion recording there.

#### Note

AXIS Object Analytics in AXIS Camera Station Pro requires AXIS OS 12.4.

1. Open a **Configuration** tab.
2. Go to **Recording and events > Recording method**.
3. Select the camera you want to configure.
4. Turn on **Motion detection**.
5. Click **Motion settings**.

Read the *AXIS Object Analytics user manual* for information on configuring AXIS Object Analytics on your device.

### Edit AXIS Video Motion Detection 2 and 4

AXIS Video Motion Detection 2 and 4 are camera applications you can install on products with support for AXIS Camera Application Platform. When you install AXIS Video Motion Detection 2 or 4 on the camera, motion detection detects moving objects within an area of interest. Motion detection 2 requires firmware 5.60 or later, and AXIS Video Motion Detection 4 requires firmware 6.50 or later. You can also check the firmware release notes for your product to verify if it supports video motion detection 4.

If you select motion recording when you add cameras to AXIS Camera Station Pro, AXIS Video Motion Detection 2 and 4 installs on cameras with the required firmware. Cameras without the required firmware use the built-in motion detection. You can install the application manually from the device management page. See .

With AXIS Video Motion Detection 2 and 4, you can create:

- **Area of interest:** An area in a recording where the camera detects moving objects. The feature ignores objects outside the area of interest. The area displays on top of the video image in the form of a polygon. The area can have 3 to 20 points (corners).
- **Area to exclude:** An area within the area of interest that ignores moving objects.
- **Ignore filters:** Create filters to ignore the moving objects detected by the application. Use as few filters as possible and configure the filters with care to make sure not to ignore important objects. Use and configure one filter at a time.
  - **Short-lived objects:** This filter ignores objects that only appear a short time in the image. For example, light beams from a passing car and shadows that moves quickly. Set the minimum time that objects must appear in the image to trigger an alarm. The time starts from the moment that the application detects the object. The filter delays alarms and don't trigger them if the object disappears from the image within the specified time.
  - **Small objects:** This filter ignores objects that are small, for example small animals. Set the width and height as a percentage of the total image. The filter ignores objects that are smaller than the specified width and height and don't trigger alarms. The object must be smaller than both the width and height values for the filter to ignore it.
  - **Swaying objects:** This filter ignores objects that only move a short distance, for example swaying foliage, and flags and their shadows. Set distance as a percentage of the total image. The filter ignores objects that move a shorter distance than the distance from the center of the ellipse to one of the arrowheads. The ellipse is a measure of movement and applies to all movement in the image.

To configure motion settings:

#### Note

Settings made here changes the settings in the camera.

1. Go to **Configuration > Recording and events > Recording method**.
2. Select a camera with **AXIS Video Motion Detection 2 or 4**, and click **Motion Settings**.
3. Edit the area of interest.
4. Edit the exclude area.
5. Create ignore filters.
6. Click **Apply**.

<b>Add a new point</b>	To add a new point to your area of interest, click the line between two points.
<b>Remove Point</b>	To remove a point from your area of interest, click the point and click <b>Remove Point</b> .
<b>Add Exclude Area</b>	To create an exclude area, click <b>Add Exclude Area</b> and click the line between two points.
<b>Remove Exclude Area</b>	To remove an exclude area, click <b>Remove Exclude Area</b> .
<b>Short lived objects filter</b>	To use a for short-lived objects filter, select <b>Short lived objects filter</b> and use the <b>Time</b> slider to adjust the minimum time that objects must appear in the image to trigger an alarm.
<b>Small objects filter</b>	To use a small objects filter, select <b>Small objects filter</b> and use the <b>Width</b> and <b>Height</b> sliders to adjust the size of the ignored objects.
<b>Swaying objects filter</b>	To use a swaying objects filter, select <b>Swaying objects filter</b> and use the <b>Distance</b> slider to adjust the size of the ellipse.

### Edit built-in motion detection

With built-in motion detection, the camera detects motion within one or more include area and ignores all other motion. An include area is an area that detects motion. You can place an exclude area within an include area to ignore motion. It's possible to use multiple include and exclude areas.

To add and edit an include area:

**Note**

Settings made here changes settings in the camera.

1. Go to **Configuration > Recording and events > Recording method**.
2. Select a camera with built-in motion detection, and click **Motion Settings**.
3. Click **Add** in the **Window** section.
4. Select **Include**.
5. To only see the area you edit, select **Show selected window**.
6. Move and resize the shape in the video image. This is the include area.
7. Adjust **Object size**, **History**, and **Sensitivity** manually.
8. To use the predefined settings. Select **Low**, **Moderate**, **High**, or **Very High**. **Low** detects larger objects with a shorter history. **Very High** detects smaller objects with a longer history.
9. In the **Activity** section, review the detected motion in the include area. Red peaks indicate motion. Use the **Activity** field when you adjust **Object size**, **History**, and **Sensitivity**.
10. Click **OK**.

Object size	Object size relative to the region size. The camera detects only very large objects at a high level. At a low level it detects even very small objects.
History	Object memory length defines how long an object needs to be in an area before it's considered to be non-moving. At a high level an object triggers motion detection for a long period of time. At a low level an object triggers motion detection for a short period of time. If no objects should appear in the area, select a very high history level. This triggers motion detection if the object is present in the area.
Sensitivity	Difference in luminance between the background and the object. With high sensitivity, the camera detects ordinary colored object on ordinary backgrounds. With low sensitivity, it detects only very bright objects on a dark background. To detect only flashing light, select a low sensitivity. In other cases, we recommend a high sensitivity level.

**To add and edit an exclude area:**

1. In the Edit Motion Detection screen, click **Add** in the Window section.
2. Select **Exclude**.
3. Move and resize the shaded shape in the video image.
4. Click **OK**.

**To remove an include or exclude area:**

1. In the Edit Motion Detection screen, select an area to remove.
2. Click **Remove**.
3. Click **OK**.

**Configure event categories**

Event categories make it easier to find recordings of a certain type, such as assault or traffic stop. To create an event category:

1. Go to **Configuration > Recording and events > Event categories**.
2. Click **New**.
3. Enter a name for the event category.
4. Optionally, set a custom retention time for the event category.
5. Click **Apply**.

Name	We recommend using a name for the category that represents a type of event, like assault or traffic stop.
Retention time	You can set a custom retention time for each event category that overrides the camera's default retention time. The custom event category retention time applies only if it's longer than the default.

See for more information.

## I/O ports

Many cameras and video encoders have I/O ports for connection of external devices. Some auxiliary devices also have I/O ports.

There are two types of I/O ports:

**Input port** – Use to connect to devices that can toggle between an open and closed circuit. For example, door and window contacts, smoke detectors, glass break detectors, and PIRs (Passive Infrared Detector).

**Output port** – Use to connect to devices such as relays, doors, locks, and alarms. AXIS Camera Station Pro can control devices connected to output ports.

### Note

- When connected to multiple AXIS Camera Station Pro servers, you can select any connected server from the **Selected server** drop-down menu to add and manage I/O ports.
- Administrators can turn off I/O ports for users. See .

Action rules use I/O ports as triggers or actions. Triggers use input signals, for example, when AXIS Camera Station Pro receives a signal from a device connected to an input port, it performs the specified actions. Actions use output ports, for example when a rule activates, AXIS Camera Station Pro can activate or deactivate a device connected to an output port. See .

For information about how to connect devices and how to configure I/O ports, see the Axis product's User manual or Installation Guide. Some products have ports that can act as input or output.

You can control output ports manually. See .

## Add I/O ports

To add I/O ports:

1. Go to **Configuration > Recording and events > I/O ports**.
2. Click **Add** to view a list of I/O ports you can add.
3. Select the port and click **OK**.
4. Review the information in **Type** and **Device**. Change the information if necessary.
5. Enter a name in **Port**, **Active State**, and **Inactive State**. The names also show in Action rules, Logs, and I/O Monitoring.
6. For output ports, you can set the initial state for when AXIS Camera Station Pro connects with the device. Select **On startup set to** and select the initial state in the **State** drop-down menu.


<b>Edit</b>	To edit a port, select the port and click <b>Edit</b> . In the pop-up dialog, update the port information and click <b>OK</b> .
<b>Remove</b>	To remove a port, select the port and click <b>Remove</b> .
<b>Reload I/O Ports</b>	If you configure the I/O ports from the device configuration page, click <b>Reload I/O Ports</b> to update the list.

## Monitor I/O ports

### Note

When connected to multiple AXIS Camera Station Pro servers, you can select any connected server in **Selected server** drop-down menu to monitor I/O ports.

To control output ports manually:

1. Go to  > **Actions > I/O Monitoring**.
2. Select an output port.
3. Click **Change state**.

### Action rules

AXIS Camera Station Pro uses rules to configure actions. A rule is a set of conditions that define how and when actions should be performed. With action rules you can reduce the number of recordings, interact with devices connected to I/O ports, and alert operators about important events.

**Note**

- When connected to multiple AXIS Camera Station Pro servers, you can select any connected server in **Selected Server** drop-down menu to create and manage action rules.
- For third-party devices, the available actions can differ between devices. Many of these actions can require additional configuration of the device.

### Create a new rule

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Create triggers to define when to activate a rule. See .
4. Click **Next**.
5. Create actions to define what happens when the rule activates. See .
6. Click **Next**.
7. Create a schedule for when to use the action rule. This reduces the amount of events and recordings. See .
8. Click **Next**.
9. Review the information in the **Details** screen.
10. Enter a name for the rule, and click **Finish** to use the rule.

<b>Edit</b>	To edit an existing rule, select the rule and click <b>Edit</b> .
<b>Copy</b>	To copy an existing rule, select the rule and click <b>Copy</b> .
<b>Remove</b>	To remove an existing rule, select the rule and click <b>Remove</b> .
<b>Always</b>	Select <b>Always</b> to always have the rule active.
<b>Custom schedule</b>	Select <b>Custom schedule</b> and select a schedule from the drop-down menu. You can create a new schedule or edit an existing schedule.

### Add triggers

Triggers activate rules and a rule can have multiple triggers. As long as one of the triggers stays active, the rule stays active. If all triggers must be active for the rule to be active, select **All triggers must be active simultaneously to trigger the actions**. Increase the trigger period if you use this setting on pulse triggers. Pulse triggers are triggers that are active momentarily.

The following triggers are available:

**Motion detection** – Registered motion within a defined area activates the motion detection trigger. See .



**Always active** – This trigger is always on. For example, you can combine this trigger with a schedule that's always on and a recording action with a low profile to achieve a second continuous recording suitable for devices with limited performance.

**Live view** – The live view trigger occurs when a user opens a specific camera's video stream. You can use this, for example, to let people near a camera know that someone's watching them using the camera's LEDs. See .

**System event and error** – A system event and error trigger activates when recording errors occur, a storage becomes full, contact with a network storage fails, or one or more devices loses connection. See .

**Input/Output** – The Input/Output (I/O) trigger activates when a device's I/O port receives a signal from, for example, a connected door, smoke detector, or switch. See . We recommend you use device event triggers instead of input/output triggers if possible.

**Device event** – This trigger uses events directly from the camera or auxiliary device. Use this if no suitable trigger is available in AXIS Camera Station Pro. See .

**Action button** – Use the action buttons to start and stop actions from live view. You can use one button in different rules. See .

**AXIS Entry Manager event** – This trigger activates when AXIS Camera Station Pro receives signals from doors configured in AXIS Entry Manager. For example, doors forced to open, open too long, or denied access. See .

**External HTTPS** – The external HTTPS trigger makes it possible for external applications to trigger events in AXIS Camera Station Pro through HTTPS communication. See .

### Create motion detection triggers

The motion detection trigger activates when the camera detects motion within a defined area. Since the camera processes the detection it doesn't add any processing load to AXIS Camera Station Pro.

#### Note

Don't use motion detection triggers to start recordings together with motion recording in the camera. Turn off motion recording before you use motion detection triggers. To turn off motion recording, go to **Configuration > Recording and events > Recording method**.

To create an motion detection trigger:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and select **Motion detection**.
4. Click **OK**.
5. In the pop-up screen:
  - 5.1. Select the camera that should detect motion.
  - 5.2. Set a time interval between two successive to reduce the number of successive recordings. If an additional trigger occurs within this interval, the recording continues and the trigger period restarts.
  - 5.3. Click **Motion settings** to configure motion detection settings. Available settings are different for different cameras. See and .
6. Click **OK**.

### Create live view triggers

The live view trigger occurs when a user opens a specific camera's video stream. You can use this, for example, to let people near a camera know that someone's watching them using the camera's LEDs.

To create a live view trigger:

1. Go to **Configuration > Recording and events > Action rules**.

2. Click **New**.
3. Click **Add** and select **Live view**.
4. Click **OK**.
5. Select the trigger camera.
6. Click **OK**.

### Create system event and error triggers

Select one or more system events and errors to use as triggers. Examples of system events are recording errors, a full storage, contact with a network storage fails, and one or more devices loses connection.

To create a system event and error trigger:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and select **System event and error**.
4. Click **OK**.
5. Select a system event or error to create the trigger.
6. Click **OK**.

<p><b>On recording error</b></p>	<p>Select <b>On recording error</b> to activate the trigger when errors occur during recording, for example if a camera stops streaming.</p>
<p><b>On full storage</b></p>	<p>Select <b>On full storage</b> to activate the trigger when a storage for recordings is full.</p>
<p><b>On no contact with network storage</b></p>	<p>Select <b>On no contact with network storage</b> to activate the trigger when there is problem to access a network storage.</p>
<p><b>On lost connection to camera</b></p>	<p>Select <b>On lost connection to camera</b> to activate the trigger when there is problem to contact the cameras.</p> <ul style="list-style-type: none"> <li>• Select <b>All</b> to include all the cameras added to AXIS Camera Station Pro.</li> <li>• Choose <b>Selected</b> and click <b>Cameras</b> to show a list of all cameras added to AXIS Camera Station Pro. Use <b>Select all</b> to select all cameras or <b>Deselect all</b> to deselect all cameras.</li> </ul>

### Create input/output triggers

The input/output (I/O) trigger activates when a device's I/O port receives a signal from, for example, a connected door, smoke detector, or switch.

**Note**

- Add the I/O port to AXIS Camera Station Pro before you use an I/O trigger. See .
- Use device event triggers instead of input/output triggers if possible. Device event triggers offer a better overall user experience. See for more information.

To create an input/output trigger:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.

3. Click **Add** and select **Input/Output**.
4. Click **OK**.
5. Under **Trigger port and state**, configure the I/O port and trigger settings.
6. Click **OK**.

Trigger port and state	
I/O port	In <b>I/O port</b> , select the input or output port.
Trigger state	In <b>Trigger state</b> , select the I/O port state that should activate the trigger. Available states depend on the port's configuration.
Trigger period	Set an interval time between two successive triggers in <b>Trigger period</b> to reduce the number of successive recordings.  If an additional trigger occurs within this interval, the recording continues and the trigger period restarts.

### Create device event triggers

This trigger uses events directly from the camera or auxiliary device. Use this if there is no suitable trigger available in AXIS Camera Station Pro. The events differ between the cameras and have one or more filters that must be set. Filters are conditions that must be fulfilled for the device event trigger to activate. For information about events and filters for Axis products, see the VAPIX® documentation on [axis.com/partners](http://axis.com/partners) and [axis.com/vapix](http://axis.com/vapix)

To create a device event trigger:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and select **Device event**.
4. Click **OK**.
5. Under **Configure device event trigger**, configure the event trigger.

**Note**

Available events depend on the selected device. For third-party devices, many of these events require additional configuration in the device.

6. Under **Filters**, select the filters.
7. Under **Activity**, review the current state of the device event trigger as a function of time. An event can be stateful or stateless. A step function represents the activity of a stateful event. A straight line with pulses from when the event was triggered represents the activity of a stateless event.
8. Click **OK**.

Configure device event trigger	
Device	In <b>Device</b> , select the camera or auxiliary device.
Event	In <b>Event</b> , select the event to use as trigger.
Trigger period	Set a time interval between two successive triggers in <b>Trigger period</b> to reduce the number of successive recordings.  If an additional trigger occurs within this interval, the recording continues and the trigger period restarts.

Examples of device events

Category	Device event
Amplifier	Amplifier overload
Audio Control	Digital signal status
AudioSource	Audio detection
Authorization	Access request granted
	Access request denied
Call	State
	State change
	Network quality
	SIP account status
	Incoming video
Casing	Casing open
Device	Ring power overcurrent protection
Device sensors	System ready
	PIR sensor
Device status	System ready
Door	Door forced
	Door installation tampering detected
	Door locked
	Door open too long
	Door position
	Door unlocked
Event buffer	Begin
Event logger	Dropped alarms
	Dropped events
	Alarm
Fan	Status
GlobalSceneChange	Image service
Hardware Failure	Storage failure
	Fan failure
Heater	Status
Input ports	Virtual input
	Digital input port
	Manual trigger

	Supervised input port
	Digital output port
	External input
Light	Status
LightStatusChanged	Status
Media	Profile changed
	Configuration changed
Monitor	Heatbeat
MotionRegionDetector	Motion
Network	Network lost
	Only applicable for events used by the device, not applicable for events used by AXIS Camera Station Pro.
	Address added
	Address removed
PTZ moving	PTZ movement on channel <channel name>
PTZ presets	PTZ preset reached on channel <channel name>
PTZController	Auto tracking
	PTZ control queue
	PTZ error
	PTZ ready
Recording Config	Create recording
	Delete recording
	Track configuration
	Recording configuration
	Recording job configuration
Remote camera	Vapix status
	PTZ position
Schedule	Pulse
	Interval
	Scheduled event
State	Active
Storage	Storage disruption
	Recording ongoing
System message	Action failed
Tampering	Tilt detected

	Shock detected
Temperature sensors	Above operating temperature
	Below operating temperature
	Within operating temperature
	Above or below operating temperature
Trigger	Relays and outputs
	Digital input
Video Motion Detection	VMD 4: profile <profile name>
	VMD 4: any profile
Video Motion Detection 3	VMD 3
Video source	Motion alarm
	Live stream accessed
	Day night vision
	Camera tampering
	Average bitrate degradation
	Video source connected

**AXIS A1601 Network Door Controller device events**

Device event	Trigger the action rule
<b>Authorization</b>	
Access request granted	The system granted access to a cardholder when they identified using their credentials.
Duress	Someone used their duress PIN. You can use this to, for example, trigger a silent alarm.
Access request denied	The system denied a cardholder access when they identified using their credentials.
Double-swipe	A cardholder swiped their card twice. The double-swipe allows a cardholder to override the current state of a door. For example, they can use it to unlock a door outside the regular schedule.
Anti-passback detection	Someone used a credential belonging to a cardholder who entered a zone before them.
<b>Authorization with two-person rule</b>	
Access request pending	The first out of two cardholders identified themselves using their credentials.
Access request granted	The system granted access to the last cardholder when they identified using their credentials.
<b>Casing</b>	
Casing open	Someone has opened or removed the casing of the network door controller. Use, for example, to send a notification to the

	administrator if the casing is open for maintenance purposes or if someone tampered with the casing.
<b>Device status</b>	
System ready	The system is in state ready. For example, the Axis product detects the system state and sends a notification to the administrator when the system has started. Select <b>Yes</b> to trigger the action rule when the product is in state ready. Note that the rule can only trigger when all necessary services, such as event system, has started.
<b>Door</b>	
Door forced	The door is forced open.
Door installation tampering detected	When the system detects the following: <ul style="list-style-type: none"> <li>• Device casing is open or closed</li> <li>• Device motion</li> <li>• Removal of the connected reader from wall</li> <li>• Tampering with connected door monitor, reader, or REX device. To use this trigger, make sure to turn on Supervised input and inspect the installation of the end of line resistors on the relevant door connector input ports.</li> </ul>
Door locked	The door lock is locked.
Door open too long	The door is open too long.
Door position	The door monitor indicates that the door is open or closed.
Door unlocked	The door lock stays unlocked. For example, you can use this state when there are visitors allowed to open the door without the requirement to present their credentials.
<b>Input ports</b>	
Virtual input	One of the virtual inputs changes states. A client, such as a management, can use it to initiate various actions. Select the input port that should trigger the action rule when it becomes active.
Digital input port	A digital input port changes state. Use this trigger to initiate various actions, for example, send notification or flash the status LED. Select the input port that should trigger the action rule when it becomes active or select <b>Any</b> to trigger the action rule when one of the input port becomes active.
Manual trigger	Activates the manual trigger. Use this trigger to manually start or stop the action rule through the VAPIX API.
External input	The emergency input is active or inactive.
<b>Network</b>	
Network lost	The network loses connection.  Only applicable for events used by the device, not applicable for events used by AXIS Camera Station Pro.
AddressAdded	A new IP address is added.
AddressRemoved	The IP address is removed.
<b>Schedule</b>	

Scheduled event	A predefined schedule changes state. Use it to record video in specific time periods, for example, during office hours, at weekends etc. Select a schedule in the <b>Schedule</b> drop-down menu.
<b>System message</b>	
Action failed	An action rule fails and triggers the action failed system message.
<b>Trigger</b>	
Digital Input	A physical digital input port is active or inactive.

### Create action button triggers

Use action buttons to start and stop actions in **Live view**. You can find the action buttons on the bottom of the live view or in a map. You can use one button for multiple cameras and maps, and there can be multiple action buttons for one camera or a map. You can arrange the buttons for a camera when you add or edit the action button.

There are two types of action buttons:

**Command buttons** – Used to manually start an action. Use command buttons for actions that don't require a stop button. A command button has a button label and a tooltip. The button label is the text shown on the button. Hover over the button with the mouse to show the tooltip.

**Example:** Create a button to activate an output for a predefined time, raise an alarm, and send email.

**Toggle buttons** – Use to manually start and stop an action. The button has two states: toggle and untoggle. Click the button to switch between the two states. By default, toggle buttons start the action when in the toggle state, but it's also possible to start the action in the untoggle state.

A toggle button has a toggle label, an untoggle label, and a tooltip. The texts shown on the buttons in the toggle and untoggle states are the toggle and untoggle labels. Hover over the button with the mouse to show the tooltip.

**Example:** Create a button to open and close doors, use output action with pulse set to "as long as any trigger is active".

To create an action button trigger:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and select **Action Button**.
4. Click **OK**.
5. Select **Create new button** or **Use existing button**. Click **Next**.
6. If you select **Create new button**:
  - 6.1. Select **Command button** or **Toggle button**. If you want to use the toggle button to start the action in the untoggle state, select **Trigger on untoggle**.
  - 6.2. Click **Next**.
  - 6.3. Add labels and tooltip for the button.

**Note**

The letter or number after the first underscore in an action button label becomes the access key to the action button. Press ALT and the access key to activate the action button. For example, when you name an action button as A\_BC, the action button name changes to ABC in live view. Press ALT + B and the action button activates.

7. If you select **Use existing button**:



- 7.1. Search for the button or click the button that you want to use.
- 7.2. If you select to use an existing toggle button, you must select **Trigger on toggle** or **Trigger on untoggle**.
- 7.3. Click **Next**.
- 7.4. Edit the labels and tooltip of the button.
8. Select the camera or map from the drop-down menu.
9. To add the button to multiple cameras or maps, click **Add to multiple cameras** or **Add to multiple maps**.
10. If a camera has multiple action buttons, click **Arrange** to edit the order of the buttons. Click **OK**.
11. Click **Next**.

### Create AXIS Entry Manager event triggers

AXIS Camera Station Pro activates the trigger when it receives signals from doors configured in AXIS Entry Manager. For example, doors forced to open, doors open too long, or denied access.

#### Note

AXIS Entry Manager event trigger is only available when you add AXIS A1001 Network Door Controller to AXIS Camera Station Pro.

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and select **AXIS Entry Manager event**.
4. Click **OK**.
5. Select an event and door to activate the trigger.
6. Click **OK**.

### Create external HTTPS triggers

The external HTTPS trigger makes it possible for external applications to trigger events in AXIS Camera Station Pro through HTTPS communication. This trigger only supports HTTPS communication and requires that you provide the valid AXIS Camera Station Pro username including domain name and password in the HTTPS requests.

The following requests are supported with HTTP method GET\*. You can also use POST with JSON data stated in the body of the request.

#### Note

- The external HTTPS trigger requests can only be tested in Google Chrome.
- The external HTTPS trigger uses the same ports as the mobile viewing app, see **Mobile communication port** and **Mobile streaming port** described in .
- Activate the trigger with ID "trigger1": `https://[address]:29204/Acs/Api/TriggerFacade/ActivateTrigger?{"triggerName":"trigger1"}`
- Deactivate the trigger with ID "trigger1": `https://[address]:29204/Acs/Api/TriggerFacade/DeactivateTrigger?{"triggerName":"trigger1"}`
- Activate the trigger with ID "trigger1" and then automatically deactivate the trigger after 30 seconds: `https://[address]:29204/Acs/Api/TriggerFacade/ActivateDeactivateTrigger?{"triggerName":"trigger1","deactivateAfterSeconds":"30"}`

#### Note

The timer for automatic deactivation is canceled if any other command is issued to the same trigger.

- Pulse the trigger with ID "trigger1" (trigger activation followed by immediate deactivation): `https://[address]:29204/Acs/Api/TriggerFacade/PulseTrigger?{"triggerName":"trigger1"}`

To create an external HTTPS trigger:

1. Go to **Configuration > Recording and events > Action rules**.
2. click **New**.
3. Click **Add** and select **External HTTPS**.
4. Click **OK**.
5. Enter the trigger name in **Trigger name**.
6. Review the sample URL that uses the same server address as the client used when logging on. The URLs only work after the action rule is complete.
7. Click **OK**.

**Suitable actions for external HTTPS triggers**

- Requests to activate and deactivate the trigger are suitable for actions that start and stop recordings.
- Requests to pulse the trigger are suitable for actions such as **Raise Alarm** or **Send Email**.

### Add actions

One rule can have multiple actions. The actions start when the rule becomes activate.

The following actions are available:

**Record** – This action starts a recording from the camera. See .

**Raise alarm** – This action sends an alarm to all connected AXIS Camera Station Pro clients. See .

**Set output** – This action sets the state of an output port. Use this to control the device connected to the output port, for example to turn on a light or lock a door. See .

**Send email** – This action sends an email to one or multiple recipients. See .

**Live view** – This action opens the live view of a specific camera, view, or preset position in all connected AXIS Camera Station Pro clients. You can also use the live view action to restore open AXIS Camera Station Pro clients from the taskbar or bring the clients to the front of other open applications. See .

**Send HTTP notification** – This action sends an HTTP request to a camera, a door controller, or an external web server. See .

**Virtual I/O** – This action triggers a specific virtual input port on a device. See

**AXIS Entry Manager** – This action can grant access, unlock, or lock a door connected to a door controller configured by AXIS Entry Manager. See .

**Send mobile app notification** – The action sends a custom message to the AXIS Camera Station Mobile app. See .

**Turn rules on or off** – Use this action to turn other action rules on or off. See .

**Send to video decoder** – Use this action to send a view to a video decoder to display on a monitor for a specified amount of time. See

**Access control** – This action includes door actions and zone actions in AXIS Camera Station Secure Entry. See .

### Create record actions

The record action starts to record from the camera. Access and play the recording from the **Recordings** tab.

To create a record action:

1. Specify a location to save the recording to, go to **Configuration > Storage > Selection**.
2. Go to **Configuration > Recording and events > Action rules**.
3. Click **New**.
4. Click **Add** and create a trigger. Click **Next**. See .
5. Click **Add** and select **Record**.
6. Click **OK**.
7. In **Camera**, select the camera to record from.
8. Under **Video setting**, configure profile, prebuffer, and postbuffer.
9. Click **OK**.

Video setting	
Profile	Select a profile from the <b>Profile</b> drop-down menu. To edit profile settings, see .
Prebuffer	Set the number of seconds before the detected motion to include in a recording.
Postbuffer	Select the number of seconds to include in the recording when the action is no longer ongoing.

### Create raise alarm actions

The raise alarm action sends an alarm to all connected AXIS Camera Station Pro clients. The alarm appears in the **Alarms** tab and as a taskbar notification. It's possible to include instructions in form of a file with alarm procedures with the alarm. The alarm procedure is available from the **Alarms** and **Logs** tabs.

To create a raise alarm action:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **Raise alarm**.
5. Click **OK**.
6. Under **Alarm message**, configure title, description, and duration.
7. Under **Alarm procedure**.
  - 7.1. Select **On alarm show alarm procedure**.
  - 7.2. Click **Upload** and find the desired file.
  - 7.3. Click **Preview** to open the uploaded file in a preview window.
  - 7.4. Click **OK**.

Alarm message	
Title	Enter a title for the alarm. The title appears in <b>Alarms</b> in the <b>Alarms</b> tab and in the taskbar notification.
Description	Enter a description of the alarm. The description appears in <b>Alarms &gt; Description</b> in the <b>Alarms</b> tab and in the taskbar notification.
Duration (s)	Set the duration time between 1 and 600 seconds for the pop-up alarms.

### Create output actions

The output action sets the state of an output port. Use this to control the device connected to the output port, for example to switch on a light or lock a door.

**Note**

Add the output port to AXIS Camera Station Pro before you use an output action. See .

To create an output action:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **Set output**.
5. Click **OK**.
6. In **Output port**, select the output port.
7. In **State on action**, select the state to set the port to. Available options depend on how the port configuration.
8. Select **Pulse** to define how long the output port should remain in the new state.

**Note**

To keep the port in the new state after the action, clear **Pulse**.

9. Click **OK**.

For as long as any trigger is active	To keep the port in the new state as long as all triggers in the rule are active, select <b>For as long as any trigger is active</b> .
Keep the state for a fixed time	To keep the port in the new state for a fixed time, select the second option and specify the number of seconds.

### Create send email actions

The email action sends an email to one or multiple recipients. It's possible to attach snapshots from cameras with the email.

**Note**

To send emails, you must first configure an SMTP server. See .

To create a send email action:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **Send email**.
5. Click **OK**.
6. Add recipients under **Recipients**:
  - 6.1. Enter the email address in **New Recipient** and select **To**, **Cc**, or **Bcc**.
  - 6.2. Click **Add** to add the email address to **Recipients**.
7. Under **Contents**, enter the email subject and message.
8. Under **Advanced**, configure attachments, number of emails, and intervals.
9. Click **OK**.

Advanced	
Attach snapshots	To attach .jpg snapshots from the cameras in the email notification as attachments, select <b>Attach snapshots</b> and click <b>Cameras</b> . A list of all cameras added to AXIS Camera Station Pro appears. You can <b>Select all</b> to select all cameras or <b>Deselect all</b> to deselect all cameras.
Send one email for each event	To prevent sending multiple emails for the same event, select <b>Send one email for each event</b> .
Don't send another email for	To prevent sending emails too close in time. Select <b>Don't send another email for</b> and set the minimum time between emails from the drop-down menu.

### Create live view actions

The live view action opens the **Live view** tab with a specific camera, view, or preset position. The **Live view** tab opens in all connected AXIS Camera Station Pro clients. If the **Live view** tab shows a split view with a hotspot, the camera selected in the live view action loads in the hotspot. For more information about hotspots, see .

You can also use the live view action to restore open AXIS Camera Station Pro clients from the taskbar or bring the clients to the front of other open applications.

To create a live view action:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **Live view**.
5. Click **OK**.
6. Under **Live view actions**, configure what should show when the action is active.
7. Under **Shown in**, configure how to show the selected view.
8. Under **Bring to front**, select **On trigger bring application to front** to restore open AXIS Camera Station Pro clients from the taskbar or bring the clients to the front of other open applications when the live view action starts.
9. Click **OK**.

Live view actions	
View	To open a view, select <b>View</b> and select the view from the drop-down menu.
Camera	To open a camera view, select <b>Camera</b> and select the camera from the drop-down menu. If a camera has PTZ preset, select <b>Go to preset</b> and select an area from the drop-down menu to open a preset position.
No action	Select <b>No action</b> to not open any view.

Shown in	
Live alert tab	Select <b>Live alert tab</b> to open the selected view or camera view in the <b>Live alert tab</b> .
Hotspot in view	Select <b>Hotspot in view</b> and select a view with hotspot from the drop-down menu. If the hotspot is visible in live view when the action triggers, the camera view shows in the hotspot.

**Example:**

To open a **Live view tab**, go to the hotspot view and show a camera view in the hotspot, configure two live view actions in the same action rule:

1. Create a live view action that shows the hotspot view in the **Live alert tab**.
  - 1.1. Under **Live view actions**, select **View**.
  - 1.2. Select **Hotspot view**.
  - 1.3. Under **Show in**, select **Live alert tab**.
  - 1.4. Select **On trigger bring application to front**.
2. Create another live view action that goes to the hotspot view and show the camera view in the hotspot.
  - 2.1. Under **Live view actions**, select **Camera** and select a camera view.
  - 2.2. Under **Show in**, select **Hotspot in view**.
  - 2.3. Select **Hotspot view**.

**Create HTTP notification actions**

The HTTP notification action sends an HTTP request to a recipient. The recipient can be a camera, door controller, external web server, or any server that can receive HTTP requests. HTTP notifications can for example be used to turn on or off a feature in the camera, or to open, close, lock, or unlock a door connected to a door controller.

GET, POST, and PUT methods are supported.

**Note**

To send HTTP notifications to recipients outside the local network, it can be necessary to adjust the AXIS Camera Station Pro server proxy settings. Contact Axis support for more information.

To create an HTTP notification action:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **Send HTTP Notification**.
5. Click **OK**.
6. In **URL**, enter the address to the recipient and the script that handles the request. For example: `https://192.168.254.10/cgi-bin/notify.cgi`.
7. Select **Authentication required** if the recipient requires authentication. Enter the username and password.
8. Select an authentication method.
9. Click **Advanced** to display the advanced settings.
10. Click **OK**.

Authentication method	
Digest	We recommend using this option since it provides the best protection against eavesdropping.
Digest with basic as fallback	Use this option if you're unsure of which authentication method the device uses.

Advanced	
Method	Select HTTP method from the <b>Method</b> drop-down menu.
Content type	For POST and PUT methods, select the content type from the <b>Content type</b> drop-down menu.
Body	For POST and PUT methods, enter the request body in <b>Body</b> .
Trigger data	You can also insert predefined trigger data from the drop-down menu. See below for more information.

Trigger data	
Type	The trigger that activated this action rule.
Source ID	The source ID is the ID of the source that triggered the action rule, and it often represents a camera or other type of device. Not all sources have a source ID.
Source Name	The source name is the name of the source that triggered the action rule, and it often represents a camera or other type of device. Not all sources have a source name.
Time (UTC)	The UTC date and time when the action rule was triggered.
Time (local)	The date and time of the server when the action rule was triggered.

### Create virtual I/O actions

Use virtual I/O actions to trigger a specific virtual input port on a device. You can use each port on a device for one action.

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **Virtual I/O**.
5. Click **OK**.
6. Select the device and port that you want to trigger.
7. Click **OK**.

### Create siren and light actions

The siren and light action activates a siren and light pattern on AXIS D4100-E Network Strobe Siren according to a configured profile.

### Note

To use this action, a profile must be configured from the device's configuration page.

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **Siren and light**.
5. Click **OK**.
6. Select a device from the **Device** drop-down menu.
7. Select a profile from the **Profile** drop-down menu.
8. Click **OK**.

### Create AXIS Entry Manager actions

The AXIS Entry Manager action can grant access, unlock, or lock a door connected to a door controller configured by AXIS Entry Manager.

### Note

The AXIS Entry Manager action is only available when AXIS A1001 Network Door Controller is available in AXIS Camera Station Pro.

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **AXIS Entry Manager**.
5. Click **OK**.
6. Select an action and door to perform the action.
7. Click **OK**.

### Create send mobile app notification actions

The send mobile app notification action sends a custom message to the AXIS Camera Station Mobile app. You can click the received notification to go to a specific camera view. See *AXIS Camera Station Mobile app user manual*.

To create a send mobile app notification action:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **Send mobile app notification**.
5. Click **OK**.
6. In **Message**, enter your message that should show on the mobile app.
7. Under **Click notification and go to**, configure what should show when you click the notification.
8. Click **OK**.



Click notification and go to	
Camera	Select a camera view from the <b>Camera</b> drop-down menu that should show when you click the notification in the mobile app.
Default	Select <b>Default</b> to go to the mobile app start page when you click the notification in the mobile app.

**Create an action that turns other action rules on or off**

Use the turn rules on or off action, for example, if you want to turn off motion detection in an office when an employee swipes their access card.

To create a turn off rules on or off action:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **Turn rules on or off**.
5. Click **OK**.
6. Select one or multiple action rules.
7. Choose if you want to turn the selected action rules on or off.
8. Enter a delay if you want time between the trigger and the change of state.
9. Select **Return to the previous state when the trigger is no longer active** if you don't want the selected action rule to stay changed when the trigger isn't active. In the example above, that means motion detection turns back on when the employee removes the access card from the reader
10. Click **OK**.

**Create an action that sends a view to a video decoder**

Use this action to send a view to a video decoder to display on a monitor for a specified amount of time.

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **Send to video decoder**.
5. Click **OK**.
6. In **Decoder**, select the video decoder to send the view to.
7. In **View**, select the camera or view to send.
8. In **Duration**, enter the amount of time, in seconds, that you want to display the view.
9. Click **OK**.

**Create access control actions**

The access control action can perform the following actions on AXIS Camera Station Secure Entry system:

- **Door actions:** grant access, lock, unlock, or lockdown the selected doors.
- **Zone actions:** lock, unlock, or lockdown the selected doors in the selected zones.
- **Access rule actions:** Turn access rules on or off.

### Note

The access control action is only available for AXIS Camera Station Secure Entry system.

To create a access control action:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Click **Add** and create a trigger. Click **Next**. See .
4. Click **Add** and select **Access control**.
5. Click **OK**.
6. To perform door actions:
  - 6.1. Under **Access control**, select **Door actions**.
  - 6.2. Under **Configure action**, select the doors and action.
7. To perform zone actions:
  - 7.1. Under **Access control**, select **Zone actions**.
  - 7.2. Under **Configure action**, select the zones, door types, and action.
8. To turn access rules on or off:
  - 8.1. Under **Access control**, select **Action rule actions**.
  - 8.2. Under **Configure action**, select the access rule you want to turn on or off.
  - 8.3. Under **Action** and select **Enable** or **Disable**.
9. Click **OK**.

## Schedules

Create schedules in action rules to set up when the action rule should be active. You can use a schedule as many times as necessary, and override it on specified days, for example public holidays.

### Note

When connected to multiple AXIS Camera Station Pro servers, you can add and manage schedules on any connected server. Select the server from the **Selected server** drop-down menu to manage the schedules.

To add a schedule:

1. Go to **Configuration > Recording and events > Schedules**.
2. Click **New**.
3. Enter a name for the schedule.
4. In the timeline, create the time slots for the schedule.
5. To copy the schedule to another day, right-click the day you want to copy and select **Copy schedule**. Right-click another day and select **Paste schedule**.
6. To add exceptions to the schedule:
  - 6.1. Under **Schedule exceptions**, click **Add...**
  - 6.2. Select a start and end date for the exception.
  - 6.3. Mark the time interval in the timeline.
  - 6.4. Click **OK**.

### Note

To remove an exception, click **Remove...**, select a time interval that includes the exception, and click **OK**.

7. Click **Apply**.

Used	The <b>Used</b> column shows if the schedule is in use.
Remove	To remove a schedule, select the schedule and click <b>Remove</b> . Used schedules can't be removed.
Details	Select a schedule to show the details of the schedule.
Add time slot	Mark or click in the week schedule to add a time slot to the schedule.
Remove time slot	Mark or click on a colored line to remove the time slot from the schedule.
Add 5-minute intervals	Press CTRL and click in the timeline to select 5-minute intervals.

## Examples of action rules

### Example:

An example of how to set up an action rule in AXIS Camera Station Pro that triggers a recording and an alarm someone forces the entrance door open.

Before you start, you need to:

- Install AXIS A1601 Network Door Controller. See .
- Configure the door controller. See .

Create the action rule:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Add the Door forced event trigger.
  - 3.1. Click **Add** and select **Device event**.
  - 3.2. Click **OK**.
  - 3.3. Under **Configure device event trigger**, configure the trigger settings.
  - 3.4. Under **Filters**, configure the filter settings.
  - 3.5. Under **Activity**, make sure that the trigger shows activity on the signal line.
  - 3.6. Click **OK**.
4. Click **Next**.
5. Add a record action.
  - 5.1. Click **Add** and select **Record**.
  - 5.2. Click **OK**.
  - 5.3. Select a camera from the **Camera** drop-down menu.
  - 5.4. Under **Video setting**, configure profile, prebuffer, and postbuffer.
  - 5.5. Click **OK**.
6. Add a raise alarm action.
  - 6.1. Click **Add** and select **Raise alarm**.
  - 6.2. Click **OK**.
  - 6.3. Under **Alarm message**, enter a title and description for the alarm. For example, The main entrance is forced open.
  - 6.4. Click **OK**.
7. Click **Next** and select **Always** as the schedule.

8. Click Finish.

Configure device event trigger	
Device	Select the AXIS A1601 Network Door Controller from the Device drop-down menu.
Event	Select Door > Door forced from the Event drop-down menu.
Trigger period	Set 10 seconds as Trigger period.

Filters	
Door name	Select the door from the Door name drop-down menu.
Door status	Select Forced from the Door status drop-down menu.

Video setting	
Profile	Select High from the Profile drop-down menu.
Prebuffer	Set 3 seconds as Prebuffer.
Postbuffer	Set 5 seconds as Postbuffer.

**Example:**

An example of how to create an action rule in AXIS Camera Station Pro that plays a welcome message and calls the elevator when an important person enters.

Before you start, you have to:

- Install and configure AXIS A1601 Network Door Controller and add cardholders. See and .
- Install an Axis network audio device and associate the audio device with a camera. See .
- Install AXIS A9188 Network I/O Relay Module, connect the I/O to the elevator, and add the I/O ports of the network I/O relay module to AXIS Camera Station Pro. See .

Create the action rule:

1. Go to **Configuration > Recording and events > Action rules**.
2. Click **New**.
3. Add the device event trigger.
  - 3.1. Click **Add** and select **Device event**.
  - 3.2. Click **OK**.
  - 3.3. Under **Configure device event trigger**, configure the event settings
  - 3.4. Under **Filters**, configure the filter settings.
  - 3.5. Under **Activity**, make sure that the trigger shows activity on the signal line.
  - 3.6. Click **OK**.
4. Click **Next**.
5. Add a **Send HTTP notification** action to play a welcome message.
  - 5.1. Click **Add** and select **Send HTTP notification**.
  - 5.2. Click **OK**.
  - 5.3. In **URL**, enter the URL of the welcome message audio clip.

- 5.4. Select **Authentication required** and enter the username and password of the audio device.
- 5.5. Click **OK**.
6. Add a **Set output** action.
  - 6.1. Click **Add** and select **Set output**.
  - 6.2. Click **OK**.
  - 6.3. From the **Output port** drop-down menu, select the output port of the I/O module connected to the elevator
  - 6.4. From the **State on action** drop-down menu, select the state of the I/O module to call the elevator.
  - 6.5. Select **Pulse** and set 60 seconds to keep the port in the state.
  - 6.6. Click **OK**.
7. Click **Next** and select **Always** as the schedule.
8. Click **Finish**.

Configure device event trigger	
Device	Select the <b>AXIS A1601 Network Door Controller</b> from the <b>Device</b> drop-down menu.
Event	Select <b>Authorization &gt; Access request granted</b> from the <b>Event</b> drop-down menu.
Trigger period	Set 10 seconds as <b>Trigger period</b> .

Filters	
Door name	Select the door from the <b>Door name</b> drop-down menu.
Door side	Select the door side from the <b>Door side</b> drop-down menu.
Card number	Select <b>Card number</b> and enter the card number of the important person.

## Configure client

Go to **Configuration > Client** to:



- Edit client specific settings, like theme and language. See .
- Edit user specific settings, like notifications and startup options. See .
- Edit client specific streaming performance settings like video scaling and hardware decoding. See .

## Client settings

These settings apply to all AXIS Camera Station Pro users on the computer. Go to **Configuration > Client > Client settings** to configure the AXIS Camera Station Pro client settings.

Theme	
System, Light, Dark	Select the theme for the client, <b>System</b> is the default theme for new installations. You must restart the application for the changes to show.  If you select <b>System</b> , the system uses Windows system color setting.

General	
Run application when Windows starts	Turn on if you want to run AXIS Camera Station Pro automatically every time Windows starts.

Live view	
Show camera names in live views	Show the name of the camera in live view.
	To indicate any type of recording, turn on <b>Show recording indicators in live views and maps</b> .
	To indicate motion detection recording or recordings started by an action rule, turn on <b>Show event indicators in live views and maps</b> .

Maps	
Allow flashing coverage areas for all maps	Use to globally prevent or allow flashing of all coverage areas using <b>Flash</b> . This global setting doesn't affect the local setting on the map level. See .

Language	
Change the language of AXIS Camera Station Pro client. The change is effective after you restart the client.	

Feedback	
Share anonymous client usage data with Axis Communications to help improve the application and user experience	Share anonymous data with Axis to improve the user experience. To change the option for the server, see .

### User settings

These settings apply to the signed in AXIS Camera Station Pro user. Go to **Configuration > Client > User settings** to configure the AXIS Camera Station Pro client user settings.

Navigation system	
Tree view navigation system	Turns on by default to enable tree view navigation pane with the views and cameras.
Show in navigation	Select to show views or cameras or both in the drop-down menu.
Show navigation path when navigating in view	Turn on to show the navigation path on top of the view when navigating in a split view.

Notifications	
Show taskbar notification on alarms	Turn on to show a notification in Windows taskbar when an alarm starts.
Show taskbar notification for tasks	Turn on to show a notification in Windows taskbar when someone adds a task or it finish.
Show notifications in Device management	Turn on to show notifications when new firmware is available for download.
Show intercom notification window	Turn on to show a notification window when someone pushes the call button on a connected intercom system.

Snapshot	
When a snapshot is taken show a message	Turn on to show a message when someone takes a snapshot.
When a snapshot is taken open the snapshot folder	Turn on to open the snapshot folder when someone takes a snapshot.
Browse	Click <b>Browse</b> to select the folder to save snapshots in.

Startup	
Start in full screen	Turn on to start AXIS Camera Station Pro in full screen mode.
Remember last used tabs	Turn on to start AXIS Camera Station Pro with the same open tabs, views, and camera views from when AXIS Camera Station Pro closed last time.
Remember last used monitors	Turn on to start AXIS Camera Station Pro on the same monitor used when AXIS Camera Station Pro closed last time.

**Note**

- The system saves views and camera views per tab. The system remembers only when the client reconnects to the same server.
- Remember tabs in order to remember monitors, views and camera views.
- The system never remember dynamic views that you drag and drop in the live view.
- When connected to multiple servers with different users, the system doesn't support **Remember last used tabs**.

Sound on alarm	
No sound	Select if you don't want any sound with an alarm.
Beep	Select if you want a typical beep sound with an alarm.
Sound file	Select and click <b>Browse</b> to find a sound file if you want a customized sound with an alarm. Use any file format that Windows Media Player supports.
Play	Click to test the sound.

Sound on incoming call	
No sound	Select if you don't want any sound with an incoming call.
Beep	Select if you want a typical beep sound with an incoming call.
Sound file	Select and click <b>Browse</b> to find a sound file if you want a customized sound with an incoming call. Use any file format that Windows Media Player supports.
Play	Click to test the sound.

Features	
Show smart search 1	By default Smart search 1 shows. Turn off to hide this feature.

Show warning dialogs	
Invalid certificate warning	Turn on to show this warning when applicable.

## Streaming

Go to **Configuration > Client > Streaming** to configure the AXIS Camera Station Pro client streaming options.

Video scaling	
Scale to best fit	Select to show video in the whole available space, and not lose the aspect ratio or crop the image.
Fill video area (may crop parts of the video)	Select to fit the video to the available space and preserve the aspect ratio. If the available space has a different aspect ratio than the video, the system crops the video.

Hardware decoding	
Mode	<ul style="list-style-type: none"> <li>• <b>Automatic</b> Uses the graphics card (if supported) to decode streams with a resolution above 3840x2160p@25fps (also known as 4K or UHD).</li> <li>• <b>On</b> Uses the graphics card (if supported) to decode streams with a resolution above 1920x1080p@25fps (also known as 1080p or HD).</li> <li>• <b>Off</b> Hardware decoding is off and AXIS Camera Station Pro uses the CPU to decode video.</li> </ul>
Graphics card	Select a graphics card from the drop-down menu.

### Note

- Hardware decoding makes use of your graphics card to decode video. If you have a high performance



graphics card, hardware decoding is a good way to improve performance and reduce CPU usage, especially when you stream high-resolution video. Hardware decoding supports M-JPEG and H.264.

- Cameras with a resolution below 1080p can't use hardware decoding, even if hardware decoding is **On**.
- If your graphics card doesn't support 4K decoding, hardware decoding only functions on 1080p streams, even if hardware decoding is **On**.

Bandwidth usage	
Always use the stream profile Low on this client	Turn on to use the low stream profile for Live view. See .  This setting affects H.264 and M-JPEG video and lowers the bandwidth consumption.
Suspend video streams for inactive tabs	Turn on to suspend video streams in the inactive tabs. This lowers the bandwidth consumption.

PTZ (Pan, Tilt, Zoom)	
Select view with first click instead of starting PTZ	Turn on to activate view selection when you click the first time in the view. All the following clicks in the view control PTZ.

Audio	
Push-to-talk release delay (ms)	Adjust how many milliseconds you want to keep audio transmitted from the microphone after you release the <b>Push-to-talk</b> button.
Use push-to-talk for all duplex modes	Turn on to use push-to-talk for simplex, half-duplex, and full-duplex modes.
Always allow audio for intercoms	Turn on to be able to listen and speak to intercoms even if there are no ongoing calls from them.

Instant replay	
Playback duration (s)	Set the playback duration time between 1 and 600 seconds to jump back in the timeline and replay the recording.

## Configure connected services

### Manage connected services

The connected services give you access to the following:

- Web client for AXIS Camera Station
- Device management
- Automatic license management
- System health monitoring

You must register your system and connect it to an organization to access the connected services. See for more information.

Status	The status card shows you the status of the connection between your server and the connected services and the name of the organization you're registered with or connected to.
Disconnect	When you disconnect a connected server, it's still registered with the organization.
License management	Turn on <b>License management</b> to automatically synchronize your licenses. This means that the system pushes changes that affect the number of licenses to AXIS License Manager, and retrieves a new license status. Turn off <b>License management</b> to handle the licenses manually, for example, if your system has no internet connection. See for more information.
Synchronize system	Turn on <b>Synchronize system</b> to automatically synchronize your devices and views with the Web client for AXIS Camera Station and AXIS Device Manager.

### Register your system with an organization

To register the system:

1. Go to **Configuration > Connected services > Management**.
2. Click **Register** and follow the onscreen instructions.

For more help on things to consider when registering your system, read the *AXIS Camera Station Pro Installation and migration guide*.

### Firmware upgrade settings

**Note**

When connected to multiple AXIS Camera Station Pro servers, you can select any server from the **Selected server** drop-down menu to configure firmware upgrade settings.

1. Go to **Configuration > Connected services > Firmware upgrade settings**.
2. Under **Automatic check for updates**, configure how often and how to check for firmware updates.
3. Under **Upgrade order**, configure the order to update the devices.

Automatic check for updates	
Check for updates	Select <b>Every start-up</b> from the drop-down menu to check for available firmware versions on the server on each startup. By default, AXIS Camera Station Pro is set <b>Never</b> .
Check now	Click to check the server for available firmware versions.

Upgrade order	
Parallel	Select to upgrade all devices at the same time. This option is quicker than <b>Sequential</b> but all devices are offline at the same time.
Sequential	Select to upgrade devices one after the other. This option takes longer but the devices aren't offline at the same time. Select <b>Cancel remaining upgrades if one device fails</b> to stop the sequential upgrade.



*Turn on automatic firmware check*

## Axis Secure Remote Access v2

Axis Secure Remote Access v2 allows you to connect to your AXIS Camera Station Pro server through a secure and encrypted internet connection.

### Note

Axis Secure Remote Access v2 is available for AXIS Camera Station Pro 6.8 or later.

To enable Axis Secure Remote Access v2, you must register your server with an organization. See

For information on how to sign in using Axis Secure Remote Access v2, see .

## Axis Secure Remote Access

### Important

To improve security and functionality, we're upgrading **Axis Secure Remote Access (v1)** to **Axis Secure Remote Access v2**. We're discontinuing the current version in September 2025, and we strongly recommend that you upgrade to Axis Secure Remote Access v2 before that.

What does this mean for your AXIS Camera Station Pro system?

- After September 2025, you will no longer be able to remotely access your system using **Axis Secure Remote Access (v1)**.
- To use **Axis Secure Remote Access v2**, you must upgrade to AXIS Camera Station Pro version 6.8. This upgrade is currently free for all AXIS Camera Station 5 users until January 14, 2026.

Axis Secure Remote Access allows you to connect to your AXIS Camera Station Pro server through a secure and encrypted internet connection. Axis Secure Remote Access doesn't rely on port forwarding in your router for camera access.

### Note

- Axis Secure Remote Access is only available for AXIS Camera Station 5.12 or later.
- When connected to multiple AXIS Camera Station Pro servers, select any server from the **Selected server** drop-down menu to configure Axis Secure Remote Access.

## Enable Axis Secure Remote Access

Axis Secure Remote Access is available if you sign in to your My Axis account. Axis Secure Remote Access must be turned on manually. This feature makes it possible to sign in to your server remotely, see .

1. Go to **Configuration > Connected services > Axis Secure Remote Access**.

2. Under My Axis account, enter your My Axis account credentials.
3. Click **Apply**.
4. In the Axis Secure Remote Access section, click **Enable** to turn on remote access.

**Axis Secure Remote Access on mobile devices**

To log in to your server using secure remote access on a mobile device (iOS and Android):

1. Using your mobile device, go to [axis.com/products/axis-camera-station/overview](https://axis.com/products/axis-camera-station/overview) and download the AXIS Camera Station Mobile app.
2. Install and open the mobile app.
3. Sign in to Axis Secure Remote Access with the same My Axis account used to activate remote access.
4. Select the server you want to log in to.
5. Log in using your server credentials.

**Note**

Your server credentials are different from your My Axis account credentials.

The mobile app shows the total amount of relayed data used by the My Axis account during the month. For more information, read the *AXIS Camera Station Mobile app user manual*.

**Axis Secure Remote Access usage**

The Axis Secure Remote Access usage appears in the status bar at the bottom of the AXIS Camera Station Pro client. Click the link to get an overview of how to use the secure remote connection.

Service level	Shows the service level of your Axis Secure Remote Access subscription.
Data used this month	Shows how much data you used the current month. The counter resets on the first every month by midnight.
Overage	Shows how much data you used the current month that surpasses the included amount in your service level. This is only available if you have Overage in your subscription.
Connections	Shows the servers connected through Secure Remote Access.

**Configure server**

**Server settings**

Go to **Configuration > Server > Settings** to configure the AXIS Camera Station Pro server settings.

**Note**

When connected to multiple AXIS Camera Station Pro servers, select any server from the **Selected** server drop-down menu to configure the server settings.

Storage	
On server startup, transfer ownership of the recording folders to administrators and restrict recording folder access to administrators.	When you install AXIS Camera Station Pro for the first time, this option is selected. When you upgrade AXIS Camera Station Pro to a newer version, the option is deselected.

Export	
Include audio when adding recordings to export	Select to include audio when adding recording to the export list.

Logs
Specify the number of days to keep alarms, events, and audits. Set a value between 1 and 1000 days.

External data
Specify the number of days to keep the external data. Set a value between 1 and 1000 days.

**SMTP servers**

Add SMTP servers to send emails on system alarms or when an event configuration rule activates.

To add an SMTP server:

1. Under **SMTP servers**, click **Add**.
2. Under **Server**, configure the server address, port, authentication, and TLS protocol.
3. Under **Sender**, enter the email address and name that you want to show in the sender email.

Server	
Address	Enter the address of the SMTP server.
Port	Enter the port. 587 is the default port for SMTP TLS connections.
Use TLS	Select if the SMTP server uses TLS. TLS is the default protocol.
Use authentication	Select if a username and password are required for this server. Enter the username and password to access the server.

Edit	To edit an SMTP server, select the server and click <b>Edit</b> .
Remove	To remove an SMTP server, select the server and click <b>Remove</b> . In the pop-up dialog, click <b>Yes</b> to remove the server.
Test all...	To test an SMTP server, select the server and click <b>Test all...</b> In the pop-up dialog, enter an email address in <b>Recipient</b> and click <b>OK</b> to send a test email. The SMTP server tests for a list of results and possible actions to take.
Arrows	Select a server and use the arrows to change the order of the servers in the list. The system uses the servers in the same order they're listed.

Server test results	
OK	Connection with the SMTP server was successful. Make sure that the recipients received the test email.
Unknown error	An unexpected error occurred when attempting to send the email. Check that the SMTP server is operating correctly.
No contact	AXIS Camera Station Pro can't access the SMTP server. Make sure the SMTP server works correctly and that all routers and proxy servers between AXIS Camera Station Pro and the SMTP server allow traffic.
Configuration error	TLS was requested but server doesn't support StartTLS, server doesn't support authentication, or no compatible authentication mechanism.
TLS/SSL handshake error	Error during TLS/SSL negotiations, such as invalid server certificate.
Authentication required	Server requires authentication to send email.
Authentication error	Credentials are wrong.
Connection dropped	Connection was established, but then lost.

### System alarm

A system alarm occurs if a camera loses connection, access to a recording storage is denied, an unexpected server shutdown occurs, or if recording errors occur. It's possible to send email notifications on system alarms.

**Note**

To send emails, you must first add an SMTP server.

To send email on system alarms:

1. Select **Send email on system alarm** to the following recipients to activate system alarm email.
2. Under **Recipients**:
  - 2.1. Select if the address should be in the **To**, **Cc** or **Bcc** field of the email.
  - 2.2. Enter the email address.
  - 2.3. Click **Add** to add the email address to the **Recipients** box.

Device connection	
Keep using the hostnames even if they become unreachable	Use the hostname to connect. To automatically switch to use the IP address to connect, clear the checkbox. You can manually select to use the hostname or IP address to connect to devices. See .

Language	
Change the language of the server	Changes the name of the AXIS Camera Station Pro Service Control and AXIS Camera Station Secure Entry. For example: system alarms, audit log messages, and external data in the <b>Data search</b> tab. The change is effective after you restart.

Body worn	
Disk Folder	Select the drive and folder where you want to receive rejected content from the body worn system. See <i>Transfer recordings to rejected content storage in the Axis body worn solution User manual</i> for more information.
Number of days to keep rejected content from the body worn system.	This is the retention time for the rejected content.

Feedback	
Share anonymous server usage data with Axis Communications	Select this to help us improve the application and user experience. To change the options for the client, see .

### Advanced settings

You should change the settings only when instructed by Axis support. To change an advanced setting:

1. Enter the setting and its value.
2. Click **Add**.

To activate debug logging for troubleshooting purpose, select **Enable server side debug logging**. This setting uses more space on your disk and the `log4net.config` file in the **ProgramData** directory overrides it. See *Advanced server setting in the AXIS Camera Station Pro Troubleshooting guide* for more information.

### Components

Components are software modules that add more capabilities to your system. The component page lets you manage components and view their status.

To view the list of installed components:

1. Go to **Configuration > Server > Components**.
2. Turn on **Show components**.

#### Note

We consider components advanced settings. Show and manage components only after you've been in contact with Axis support.

### Update AXIS Camera Station Pro

To get the latest version of AXIS Camera Station Pro:

1. Go to **Configuration > Server > Update**.
2. Click **Download and install...**

#### Note

- Once an update starts, whether manual or scheduled, there is no way to cancel it.
- Scheduled updates start automatically.
- In a multi-server system, always update the local server last.

### Incident report

If you turn on incident report permission, you can generate the incident reports including recordings, snapshots, and notes about the incidents. See .

To configure the settings for incident reports:

1. Go to **Configuration > Server > Incident report**.
2. Under **Location**, select where to store the incident reports.
3. From the **Export format** drop-down menu, select a format you want to export your recordings to.
4. Under **Categories**, add or remove the categories to group the incident reports. The categories can be the folder name in the export location if you configure the category as a variable in the server directory path.
  - 4.1. Enter the category name in the box, for example, Accident or Theft.
  - 4.2. Click **Add**.
  - 4.3. To remove a category, select it and click **Remove**.
5. Under **Description template**, enter the information to show in **Description** when generating your incident reports. For example: Reported by: <Insert your name, mail, and phone number>.
6. Click **Apply**.

Location	
Server directory path	Select and enter the directory path to save the incident reports to a folder on the computer . You can use the server name, category, or the user name as variables. For example: C : \Reports\\$(Server Name) \\$(Category) \\$(User Name) \.
Network directory path	Select to save the incident reports to a folder on a network storage. Enter the directory path or use credentials for the network storage. The share must be reachable from the AXIS Camera Station Pro server. See for how to add storage to use for recordings.

Export format	
ASF	If selected , you can select <b>Add digital signature</b> to use a digital signature to make image tampering impossible. See the Digital signature section in . You can also select <b>Use password</b> to use a password for the digital signature.
MP4	Exported recordings don't include audio in G.711 or G.726 format.

### Scheduled export

Go to **Configuration > Server > Scheduled export** to create schedules for export recordings.

At the selected time, an export of all recordings since the previous export starts. If the previous export is older than one week or if there is no previous export, the export only contains recordings less than one week old. To export older recordings, go to the **Recordings** tab and export them manually. See .

**Note**

When connected to multiple AXIS Camera Station Pro servers, select any server from the **Selected server** drop-down menu to turn on and manage scheduled exports.

### Export scheduled recordings

1. Under **Scheduled export**, select **Enable scheduled export** to use scheduled export.



2. Under **Cameras**, select the cameras to export recordings from. The system selects all listed cameras as default. Clear **Use all cameras** and select the specific cameras in the list.
3. Under **Export**, configure where to save the recordings, format, and creation of playlist.
4. Under **Weekly schedule**, select the time and the days for when to export recordings.
5. Click **Apply**.

Export	
Server directory path	Select and enter the directory path to save recordings to a folder on the computer.
Network directory path	Select to save the recordings to a folder on a network storage. Enter the directory path or use the credentials for the network storage. The share must be reachable from the AXIS Camera Station Pro server. See for how to add storage to use for recordings.
Create playlist (.asx)	Select to create a playlist in the .asx format used by Windows Media Player. The recordings play in the order in which they were recorded.
Export format	Select a format you want to export your recordings to.  <b>ASF</b> – Select <b>Add digital signature</b> to use a digital signature to make image tampering impossible. See the Digital signature section in . You can also select <b>Use password</b> to use a password for the digital signature.  <b>MP4</b> – Exported recordings don't include audio in G.711 or G.726 format.

### Microsoft Windows 2008 Server

To be able to export recordings from a server running Microsoft Windows 2008 Server, you must install Desktop Experience:

1. Click **Start > Administrative Tools > Server Manager** to open Server Manager.
2. Under **Features Summary**, click **Add features**.
3. Select **Desktop Experience**, click **Next**.
4. Click **Install**.

### Microsoft Windows 2012 Server

To be able to export recordings from a server running Microsoft Windows 2012 Server, you must install Desktop Experience:

1. Click **Start > Administrative Tools > Server Manager** to open Server Manager.
2. Select **Manage > Add Roles and Features** to start the Add Roles and Features Wizard.
3. Under **Features Summary**, select **User Interfaces and Infrastructure**.
4. Select **Desktop Experience**, click **Next**.
5. Click **Install**.

### WebRTC settings


The Web client for AXIS Camera Station uses WebRTC to communicate with the server.

Enable TURN	This option enables a local TURN server on the AXIS Camera Station Pro server. Select <b>Enable TURN</b> if you want WebRTC communication to be able to use a single port, which can simplify firewall configuration.
Prioritize TURN	Select this option if you want WebRTC to consider relay candidates only.

### New connection

Go to  > Servers > New connection to connect to a AXIS Camera Station Pro server. See .

### Connection status

Go to  > Servers > Connection status, to show a list of the servers' connection status.

Use the slider in front of the server name to connect or disconnect to the server.

Status codes	Description	Possible solutions
Connecting	The client tries to connect to this server.	
Connected	The client uses TCP while connected to this server.	
Connected (using Secure Remote Access)	The client uses Secure Remote Access while connected to this server.	
Connected (using HTTP)	The client uses HTTP while connected to this server. This is less efficient than TCP and slower when connected to multiple servers.	
Disconnecting	The client disconnects from this server.	
Disconnected	There is no connection between the client and this server.	
Reconnecting	The client has lost connection to this server and tries to reconnect.	
Reconnection failed	The client fails to reconnect to this server. It finds the server but the user permissions or password can have changed.	<ul style="list-style-type: none"> <li>• Add the user in the user permission dialog.</li> <li>• Verify the username and password.</li> </ul>
Login canceled	The user canceled the login.	
Incorrect username or password	Click the link in the <b>Action</b> column and enter the correct credentials.	
User not authorized on the server	The server doesn't authorize the user to log in.	Add the user in the user permission dialog.
Security verification failed	A WCF related security check fails. Make sure to synchronize the client and server computer UTC times.	

No contact with server computer	There was no response by the server computer on the used address.	<ul style="list-style-type: none"> <li>• Check that the network works properly.</li> <li>• Check that the server runs.</li> </ul>
No server running	The computer running the server is accessible, but the server doesn't run.	Start the server.
Communication failure	Connection to the server failed. Make sure the server computer is accessible.	<ul style="list-style-type: none"> <li>• Check that the network works properly.</li> <li>• Check that the server runs.</li> </ul>
Invalid hostname	The DNS can't translate the hostname into an IP address.	<ul style="list-style-type: none"> <li>• Check that the spelling of the hostname is correct.</li> <li>• Check that the DNS has the information it needs.</li> </ul>
Already connected to the same server	The client is already connected to this server.	Remove the duplicate server entry.
Not the expected server	A different server than the expected one responds on this address.	Update the server list to connect to this server.
Client version (x) is not compatible with server version (y)	The client is too old or too new compared to the server.	Make sure to have the same version of AXIS Camera Station Pro installed on both the client and the server computer.
Server too busy	The server couldn't respond because of performance issues.	Make sure that the server computer and the network don't overload.





*Multiple servers*

**Server lists**

You can organize your AXIS Camera Station Pro servers in server lists. A server can belong to multiple server lists. It's possible to import, export, and use server lists in other AXIS Camera Station Pro clients.

Go to  > Servers > Server lists to open the Server lists dialog.

The default **Recent connections** list shows and contains the servers used in the previous session. You can't remove **Recent connections**.

	Select the server list and click  .
+ New server list	Click to add a new server list and enter a name for the list.
Add	To add a server to a server list, select a server list and click Add. Enter the required information.

Export lists	Click to export all server lists in a .msl file. You can import the server list to log in to the servers. See .
Edit	To edit a server in a server list, select a server and click <b>Edit</b> . You can only edit one server at a time.
Remove	To remove servers in a server list, select the servers and click <b>Remove</b> .
Rename a server	Double-click the list and enter a new name for the list.



*Organize servers in server lists*

### Configure switch

If you have an AXIS Camera Station S22 Appliance series device, you have the option to configure the device from AXIS Camera Station Pro. Go to **Configuration > Switch > Management** and enter your credentials to open the Switch management page in the AXIS Camera Station Pro client. For how to configure the switch, see your AXIS Camera Station S22 Appliance series User manual on *axis.com*.

**Note**

AXIS Camera Station Pro can only connect to <https://192.168.0.1/> which is the default IP address of the switch.

### Manage licenses

The Manage licenses page shows your current license status.

Trial	When you install AXIS Camera Station Pro you get a 90-day trial period. During this period, the system is fully functional, allowing you to configure it and try out all the features before buying any licenses.
Check your licenses	If the system's license period expires without automatic renewal, AXIS License Manager gives you another 30-day grace period.
Licensed	The system is fully licensed and operational until the earliest expiration date.

<p>Changes made in the system require a license synchronization</p>	<p>When you add devices to a licensed system, AXIS Camera Station Pro attempts to synchronize the changes with AXIS License Manager to reevaluate the system license status. If you're using automatic licensing, you might not notice this happening. But if you use manual licensing and fail to resynchronize the system changes with AXIS License Manager within 30 days, the system becomes unlicensed.</p>
<p>Unlicensed</p>	<p>The system is operational but with limited functionality. Recording and action rules are active. No recordings are lost while being unlicensed. The following features become restricted:</p> <ul style="list-style-type: none"> <li>• Live streams</li> <li>• Recordings playback</li> <li>• Instant playback</li> <li>• Snapshots</li> <li>• Recordings export</li> </ul>

You can choose to license your system in two ways:

**Automatic licensing (online systems)** – Using this option, your system automatically pushes changes that affect the number of licenses to AXIS License Manager, and retrieves a new license status. This option requires an internet connection. See for more information.

**Manual licensing (offline systems)** – Using this option, you must manually export your system file, upload it to AXIS License Manager, and finally import the new license in your system. Every time you make changes to the system that affect the number of licenses, you must repeat the manual licensing. Choose this option if you prefer to handle the licenses manually, or if your system has no internet connection. See for more information.

### License a system online

To use automatic licensing, you must register your system and connect it to an organization.

1. Go to **Configuration > Licenses > Management**.
2. Make sure **Automatic licensing** is on.
3. Click **Register...**
4. Sign in using your My Axis account and follow the onscreen instructions.
5. Click **Go to AXIS License Manager** to manage your licenses there. Read the *My Systems user manual on help.axis.com* for more information.

### License a system that's offline

To license your system manually:

1. Go to **Configuration > Licenses > Management**.
2. Turn off **Automatic licensing**.
3. Click **Export system file...** and save the file to your computer.

#### Note

You must have an internet connection to access AXIS License Manager. If your client computer doesn't have internet, copy the system file to a computer that does.

4. Open *AXIS License Manager*.
5. In *AXIS License Manager*:

- 5.1. Select the correct organization, or create one if you haven't already. Read the *My Systems user manual on help.axis.com* for more information.
- 5.2. Go to **System setup**.
- 5.3. Click **Upload system file**.
- 5.4. Click **Upload system file** and select your system file.
- 5.5. Click **Upload system file**.
- 5.6. Click **Download license file**.
6. Go back to the AXIS Camera Station Pro client.
7. Click **Import license file...** and select your license file.
8. Click **Go to AXIS License Manager** to manage your licenses there.

## Configure security

### Configure user permissions



Go to **Configuration > Security > User permissions** to view the users and groups that exists in AXIS Camera Station Pro.

**Note**

Administrators of the computer that runs AXIS Camera Station Pro server are automatically given administrator privileges to AXIS Camera Station Pro. You can't change or remove the Administrators group's privileges.

Before you can add a user or group, register the user or group on the local computer or make sure they have an Windows® Active Directory user account. To add users or groups, see .

When a user is part of a group, the user gets the highest role permission assigned to the individual or the group. The user also gets the access granted as an individual and receives the rights as part of a group. For example, a user has access to camera X as an individual. The user is also a member of a group that has access to cameras Y and Z. The user therefore has access to cameras X, Y, and Z.

	Indicates the entry is a single user.
	Indicates the entry is a group.
<b>Name</b>	Username as it appears in the local computer or Active Directory.
<b>Domain</b>	The domain that the user or group belongs to.
<b>Role</b>	The access role given to the user or group. Possible values: Administrator, Operator, and Viewer.
<b>Details</b>	Detailed user information as it appears in the local computer or Active Directory.
<b>Server</b>	The server that the user or group belongs to.

### Add users or groups

Microsoft Windows® and Active Directory users and groups can access AXIS Camera Station Pro. To add a user to AXIS Camera Station Pro, you must add users or a group to Windows®.

To add a user in Windows® vary depending on which version of Windows® you use. Follow the instructions on *Microsoft's site*. If you use an Active Directory domain network, consult your network administrator

### Add users or groups

1. Go to **Configuration > Security > User permissions**.
2. Click **Add**.  
You can see the available users and groups in the list.
3. Under **Scope**, select where to search for users and groups.
4. Under **Show**, select to show users or groups.  
The search result doesn't display if there are too many users or groups. Use the filter function.
5. Select the users or groups and click **Add**.

Scope	
Server	Select to search for users or groups on the local computer.
Domain	Select to search for Active Directory users or groups.
Selected server	When connected to multiple AXIS Camera Station Pro servers, select a server from the <b>Selected server</b> drop-down menu.

**Configure a user or group**

1. Select a user or group in the list.
2. Under **Role**, select **Administrator, Operator, or Viewer**.
3. If you selected **Operator** or **Viewer**, you can configure the user or group privileges. See .
4. Click **Save**.

**Remove a user or group**

1. Select the user or group.
2. Click **Remove**.
3. In the pop-up dialog, click **OK** to remove the user or group.

**User or group privileges**

There are three roles you can give to a user or group. For how to define the role for a user or group, see .

**Administrator** – Full access to the entire system, including access to live and recorded video of all cameras, all I/O ports, and views. This role is required to configure anything in the system.

**Operator** – Select cameras, views, and I/O ports to get access to live and recorded. An operator has full access to all functionality of AXIS Camera Station Pro except system configuration.

**Viewer** – Access to live video of selected cameras, I/O ports, and views. A viewer doesn't have access to recorded video or system configuration.

**Cameras**

The following access privileges are available for users or groups with the **Operator** or **Viewer** role.

Access	Allow access to the camera and all camera features.
Video	Allow access to live video from the camera.
Audio listen	Allow access to listen from the camera.
Audio speak	Allow access to speak to the camera.
Manual Recording	Allow to start and stop recordings manually.

Mechanical PTZ	Allow access to mechanical PTZ controls. Only available for cameras with mechanical PTZ.
PTZ priority	Set the PTZ priority. A lower number means a higher priority. No assigned priority is set to 0. An administrator has the highest priority. When a role with higher priority operates a PTZ camera, others can't operate the same camera for 10 seconds by default. Only available for cameras with mechanical PTZ and have <b>Mechanical PTZ</b> selected.

### Views

The following access privileges are available for users or groups with the **Operator** or **Viewer** role. You can select multiple views and set the access privileges.

Access	Allow access to the views in AXIS Camera Station Pro.
Edit	Allow to edit the views in AXIS Camera Station Pro.

### I/O

The following access privileges are available for users or groups with the **Operator** or **Viewer** role.

Access	Allow full access to the I/O port.
Read	Allow to view the state of the I/O port. The user can't change the port state.
Write	Allow to change the state of the I/O port.

### System

You can't configure greyed out access privileges in the list. Privileges with check mark means the user or group have this privilege by default.

The following access privileges are available for users or groups with the **Operator** role. **Take snapshots** is also available for the **Viewer** role.

Take snapshots	Allow to take snapshots in the live view and recordings modes.
Export recordings	Allow to export recordings.
Generate incident report	Allow to generate incident reports.
Prevent access to recordings older than	Prevent access to recordings older than the specified number of minutes. When using search, the user doesn't find recordings older than the specified time.
Access alarms, tasks, and logs	Get alarm notifications and allow access to the <b>Alarms and tasks</b> bar and <b>Logs</b> tab.
Access data search	Allow searching for data to track what happened at the time of an event.

### Access control

The following access privileges are available for users or groups with the **Operator** role. **Access Management** is also available for the **Viewer** role.



Access control configuration	Allow configuration of doors and zones, identification profiles, card formats and PIN, encrypted communication, and multi-server.
Access management	Allow access management and access to the active directory settings.

**System health monitoring**

The following access privileges are available for users or groups with the **Operator** role. **Access to system health monitoring** is also available for the **Viewer** role.

Configuration of system health monitoring	Allow configuration of the system health monitoring system.
Access to system health monitoring	Allow access to the system health monitoring system.

**Certificates**

To manage settings for certificates between the AXIS Camera Station Pro server and the devices, go to **Configuration > Security > Certificates**.

For information on how to turn on, delete, and view HTTPS and IEEE 802.1X certificates, see for more information.

AXIS Camera Station Pro can be used as:

- **Root certificate authority (CA):** If you use AXIS Camera Station Pro as a root CA it means AXIS Camera Station Pro uses its own root certificate to issue server certificates and there is no other root CA involved in the process.
- **Intermediate certificate authority:** In this scenario you need to import a CA certificate and its private key in AXIS Camera Station Pro to sign and issue server certificates for the Axis devices. This CA certificate can be a root certificate or an intermediate CA certificate.

**Note**

When you uninstall AXIS Camera Station Pro, it removes its CA certificates from Windows Trusted Root Certification Authorities. It doesn't remove the imported CA certificates; these must be removed manually.

**Certificate authority (CA)**

A CA allows you to turn on HTTPS and IEEE 802.1X on devices without any client/server certificates in place. The AXIS Camera Station Pro CA certificate can automatically create, sign, and install client/server certificates on devices when you use HTTPS or IEEE 802.1X. You can use AXIS Camera Station Pro as the root CA, or you can import a CA certificate and let AXIS Camera Station Pro act as an intermediate CA. The system generates a root CA when you install the server.

Import	Click to import an existing CA certificate and its private key. AXIS Camera Station Pro stores its password.
Generate	Click to generate a new public and private key and a self-signed CA certificate that is valid for 10 years. When you generate a new certificate authority, it replaces all component certificates and restarts all the components.
View	Click to view the details of the CA certificate.

<p><b>Export</b></p>	<p>Click to export the CA certificate in .cer or .crt formats. The file doesn't contain the private key and is therefore not encrypted. You can install the certificate in other systems that trust certificates signed by AXIS Camera Station Pro. However, you can't install the certificate in AXIS Camera Station Pro again.</p>
<p><b>Number of dates the signed client/server certificates will be valid for</b></p>	<p>Set the number of days that the automatically created client/server certificates are valid for. The maximum amount is 1095 days (three years). Note that the CA doesn't sign certificates that are valid beyond its own expiration date.</p>

### Generate a root CA

When AXIS Camera Station Pro starts, it looks for a CA. If missing, it generates a root CA automatically. It includes a self-signed root certificate and private key protected by a password. AXIS Camera Station Pro stores the password but doesn't make it visible. A CA certificate generated by AXIS Camera Station Pro is valid for 10 years.

To manually generate a new CA to replace the old one, see .

If you upgrade from version 5.45 or earlier that uses a manually installed certificate on a device, AXIS Camera Station Pro automatically uses the existing root CA to install a new certificate when the manually installed certificate expires.

**Note**

When you generate a CA certificate, it's added to Windows Trusted Root Certificates.

### Import a CA

When you install a CA certificate from another CA you can use AXIS Camera Station Pro as an intermediate CA. Import an existing CA consisting of a certificate and a private key to allow AXIS Camera Station Pro to sign certificates on the behalf of that CA. The file must be a PKCS#12 file, the certificate must have a basic constraint (2.5.29.19) indicating that it's a CA certificate, and be used within the its validity period. To import a CA to replace the existing one, see .

**Note**

- If the imported CA doesn't require a password, a dialog appears each time something requires a password. For example, when you use HTTPS or IEEE on a device, or add a device. You need to click **OK** to continue.
- When you import a CA certificate, it's added to Windows Trusted Root Certificates.
- After uninstalling AXIS Camera Station Pro, you must manually remove imported CA certificates from Windows Trusted Root Certification Authorities.

### Replace a CA

To replace the CA that issues signed certificates used on devices with HTTPS connection:

1. Go to **Configuration > Security > Certificates > HTTPS**.
2. Turn on **Temporarily ignore certificate validation**.
3. Under **Certificate authority**, click **Generate or Import**.
4. Enter your password and click **OK**.
5. Select the number of valid days of the signed client/server certificates.
6. Go to **Configuration > Devices > Management**.

7. Right-click the devices and select **Security > HTTPS > Enable/Update**.
8. Go to **Configuration > Security > Certificates > HTTPS** and turn off **Temporarily ignore certificate validation**.

**Issue custom certificate**

You can create a custom certificate signed by the AXIS Camera Station Pro certificate authority. For example, you can use these certificates for external HTTPS endpoints. You must manually renew these certificates when they expire. To issue a custom certificate:

1. Go to **Configuration > Security > Certificates**.
2. Under **Issue custom certificate**, click **Issue certificate....**
3. Enter the certificate details and click **OK**.

Issue certificate	
<b>Common name (CN)</b>	Identifies the certificate holder. The CN is usually the fully qualified domain name (FQDN) or IP address where you install the certificate.
<b>Private key password</b>	Password that protects the private key.
<b>Duration (days)</b>	The number of days the certificate is valid.
<b>Server authentication</b>	Select this option if you intend to use the certificate on a server as proof of the server's identity. Typically, devices or other endpoints that AXIS Camera Station Pro connects with using HTTPS are considered server devices, and their certificates should use server authentication.
<b>Client authentication</b>	Select this option if you intend to use the certificate on a client as proof of the client's identity before being allowed to connect to a server. For example, devices that want access to an IEEE 802.1X access-controlled network must use this certificate before entering.
<b>Organization (O)</b>	The certificate holder's organization.
<b>Country code (C)</b>	The certificate holder's country code.
<b>DNS SAN</b>	Dynamic name server subject alternative names. Alternative FQDNs for contacting the certificate holder. When issuing a certificate, the system automatically adds the CN as a DNS SAN. You can enter multiple addresses separated by commas, for example, <code>address-1.com,address-2.com</code> .
<b>IP SAN</b>	IP address subject alternative names. Alternative IP addresses for contacting the certificate holder. The system automatically adds the CN as an IP SAN if the CN is an IP address. You can enter multiple addresses separated by commas, for example, <code>192.168.1.1,192.168.1.2</code> .

**HTTPS**

By default, AXIS Camera Station Pro validates the signature of the active HTTPS server certificate on each connected device and doesn't connect to a device without a validated certificate. The server certificate must be

signed by the active CA in AXIS Camera Station Pro or validated through Windows Certificate Store. AXIS Camera Station Pro also validates if the address in the device HTTPS certificate matches the address used to communicate with the device if **Validate device address** is on.

Cameras with firmware 7.20 or later comes with a self-signed certificate. These certificates are not trusted. Instead, generate or import a CA to let AXIS Camera Station Pro issue new certificates to the devices when you use HTTPS.

<b>Validate certificate</b>	Turn on to allow connection for devices with a valid certificate only. Without certificate validation, you allow access to devices with an invalid certificate.
<b>Validate device address</b>	Turn off for a stable behavior on DHCP networks without using hostnames.  Turn on to require the addresses to match for additional security. We recommend that you only turn on this setting on networks where devices primarily use hostname to communicate, or devices have a static IP address.

**Note**

- When a secure connection (HTTPS) is unavailable, use a HTTP connection to configure non-secure devices.
- To use HTTPS, firmware 5.70 or later, it requires for video devices, and firmware 1.25 or later for access control and audio devices.

**Limitations**

- Non-default ports (other than 443) aren't supported.
- All certificates in an install batch must have same password.
- Certificate operations over unencrypted channels, such as "Basic" aren't supported. Set devices to "Encrypted & unencrypted" or "Encrypted only" to allow "Digest" communication.
- You can't turn on HTTPS on AXIS T85 PoE+ Network switch series.

**IEEE 802.1X**

For AXIS Camera Station Pro IEEE 802.1X authentication, the supplicant is an Axis network device that wishes to attach to the LAN. The authenticator is a network device, such as an Ethernet switch or wireless access point. The authentication server is typically a host running software that supports the RADIUS and EAP protocols.

You must import an IEEE 802.1X authentication CA certificate to turn on IEEE 802.1X. The IEEE 802.1X authentication CA certificate and IEEE 802.1X client certificate install when you turn on or update IEEE 802.1X. A certificate for the authentication can either be sourced externally, for example from the IEEE 802.1X authentication server, or directly from AXIS Camera Station Pro. This certificate installs on each Axis device and verifies the authentication server.

**Note**

To use IEEE 802.1X certificates, it requires firmware 5.50 or later for video devices, and firmware 1.25 or later for access control and audio devices.

To configure IEEE 802.1X:

1. Go to **Configuration > Security > Certificates**.
2. In the **EAPOL Version** drop-down menu, select what version of Extensible Authentication Protocol (EAP) you want to use.
3. In the **EAP identity** drop-down menu, select to use either the device's MAC address, the device hostname, or custom text.
4. If you selected **Custom**, enter any text that functions as the EAP identity in **Custom**.

5. Click **Import** and select the IEEE 802.1X authentication CA certificate file.
6. In the **Common name** drop-down menu, select to use **Device IP address** or **Device EAP identity** as the common name in the individual certificates created for each device when AXIS Camera Station Pro acts as a certificate authority.
7. Go to **Configuration > Devices > Management**.
8. Right-click the devices and select **Security > IEEE 802.1X > Enable/Update**.

### Limitations

- For devices with several network adapters (such as wireless cameras), you can only turn on IEEE 802.1X for the first adapter, typically the wired connection.
- Devices that miss parameter `Network.Interface.I0.dot1x.Enabled` aren't supported. For example: AXIS P39 Series, AXIS T85 Series, and AXIS T87 Video Decoder
- Certificate operations over unencrypted channels, such as "Basic" aren't supported. Set devices to "Encrypted & unencrypted" or "Encrypted only" to allow "Digest" communication.

### Certificate expiration warning

A warning appears when a client or server certificate has expired or is about to expire. The warning also triggers a system alarm for certain certificates. It applies to all client and server certificates, device CA certificates installed by AXIS Camera Station Pro, the AXIS Camera Station Pro CA certificate, and IEEE 802.1X certificate. The warning appears as a message under **Status** on the **Device management** page and as an icon in the **Installed certificates** list.

Under **Certificate expiration warning**, specify how many days before the expiration date you want AXIS Camera Station Pro to notify you.

### Certificate renewal

#### Renew certificate between the server and devices

The device client or server certificates generated by AXIS Camera Station Pro automatically renew 7 days before the expiration warning appears. For this to be possible, you must have turned on HTTPS or IEEE 802.1X on the device. If you want to renew or update a certificate manually, see .

#### Renew certificate between the server and the client

1. Go to **Configuration > Security > Certificates**.
2. Under **Certificate renewal**, click **Renew**.
3. Restart the server to apply the renewed certificate.

### Reset the password

To change the password:

1. Go to **Configuration > Security > Certificates**.
2. Turn on **Temporarily ignore certificate validation** to make sure the devices that use CA certificates are accessible.
3. Under **Certificate authority**, click **Generate** and enter your password.
4. Under **Certificate authority**, click **Export** to save the CA certificate locally.
5. Go to **Configuration > Devices > Management** and turn on HTTPS on the selected devices.
6. Turn off **Temporarily ignore certificate validation**.

### Configure access control

If you add an Axis network door controller to your system, you can configure the access control hardware in AXIS Camera Station version 5.35 or later.

For a complete workflow to set up Axis network door controller in AXIS Camera Station Pro, see *Set up an Axis network door controller*.

**Note**

Before you start, do the following:

- Upgrade the controller firmware under **Configuration > Devices > Management**. See .
- Set date and time for the controller under **Configuration > Devices > Management**. See .
- Turn on HTTPS on the controller under **Configuration > Devices > Management**. See .

**Workflow to configure access control**

1. To edit the predefined identification profiles or create a new identification profile, see .
2. To use a custom setup for card formats and PIN length, see .
3. Add a door and apply an identification profile to the door. See .
4. Configure the door.
  - 
  - 
  - 
  -
5. Add a zone and add doors to the zone. See .

**Device software compatibility for door controllers**

**Important**

Keep in mind the following when you upgrade the AXIS OS on your door controller:




- **Supported AXIS OS versions:** The supported AXIS OS versions listed below only apply when upgrading from their original recommended AXIS Camera Station Pro version and when the system has a door. If the system doesn't meet these conditions, you must upgrade to the recommended AXIS OS version for the specific AXIS Camera Station Pro version.
- **Minimum supported AXIS OS version:** The oldest installed AXIS OS version in the system determines the minimum supported AXIS OS version, with a limit of two prior versions. Suppose you're using AXIS Camera Station Pro version 6.5 and upgrade all devices to the recommended AXIS OS version 12.0.86.2. Then, AXIS OS version 12.0.86.2 becomes the minimum supported version for your system moving forward.
- **Upgrading beyond recommended AXIS OS version:** Suppose you upgrade to an AXIS OS version above the recommended one for a particular AXIS Camera Station Pro version. Then, you can always downgrade back to the recommended AXIS OS version without any issues, as long as it's within the support limits set for the AXIS Camera Station Pro version.
- **Future AXIS OS recommendations:** Always follow the recommended AXIS OS version for the respective AXIS Camera Station Pro version to ensure system stability and full compatibility.

The table below shows the minimum and recommended AXIS OS version for each AXIS Camera Station Pro version:

AXIS Camera Station Pro version	Minimum AXIS OS version	Recommended AXIS OS version
6.8	12.0.86.2	12.2.63.8
6.7	11.11.113.1	12.0.101.4
6.6	11.11.113.1	12.0.101.4
6.5	11.9.71.11	12.0.86.2

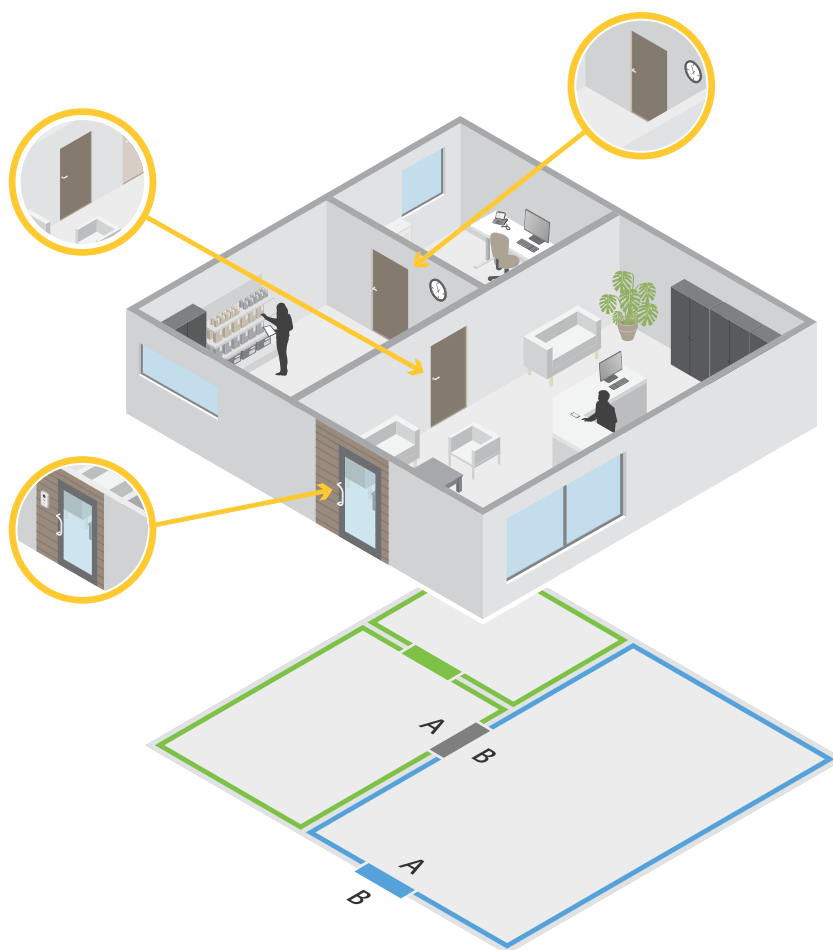
## Doors and zones

Go to Configuration > Access control > Doors and zones to get an overview and configure doors and zones.

 Pin chart	View the controller pin chart associated with a door. If you want to print the pin chart, click <b>Print</b> .
 Identification profile	Change identification profile on doors.
 Secure Channel	Turn on or off OSDP Secure Channel for a specific reader.

Doors	
Name	The name of the door.
Door controller	The door controller connected to the door.
Side A	The zone that side A of the door is in.
Side B	The zone that side B of the door is in.
Identification profile	The identification profile applied to the door.
Card formats and PIN	Shows the type of card formats or PIN length.
Status	The status of the door. <ul style="list-style-type: none"> <li>• <b>Online:</b> The door is online and works correctly.</li> <li>• <b>Reader offline:</b> The reader in the door configuration is offline.</li> <li>• <b>Reader error:</b> The reader in the door configuration doesn't support secure channel or secure channel is turned off for the reader.</li> </ul>
Zones	
Name	The name of the zone.
Number of doors	The number of doors included in the zone.

### Example of doors and zones



- There are two zones: green zone and blue zone.
- There are three doors: green door, blue door, and brown door.
- The green door is an internal door in the green zone.
- The blue door is a perimeter door for the blue zone only.
- The brown door is a perimeter door for both the green zone and blue zone.

### Add a door

**Note**

- You can configure a door controller with one door that has two locks, or two doors that have one lock each.
- If a door controller has no doors and you're using a new version of AXIS Camera Station Pro with older firmware on the door controller, the system will prevent you from adding a door. However, the system does allow new doors on system controllers with older firmware if there's already an existing door.

Create a new door configuration to add a door:

1. Go to **Configuration > Access control > Doors and zones**.
2. Click **+ Add door**.
3. Enter a door name.



4. In the **Controller** drop-down menu, select a door controller. The controller grays out when you can't add another door, when it's offline, or HTTPS isn't active.
5. In the **Door type** drop-down menu, select the type of door you want to create.
6. Click **Next** to go to the door configuration page.
7. In the **Primary lock** drop-down menu, select a relay port.
8. To configure two locks on the door, select a relay port from the **Secondary lock** drop-down menu.
9. Select an identification profile. See .
10. Configure the door settings. See .
- 11.
- 12.
- 13.
- 14.
15. Configure the security level. See .
16. Click **Save**.

Copy an existing door configuration to add a door:

1. Go to **Configuration > Access control > Doors and zones**.
2. Click **+ Add door**.
3. Enter a door name.
4. In the **Controller** drop-down menu, select a door controller.
5. Click **Next**.
6. In the **Copy configuration** drop-down menu, select an existing door configuration. It shows the connected doors, and the controller grays out if it was configured with two doors or one door with two locks.
7. Change the settings if you want.
8. Click **Save**.

To edit a door:

1. Go to **Configuration > Access control > Doors and zones > Doors**.
2. Select a door in the list.
3. Click **Edit**.
4. Change the settings and click **Save**.


To remove a door:

1. Go to **Configuration > Access control > Doors and zones > Doors**.
2. Select a door in the list.
3. Click **Remove**.
4. Click **Yes**.



To watch this video, go to the web version of this document.

**Door settings**

1. Go to **Configuration > Access control > Door and Zones**.
2. Select the door you want to edit.
3. Click  **Edit**.

<b>Access time (sec)</b>	Set the number of seconds the door remains unlocked after access was granted. The door remains unlocked until the door opens or until the set time ends. The door locks when it closes even if there is access time left.
<b>Open-too-long time (sec)</b>	Only valid if you have configured a door monitor. Set the number of seconds the door stays open. If the door is open when the set time ends, it triggers the door open too long alarm. Set up an action rule to configure which action the open too long event triggers.
<b>Long access time (sec)</b>	Set the number of seconds the door remains unlocked after access was granted. Long access time overrides the access time for cardholders that has this setting turned on.
<b>Long open-too-long time (sec)</b>	Only valid if you have configured a door monitor. Set the number of seconds the door stays open. If the door is open when the set time ends, it triggers the door open-too-long event. Long open-too-long time overrides the already set open-too-long time for cardholders if you turn on the <b>Long access time</b> setting.
<b>Relock delay time (ms)</b>	Set the time, in milliseconds, that the door stays unlocked after the it's opened or closed.
<b>Relock</b>	<ul style="list-style-type: none"> <li>• <b>After opening:</b> Only valid if you added a door monitor.</li> <li>• <b>After closing:</b> Only valid if you added a door monitor.</li> </ul>

**Door security level**

You can add the following security features to the door:

**Two-person rule** – The two-person rule requires two people to use a valid credential to gain access.

**Double-swipe** – The double-swipe allows a cardholder override the current state of a door. For example, they can use it to lock or unlock a door outside the regular schedule, which is more convenient than going into the system to unlock the door. Double-swipe does not affect an existing schedule. For example, if a door is scheduled to lock at closing time, and employee leaves for lunch break, the door will still lock according to the schedule.

You can configure the security level while you're adding a new door, or you can do it on an existing door.


To add **Two-person rule** to an existing door:

1. Go to **Configuration > Access control > Doors and zones**.
2. Select the door you want to configure a security level for.

3. Click Edit.
4. Click Security level.
5. Turn on Two-person rule.
6. Click Apply.

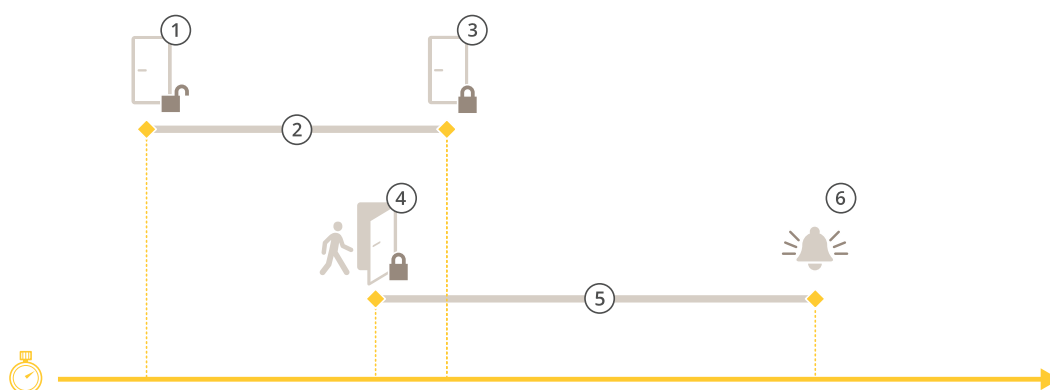
<b>Two-person rule</b>	
<b>Side A and Side B</b>	Select which sides of the door to use the rule on.
<b>Schedules</b>	Select when the rule is active.
<b>Timeout (seconds)</b>	Timeout is the maximum allowed time between card swipes or other type of valid credential.

To add Double-swipe to an existing door:

1. Go to Configuration > Access control > Doors and zones.
2. Select the door you want to configure a security level for.
3. Click Edit.
4. Click Security level.
5. Turn on Double-swipe.
6. Click Apply.
7. Apply Double-swipe to a cardholder.
  - 7.1. Open an Access Management tab.
  - 7.2. Click  on the cardholder you want to edit and click Edit.
  - 7.3. Click More.
  - 7.4. Select Allow double-swipe.
  - 7.5. Click Apply.

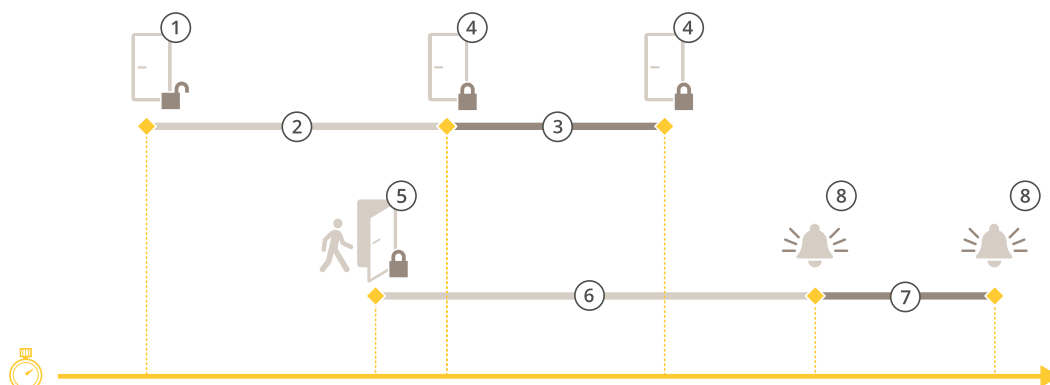
<b>Double-swipe</b>	
<b>Timeout (seconds)</b>	Timeout is the maximum allowed time between card swipes or other type of valid credential.

**Time options**



- 1 Access granted - lock unlocks
- 2 Access time

- 3 No action taken - lock locks
- 4 Action taken (door opened) - lock locks or stays unlocked until door closes
- 5 Open-too-long time
- 6 Open-too-long alarm goes off



- 1 Access granted - lock unlocks
- 2 Access time
- 3 2+3: Long access time
- 4 No action taken - lock locks
- 5 Action taken (door opened) - lock locks or stays unlocked until door closes
- 6 Open-too-long time
- 7 6+7: Long open-too-long time
- 8 Open-too-long alarm goes off

### Add a wireless lock

AXIS Camera Station Pro supports the ASSA ABLOY Aperio® wireless locks and communication hubs. The wireless lock connects to the system via an Aperio communication hub connected to the door controller's RS485 connector. You can connect 16 wireless locks to one door controller.



#### Note

- The setup requires Axis door controller to have AXIS OS version 11.6.16.1 or later.
  - The setup requires a valid license for AXIS Door Controller Extension.
  - The time on Axis door controller and AXIS Camera Station Pro server must be synchronized.
  - Before you start, use the Aperio application that ASSA ABLOY supports to pair the Aperio locks with the Aperio hub.
1. Access the door controller.
    - 1.1. Go to **Configuration > Devices > Other devices**.
    - 1.2. Open the web interface of the door controller connected to the Aperio communication hub.
  2. Turn on AXIS Door Controller Extension.
    - 2.1. In the door controller web interface, go to **Apps**.
    - 2.2. Open AXIS Door Controller Extension context menu .

- 2.3. Click **Activate license with a key** and select your license.
- 2.4. Turn on **AXIS Door Controller Extension**.
3. Connect the wireless lock to the door controller through the communication hub.
  - 3.1. In the door controller web interface, go to **Access control > Wireless locks**.
  - 3.2. Click **Connect communication hub**.
  - 3.3. Enter a name for the hub and click **Connect**.
  - 3.4. Click **Connect wireless lock**.
  - 3.5. Select the lock address and capabilities for the lock you want to add and click **Save**.
4. Add and configure the door with the wireless lock.
  - 4.1. In AXIS Camera Station Pro, go to **Configuration > Access control > Doors and zones**.
  - 4.2. Click **+ Add door**.
  - 4.3. Select the door controller connected to the Aperio communication hub, select **Wireless door** as **Door type**.
  - 4.4. Click **Next**.
  - 4.5. Select your **Wireless lock**.
  - 4.6. Define the door sides A and B, and add sensors. For more information, see .
  - 4.7. Click **Save**.

Once you've connected the wireless lock you can see its battery level and status in the overview of doors.

Battery level	Action
Good	None
Low	The lock works as intended but you should replace the battery before the battery level becomes critical.
Critical	Replace the battery. The lock might not work as intended.

Lock status	Action
Online	None
Lock jam	Resolve any mechanical issues with the lock.

### Add a door monitor

A door monitor is a door position switch that monitors the physical state of a door. You can add a door monitor to your door and configure how to connect the door monitor.

1. Go to the door configuration page. See .
2. Under **Sensors**, click **Add**.
3. Select **Door monitor sensor**.
4. Select the I/O port you want to connect the door monitor to.
5. Under **Door open if**, select how the door monitor circuits are connected.
6. To ignore the state changes of the digital input before it enters a new stable state, set a **Debounce time**.
7. To trigger an event when an interruption in the connection between the door controller and the door monitor occurs, turn on **Supervised input**. See .

Door open if	
Circuit is open	The door monitor circuit is normally closed. The door monitor sends the door an open signal when the circuit is open. The door monitor sends the door a closed signal when the circuit is closed.
Circuit is closed	The door monitor circuit is normally open. The door monitor sends the door an open signal when the circuit is closed. The door monitor sends the door a closed signal when the circuit is open.

### Add a monitoring door

A monitoring door is a door type that can show you if it's open or closed. For example, you can use this on a fire safety door that doesn't require a lock but where you need to know if the door is open.

A monitoring door is different from a regular door with a door monitor. A regular door with a door monitor supports locks and readers but requires a door controller. A monitoring door supports one door position sensor but only requires a network I/O relay module connected to a door controller. You can connect up to five door position sensors to one network I/O relay module.

#### Note

A monitoring door requires an AXIS A9210 Network I/O Relay Module with the latest firmware including the AXIS Monitoring Door ACAP application.

To set up a monitoring door:

1. Install your AXIS A9210 and upgrade it with the latest version of AXIS OS.
2. Install the door position sensors.
3. In AXIS Camera Station Pro, go to **Configuration > Access control > Doors and zones**.
4. Click **Add door**.
5. Enter a name.
6. Under **Type**, select **Monitoring door**.
7. Under **Device**, select your network I/O relay module.
8. Click **Next**.
9. Under **Sensors**, click **+ Add** and select **Door position sensor**.
10. Select the I/O that's connected to the door position sensor.
11. Click **Add**.

### Add emergency input

You can add and configure an emergency input to initiate an action that locks or unlocks the door. You can also configure how to connect the circuit.

1. Go to the door configuration page. See .
2. Under **Sensors**, click **Add**.
3. Select **Emergency input**.
4. Under **Emergency state**, select the circuit connection.
5. To ignore the state changes of the digital input before it enters a new stable state, set a **Debounce time (ms)**.
6. Select what **Emergency action** to trigger when the door receives the emergency state signal.

Emergency state	
Circuit is open	The emergency input circuit is normally closed. The emergency input sends an emergency state signal when the circuit is open.
Circuit is closed	The emergency input circuit is normally open. The emergency input sends an emergency state signal when the circuit is closed.

Emergency action	
Unlock door	The door unlocks when it receives the emergency state signal.
Lock door	The door locks when it receives the emergency state signal.

### Add a reader

You can configure a door controller to use two readers. Select to add a reader on one side or both sides of a door.

If you apply a custom setup of card formats or PIN length to a reader, you can see it in **Card formats** under **Configuration > Access control > Doors and zones**. See .

#### Note

If you use an Axis network intercom as IP reader, the system uses the PIN configuration set on the device webpage.

1. Go to the door configuration page. See .
2. Under one side of the door, click **Add**.
3. Select **Card reader**.
4. Select the **Reader type**.
5. To use a custom PIN length setup for this reader.
  - 5.1. Click **Advanced**.
  - 5.2. Turn on **Custom PIN length**.
  - 5.3. Set the **Min PIN length**, **Max PIN length**, and **End of PIN character**.
6. To use a custom card format for this reader.
  - 6.1. Click **Advanced**.
  - 6.2. Turn on **Custom card formats**.
  - 6.3. Select the card formats you want to use for the reader. If a card format with the same bit length is already in use, you must deactivate it first. A warning icon displays in the client when the card format setup is different from the configured system setup.
7. Click **Add**.
8. To add a reader to the other side of the door, do this procedure again.

For information on how to set up an AXIS Barcode Reader, see *Set up AXIS Barcode Reader*.

Reader type	
OSDP RS485 half duplex	For RS485 readers, select <b>OSDP RS485 half duplex</b> and a reader port.

Wiegand	For readers that use Wiegand protocols, select <b>Wiegand</b> and a reader port.
IP reader	For IP readers, select <b>IP reader</b> and select a device from the drop-down menu. For requirements and supported devices, see .

Wiegand	
LED control	Select <b>Single wire</b> or <b>Dual wire (R/G)</b> . Readers with dual LED control use different wires for the red and green LEDs.
Tamper alert	Select when the reader tamper input is active. <ul style="list-style-type: none"> <li>• <b>Open circuit:</b> The reader sends the door the tamper signal when the circuit is open.</li> <li>• <b>Closed circuit:</b> The reader sends the door the tamper signal when the circuit is closed.</li> </ul>
Tamper debounce time	To ignore the state changes of the reader tamper input before it enters a new stable state, set a <b>Tamper debounce time</b> .
Supervised input	Turn on to trigger an event when there is interruption in the connection between the door controller and the reader. See .

### IP reader

It's possible to use Axis network intercoms as IP reader in AXIS Camera Station Secure Entry.

**Note**

- It requires AXIS Camera Station 5.38 or later, AXIS A1601 Network Door Controller with firmware 10.6.0.2 or later.
- It doesn't require special configuration to use the intercom as an IP reader.

Supported devices:

- AXIS A8207-VE Network Video Door Station with firmware 10.5.1 or later
- AXIS A8207-VE Mk II Network Video Door Station with firmware 10.5.1 or later
- AXIS I8116-E Network Video Intercom

### Add a REX device

You can select to add a request to exit (REX) device on one side or both sides of the door. A REX device can be a PIR sensor, REX button, or push bar.

1. Go to the door configuration page. See .
2. Under one side of the door, click **Add**.
3. Select **REX device**.
4. Select the I/O port that you want to connect the REX device to. If there is only one port available, it will be selected automatically.
5. Select what **Action** to trigger when the door receives the REX signal.
6. Under **REX active**, select the door monitor circuit connection.



7. To ignore the state changes of the digital input before it enters a new stable state, set a **Debounce time (ms)**.
8. To trigger an event when an interruption in the connection between the door controller and the REX device occurs, turn on **Supervised input**. See .

Action	
Unlock door	Select to unlock the door when it receives the REX signal.
None	Select if you don't want to trigger any action when the door receives the REX signal.

REX active	
Circuit is open	Select if the REX circuit is normally closed. The REX device sends the signal when the circuit is open.
Circuit is closed	Select if the REX circuit is normally open. The REX device sends the signal when the circuit is closed.


### Add a zone

A zone is a specific physical area with a group of doors. You can create zones and add doors to the zones. There are two types of doors:


- **Perimeter door:** Cardholders enter or leave the zone through this door.
- **Internal door:** An internal door within the zone.

#### Note

A perimeter door can belong to two zones. An internal door can only belong to one zone.


1. Go to **Configuration > Access control > Doors and zones > Zones**.
2. Click  **Add zone**.
3. Enter a zone name.
4. Click **Add door**.
5. Select the doors you want to add to the zone, and click **Add**.
6. The door is set as a perimeter door by default. To change it, select **Internal door** from the drop-down menu.
7. A perimeter door uses door side A as entrance to the zone by default. To change it, select **Leave** from the drop-down menu.
8. To remove a door from the zone, select it and click **Remove**.
9. Click **Save**.

To edit a zone:

1. Go to **Configuration > Access control > Doors and zones > Zones**.
2. Select a zone in the list.
3. Click  **Edit**.
4. Change the settings and click **Save**.

To remove a zone:

1. Go to **Configuration > Access control > Doors and zones > Zones**.

2. Select a zone in the list.
3. Click  Remove.
4. Click Yes.

### Zone security level

You can add the following security feature to a zone:

**Anti-passback** – Prevents people from using the same credentials as someone who entered an area before them. It enforces that a person must first exit the area before they can use their credentials again.

**Note**

- With anti-passback, all doors in the zone must have door position sensors so the system can register that a user opened the door after swiping their card.
- If a door controller goes offline, anti-passback works as long as all doors in the zone belong to the same door controller. However, if the doors in the zone belong to different door controllers that go offline, anti-passback stops working.

You can configure the security level while you add a new zone, or you can do it on an existing zone. To add a security level to an existing zone:

1. Go to **Configuration > Access control > Doors and zones**.
2. Select the zone you want to configure a security level for.
3. Click **Edit**.
4. Click **Security level**.
5. Turn on the security features you want to add to the door.
6. Click **Apply**.

<b>Anti-passback</b>	
<b>Log violation only (Soft)</b>	Use this if you want to allow a second person to enter the door using the same credentials as the first person. This option only results in a system alarm.
<b>Deny access (Hard)</b>	Use this if you want to prevent the second user from entering the door if they're using the same credentials as the first person. This option also results in a system alarm.
<b>Timeout (seconds)</b>	The amount of time until the system allows a user to re-enter. Enter 0 if you don't want timeout, meaning that the zone has anti-passback until the user leaves the zone. Only use 0 timeout with <b>Deny access (Hard)</b> if all doors in the zone have readers on both sides.

### Supervised inputs

Supervised inputs can trigger an event when there is interruption in the connection to a door controller.

- Connection between the door controller and the door monitor. See .
- Connection between the door controller and the reader that uses Wiegand protocols. See .
- Connection between the door controller and the REX device. See .

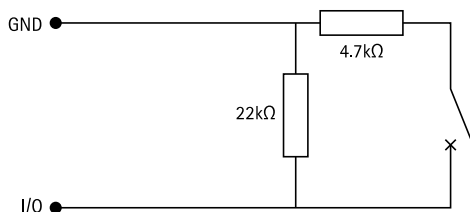
To use supervised inputs:

1. Install end of line resistors as close to the peripheral device as possible according to the connection diagram.
2. Go to the configuration page of a reader, door monitor, or REX device, turn on **Supervised input**.
3. If you followed the parallel first connection diagram, select **Parallel first connection with a 22 K $\Omega$  parallel resistor and a 4.7 K $\Omega$  serial resistor**.
4. If you followed the serial first connection diagram, select **Serial first connection**, and select a resistor value from the **Resistor values** drop-down menu.

### Connection diagrams

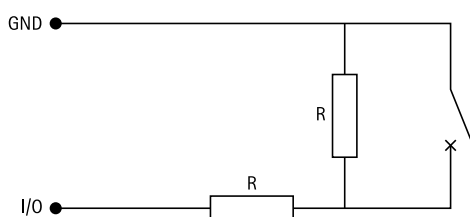
#### Parallel first connection

The resistor values must be 4.7 k $\Omega$  and 22 k $\Omega$ .



#### Serial first connection

The resistor values must be the same and within range 1-10 k $\Omega$ .



### Manual actions

You can perform the following manual actions on doors and zones:

**Reset** – Returns to the configured system rules.

**Grant access** – Unlocks a door or zone for 7 seconds and then locks it again.

**Unlock** – Keeps the door unlocked until you Reset.

**Lock** – Keeps the door locked until the system grants a cardholder access.

**Lockdown** – No one gets in or out until you reset or unlock.

To perform a manual action:

1. Go to **Configuration > Access control > Doors and zones**.
2. Select the door or zone you want to perform a manual action on.
3. Click any of the manual actions.

### Identification profiles

An identification profile is a combination of identification types and schedules. You can apply an identification profile to one, or more, doors to set how and when a cardholder can access a door.

Identification types are carriers of the credential information necessary to access a door. Common identification types are tokens, personal identification numbers (PINs), fingerprints, facial maps, and REX devices. An identification type can carry one or more types of information.

Supported identification types: Card, PIN, REX, static QR, and dynamic QR.

### Note

You must use dynamic QR and PIN together.

Go to **Configuration > Access control > Identification profiles** to create, edit, or remove identification profiles.

There are five default identification profiles available for you to use as they are or edit as required.

**Card** – Cardholders must swipe the card to access the door.

**Card and PIN** – Cardholders must swipe the card and enter the PIN to access the door.

**PIN** – Cardholders must enter the PIN to access the door.

**Card or PIN** – Cardholders must swipe the card or enter the PIN to access the door.

**QR** – Cardholders must show the QR Code® to camera to access the door. You can use the QR identification profile for both static and dynamic QR.

**License plate** – Cardholders must drive towards the camera in a vehicle with an approved license plate.

**Tap in app** – Cardholders must tap the credential in the AXIS Camera Station Mobile App while standing in range of the Bluetooth reader.


**Touch reader** – Cardholders must touch the Bluetooth reader while carrying a mobile phone with a mobile credential.

QR Code is a registered trademark of Denso Wave Incorporated in Japan and other countries.


To create an identification profile:

1. Go to **Configuration > Access control > Identification profiles**.
2. Click **Create identification profile**.
3. Enter an identification profile name.
4. Select **Include facility code for card validation** to use facility code as one of the credential validation fields. This field is only available if you turn on **Facility code** under **Access management > Settings**.
5. Configure the identification profile for one side of the door.
6. On the other side of the door, do the previous steps again.
7. Click **OK**.

To edit an identification profile:

1. Go to **Configuration > Access control > Identification profiles**.
2. Select an identification profile and click .
3. To change the identification profile name, enter a new name.
4. Do your edits to the side of the door.
5. To edit the identification profile on the other side of the door, do the previous steps again.
6. Click **OK**.

To remove an identification profile:

1. Go to **Configuration > Access control > Identification profiles**.
2. Select an identification profile and click .
3. If the identification profile is used on a door, select another identification profile for the door.
4. Click **OK**.

Edit identification profile	
×	To remove an identification type and the related schedule.
Identification type	To change an identification type, select one, or more, types from the <b>Identification type</b> drop-down menu.
Schedule	To change a schedule, select one, or more, schedules from the <b>Schedule</b> drop-down menu.
+ Add	Add an identification type and the related schedule, click <b>Add</b> and set the identification types and schedules.



*Set up identification profiles*

## Card formats and PIN

A card format defines how a card stores data. It's a translation table between the incoming data and the validated data in the system. Each card format has a different set of rules for how to organize the stored information. By defining a card format, you tell the system how to interpret the information that the controller gets from the card reader.

There are predefined commonly used card formats available for you to use as they are or edit as required. You can also create custom card formats.

Go to **Configuration > Access Control > Card formats and PIN** to create, edit, or activate card formats. You can also configure PIN.

The custom card formats can contain the following data fields used for credential validation.

**Card number** – A subset of the credential binary data encoded as decimal or hexadecimal numbers. Use the card number to identify a specific card or cardholder.

**Facility code** – A subset of the credential binary data encoded as decimal or hexadecimal numbers. Use the facility code to identify a specific end customer or site.



To create a card format:

1. Go to **Configuration > Access Control > Card formats and PIN**.
2. Click **Add card format**.
3. Enter a card format name.
4. In the **Bit length** field, type a bit length between 1 and 256.
5. Select **Invert bit order** if you want to invert the bit order of the data received from the card reader.
6. Select **Invert byte order** if you want to invert the byte order of the data received from the card reader. This option is only available when you specify a bit length that you can divide by eight.
7. Select and configure the data fields to be active in the card format. Either **Card number** or **Facility code** must be active in the card format.
8. Click **OK**.


- To activate the card format, select the checkbox in front of the card format name.

**Note**


- Two card formats with the same bit length can't be active at the same time. For example, if you have defined two 32-bit card formats, only one of these can be active. Deactivate the card format to activate the other.
- You can only activate and deactivate card formats if the door controller has been configured with at least one reader.

	Click  to see an example of the output after inverting bit order.
<b>Range</b>	Set the bit range of the data for the data field. The range must be within what you have specified for <b>Bit length</b> .
<b>Output format</b>	Select the output format of the data for the data field.  <b>Decimal:</b> Also known as base-10 positional numeral system, consists of the numbers 0-9.  <b>Hexadecimal:</b> also known as base-16 positional numeral system, consists of 16 unique symbols: the numbers 0-9 and the letters a-f.
<b>Bit order of subrange</b>	Select the bit order.  <b>Little endian:</b> The first bit is the smallest (least significant).  <b>Big endian:</b> The first bit is the biggest (most significant).


To edit a card format:

- Go to **Configuration > Access Control > Card formats and PIN**.
- Select a card format and click .
- If you edit a predefined card format, you can only edit **Invert bit order** and **Invert byte order**.
- Click **OK**.


You can only remove the custom card formats. To remove a custom card format:

- Go to **Configuration > Access Control > Card formats and PIN**.
- Select a custom card format, click  and **Yes**.

To reset a predefined card format:

- Go to **Configuration > Access Control > Card formats and PIN**.
- Click  to reset a card format to the default field map.

To configure PIN length:

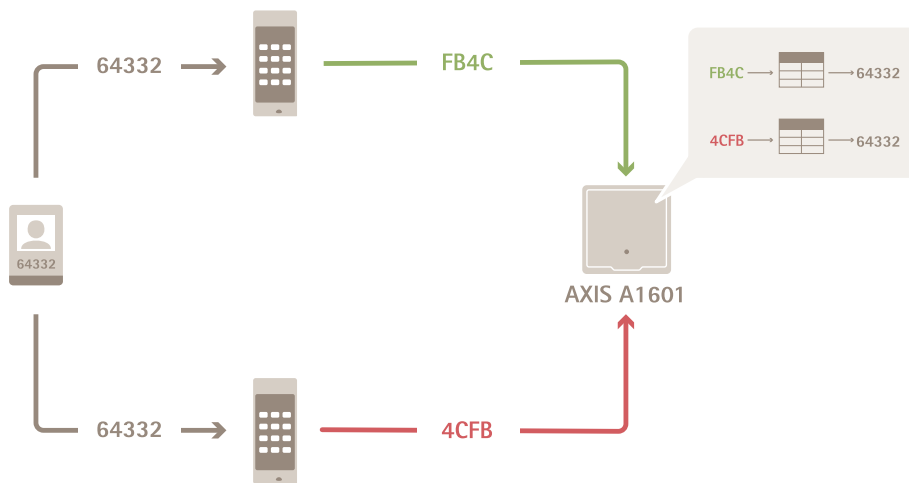
- Go to **Configuration > Access Control > Card formats and PIN**.
- Under **PIN configuration**, click .
- Specify **Min PIN length**, **Max PIN length**, and **End of PIN character**.
- Click **OK**.



Set up card formats

## Card format settings

### Overview



- The card number in decimal is 64332.
- One reader transfers the card number to hexadecimal number FB4C. The other reader transfers it to hexadecimal number 4CFB.
- AXIS A1601 Network Door Controller receives FB4C and transfers it to decimal number 64332 according to the card format settings on the reader.
- AXIS A1601 Network Door Controller receives 4CFB, changes it to FB4C by inverting byte order, and transfers it to decimal number 64332 according to the card format settings on the reader.

### Invert bit order

After inverting bit order, the card data received from the reader is read from right to left bit by bit.

64332 = 1111 1011 0100 1100  $\longrightarrow$  0011 0010 1101 1111 = 13023  
 $\longrightarrow$  Read from left      Read from right  $\longleftarrow$

### Invert byte order

A group of eight bits is a byte. After inverting byte order, the card data received from the reader is read from right to left byte by byte.

64 332 = 1111 1011 0100 1100 → 0100 1100 1111 1011 = 19707  
 F B 4 C 4 C F B

### 26-bit standard Wiegand card format



- 1 Leading parity
- 2 Facility code
- 3 Card number
- 4 Trailing parity

## Encrypted communication

### OSDP Secure Channel

AXIS Camera Station Secure Entry supports OSDP (Open Supervised Device Protocol) Secure Channel to active line encryption between controller and Axis readers.

To turn on OSDP Secure Channel for an entire system:

1. Go to **Configuration > Access control > Encrypted communication**.
2. Enter your main encryption key and click **OK**.
3. Turn on **OSDP Secure Channel**. This option is only available after you enter the main encryption key.
4. By default, the main encryption key generates a OSDP Secure Channel key. To manually set the OSDP Secure Channel key:
  - 4.1. Under **OSDP Secure Channel**, click .
  - 4.2. Clear **Use main encryption key to generate OSDP Secure Channel key**.
  - 4.3. Enter the OSDP Secure Channel key and click **OK**.

To turn on or turn off OSDP Secure Channel for a specific reader, see *Doors and zones*.

### AXIS Barcode Reader

AXIS Barcode Reader is an application that can be installed on Axis cameras. Axis door controller uses the authentication key to grant access and authenticate AXIS Barcode Reader. For a complete workflow on how to set up AXIS Barcode Reader, see *Set up AXIS Barcode Reader*.

To create a connection between a door controller and AXIS Barcode Reader:

1. In AXIS Camera Station Pro:
  - 1.1. Go to **Configuration > Access control > Encrypted communication**.
  - 1.2. Under **External Peripheral Authentication Key**, click **Show authentication key** and **Copy key**.
2. In the device web interface where AXIS Barcode Reader runs:
  - 2.1. Open AXIS Barcode Reader application.
  - 2.2. If the server certificate wasn't configured in AXIS Camera Station Pro, turn on **Ignore server certificate validation**. See *Certificates* for more information.
  - 2.3. Turn on **AXIS Camera Station Secure Entry**.
  - 2.4. Click **Add** and enter the IP address of the door controller and paste the authentication key.



- 2.5. Select the reader that reads barcodes from the door drop-down menu.

## Multi server <sup>BETA</sup>

The connected sub servers can, with multi-server, use the global cardholders and cardholder groups from the main server.

### Note

- One system can support up to 64 sub servers.
- It requires AXIS Camera Station 5.47 or later.
- It requires that the main server and sub servers are on the same network.
- On main server and sub servers, make sure to configure Windows Firewall to allow incoming TCP connections on the Secure Entry port. The default port is 55767. For customized port configuration, see .

## Workflow

1. Configure a server as a sub server and generate the configuration file. See .
2. Configure a server as a main server and import the configuration file of the sub servers. See .
3. Configure global cardholders and cardholder groups on the main server. See and .
4. View and monitor global cardholders and cardholder groups from the sub server. See .

### Generate the configuration file from the sub server

1. From the sub server, go to **Configuration > Access control > Multi server**.
2. Click **Sub server**.
3. Click **Generate**. It generates a configuration file in .json format.
4. Click **Download** and choose a location to save the file.

### Import the configuration file to the main server

1. From the main server, go to **Configuration > Access control > Multi server**.
2. Click **Main server**.
3. Click **+ Add** and go to the configuration file generated from the sub server.
4. Enter the server name, IP address, and port number of the sub server.
5. Click **Import** to add the sub server.
6. The status of the sub server shows **Connected**.

### Revoke a sub server

You can only revoke a sub server before you import its configuration file to a main server.

1. From the main server, go to **Configuration > Access control > Multi server**.
2. Click **Sub server** and click **Revoke server**.  
Now you can configure this server as a main server or sub server.

### Remove a sub server

After you import the configuration file of a sub server, it connects the sub server to the main server.

To remove a sub server:

1. From the main server:
  - 1.1. Go to **Access management > Dashboard**.

- 1.2. Change the global cardholders and groups to local cardholders and groups.
- 1.3. Go to **Configuration > Access control > Multi server**.
- 1.4. Click **Main server** to show the sub server list.
- 1.5. Select the sub server and click **Delete**.
2. From the sub server:
  - Go to **Configuration > Access control > Multi server**.
  - Click **Sub server** and **Revoke server**.

### Active directory settings<sup>BETA</sup>

#### Note

User accounts in Microsoft Windows and Active Directory users and groups can access AXIS Camera Station Pro. The way you add users in Windows varies depending on your version. For more information, go to [support.microsoft.com](http://support.microsoft.com). Consult your network administrator if you use an Active Directory domain network.

The first time you open the Active Directory settings page you can import Microsoft Active Directory users to cardholders in AXIS Camera Station Pro. See .

After the initial configuration, the following options appear on the Active directory settings page.

- Create and manage cardholder groups based on groups in Active Directory.
- Set up scheduled synchronization between Active Directory and the access management system.
- Manually synchronize to update all cardholders imported from Active Directory.
- Manage data mapping between user data from Active Directory and cardholder properties.

### Import active directory users

To import Active Directory users to cardholders in AXIS Camera Station Pro:

1. Go to **Configuration > Access control > Active directory settings<sup>BETA</sup>**.
2. Click **Set up import**.
3. Follow the on-screen instructions to complete these three main steps:
  - 3.1. Select a user from Active Directory to use as a template for data mapping.
  - 3.2. Map user data from the Active Directory database to cardholder properties.
  - 3.3. Create a new cardholder group in the access management system and select which Active Directory groups to import.

You can't change any of the imported user data, but you can add credentials to an imported cardholder, see .


### Configure smart search 2



With smart search 2, you can set several filters to easily find persons and vehicles of interest from the recordings generated from Axis cameras.



For requirements, limitations, and how to use smart search 2, see .

1. Go to **Configuration > Smart search 2 > Settings**.

2. Under **Cameras**:
  - 2.1. Select the cameras that should send metadata to smart search 2.
  - 2.2. To allow server classification in the background for a camera, select **Allow** under **Background server classification**.  
This increases the server load but improves the user experience.
  - 2.3. To limit the amount of detections saved on the server, under **Filter**, click  and create filters for **Size and duration**, and **Area**.  
You can use this, for example, to exclude small objects or objects that only appear for a very short time.  
The smart search filters use any existing motion setting filters as a starting point.
3. Under **Storage**:
  - Select the drive and folder to store the detections and click **Apply**.
  - Set the storage size limit and click **Apply**. When the storage reaches its limit, it removes the oldest detections.
4. Select **Include periods with missing metadata** to display results that indicates that no metadata was recorded during a certain period.

Background server classification	
	Server classification status from the last hour when the server classification is slow. Appears when less than 95% detections are classified.
	Server classification status from the last hour when the server classification is slow. Appears when less than 50% detections are classified.

## Configure System Health Monitoring <sup>BETA</sup>

### Note

- When connected to multiple AXIS Camera Station Pro servers, you can configure System Health Monitoring on any connected server. To do this, select the server from the **Selected server** drop-down menu.
- If you manage systems on different networks, Server monitoring in My Systems provides the same functionality but through the cloud.

## Settings

<b>Cloud connection</b>	If you've registered your server with an organization, you can view your system health data from anywhere. If you're not yet connected, click <b>Manage</b> , and follow the on-screen instructions.
<b>Data retrieval frequency</b>	Select a lower data frequency to resolve any warnings regarding old data or general performance issues in the system. In a multisystem setup, we recommend using the same or higher setting for a sub-system as for its parent system. <ul style="list-style-type: none"> <li>• <b>Low</b> - For systems with over 100 devices.</li> <li>• <b>Medium</b> - For systems with 25–100 devices.</li> <li>• <b>High</b> - For systems with less than 25 devices.</li> </ul>

## Notifications

To send email notifications:

1. Configure an SMTP server and an email address to send the notifications. See .
2. Configure the email addresses to receive the notifications. See .
3. Configure the notification rules. See .

### Configure email recipients

1. Go to **Configuration > System Health Monitoring > Notifications**.
2. Under **Email recipients**, enter an email address and click **Save**. Repeat to add multiple email recipients.
3. To test the SMTP server, click **Send test email**. A message shows that the test email was sent.

### Configure notification rules

There are two notification rules activated by default.

**System down** – Send a notification when the system in a single system setup or any system in a multisystem setup is down longer than normal.

**Device down** – Send a notification when a device listed in System Health Monitoring is down longer than normal.

1. Go to **Configuration > System Health Monitoring > Notifications**.
2. Under **Notification rules**, turn on or off the notification rules.
3. Under **Applied rules**, you can see a list of systems and devices including the applied notification rule.

## Multisystem



With System Health Monitoring, you can monitor the health data of several secondary systems from one main system.

1. In a secondary system, generate the system configuration. See .
2. In the main system, upload the system configuration. See .
3. Repeat the previous steps in other secondary systems.
4. Monitor the health data from multiple systems from the main system. See .

### Generate system configuration

1. Go to **Configuration > System Health Monitoring > Multisystem**.
2. Click **Generate**.
3. Click **Copy** to be able to upload it to the main system.
4. To view the system configuration details, click **Show details**.
5. To regenerate the system configuration, click **Delete** to delete the existing one first.

After the upload of the system configuration to the main system, the main system information appears under **Systems with access**.

### Retrieve data from other systems

After you have generated and copied the system configuration of a secondary system, you can upload it to the main system.

1. In the main system, go to **Configuration > System Health Monitoring > Multisystem**.
2. Click **Paste** to fill with the information you copied from the secondary system.
3. Check the host IP address and click **Add**.  
The secondary system appears under **Available systems**.

## Configure analytics

### AXIS Data Insights Dashboard

The AXIS Data Insights Dashboard presents the analytics data from your devices in graphs and charts. The configuration page for AXIS Data Insights Dashboard shows all supported applications and configured scenarios on the devices in your system. Go to **Analytics > Data Insights Dashboard** to:

- View a list of cameras and data sources running the supported applications.
- View a list of supported applications and scenarios for each device or data source. We support the following:
  - AXIS Object Analytics: Crossline counting and Occupancy in area
  - AXIS Audio Analytics
  - AXIS Image Health Analytics
  - AXIS Guard Suite: AXIS Motion Guard, AXIS Fence Guard, AXIS Loitering Guard
- Choose which scenarios to include in the dashboard.
- Tag scenarios to enable filtering of data in the dashboard, for example, to group cameras in the same location.
- View the status of scenarios.

<b>Include</b>	Turn on the switch in the <b>Include</b> column to show data from a scenario in a dashboard.
<b>Tags</b>	Select tags from the drop-down menu in the <b>Tags</b> column to add them to a scenario.

To add a new tag:

1. Open the **Tags** tab.
2. Enter a name for the tag.
3. Click the arrow.

#### Note

- AXIS Data Insights Dashboard requires encrypt connection protocols TLS version 1.2 and higher on your Windows server.
- AXIS Data Insights Dashboard overrides any existing MQTT settings on a camera if:
  - The camera doesn't have a configured MQTT client.

- You manually enable a scenario for a camera connected to another AXIS Camera Station Pro server.
- While connected to the AXIS Data Insights Dashboard, the MQTT client on the camera is dedicated to the Data Insights Dashboard only.
- The cameras and the AXIS Camera Station Pro server must be on the same network.
- For optimal performance, we recommend a server with a minimum of 16 GB of RAM for running the AXIS Data Insights Dashboard in AXIS Camera Station Pro.
- You can store a maximum of 100 MB of data, resulting in a limited storage time. For example:
  - Estimation occupancy in a parking lot equipped with four cameras, each configured to detect five vehicle sub-classes like cars and bikes 24/7, results in 260 days of retention time.
  - People counting in a retail environment equipped with eight cameras where the flow of people is continuous for 12 hours results in about 1270 days of retention time.
  - A camera running crossline counting scenario with six classes and the counting flow is steady for 24 hours results in around 860 days of retention time.

For information about adding a dashboard to a split view, see .



*How to enable the AXIS Data Insights Dashboard*

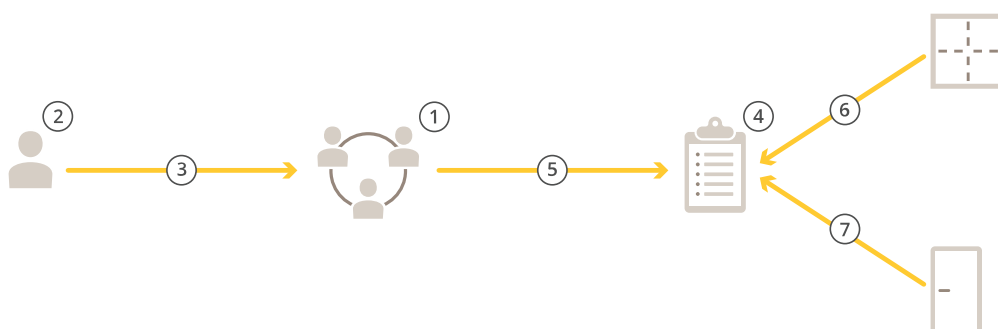
## Access management

The Access management tab allows you to configure and manage the system's cardholders, groups, and access rules.

For a complete workflow to set up Axis network door controller in AXIS Camera Station Pro, see *Set up an Axis network door controller*.

### Workflow of access management

The access management structure is flexible, which allows you to develop a workflow that suits your needs. The following is a workflow example:




1. Add groups. See .
2. Add cardholders. See .
3. Add cardholders to groups.
4. Add access rules. See .
5. Apply groups to access rules.
6. Apply zones to access rules.
7. Apply doors to access rules.

### Add a cardholder

A cardholder is a person with a unique ID registered in the system. Configure a cardholder with credentials that identifies the person and when and how to grant the person access to doors.

You can also choose to map users in an Active Directory database as cardholders, see .

1. Open an  Access management tab.
2. Go to **Cardholder management > Cardholders** and click **+ Add**.
3. Enter the first and last name of the cardholder and click **Next**.
4. Optionally, click **Advanced** and select any options.
5. Add a credential to the cardholder. See
6. Click **Save**.
7. Add the cardholder to a group.
  - 7.1. Under **Groups**, select the group you want to add the cardholder to and click **Edit**.
  - 7.2. Click **+ Add** and select the cardholder you want to add to the group. You can select multiple cardholders.
  - 7.3. Click **Add**.

7.4. Click Save.

Advanced	
Long access time	Select to let the cardholder to have long access time and long open-too-long time when there is an installed door monitor.
Suspend cardholder	Select to suspend the cardholder.
Allow double swipe	Select to allow a cardholder to override the current state of a door. For example, they can use it to unlock a door outside the regular schedule.
Exempt from lockdown	Select to let the cardholder to have access during lockdown.
Exempt from anti-passback	Select to give a cardholder an exemption from the anti-passback rule. Anti-passback prevents people from using the same credentials as someone who entered an area before them. The first person must first exit the area before their credentials can be used again.
Global cardholder	Select to make it possible to view and monitor the cardholder on the sub servers. This option is only available for cardholders created on the main server. See .



*Add cardholders and groups*

**Add credentials**

You can add the following types of credentials to a cardholder:

- PIN
- Card
- License plate
- QR Code
- Mobile phone

To add a mobile credential to a cardholder:

1. Under **Credentials**, click **+ Add** and select **Mobile credential**.
2. Enter a name for the credential.
3. Set the start and end date for the credential.
4. Select **Send the mobile credential to the cardholder after saving**. The cardholder receives an email with instructions for pairing.
5. Click **Add**.

See example in .



To add a license plate credential to a cardholder:

1. Under **Credentials**, click **+ Add** and select **License plate**.
2. Enter a credential name that describes the vehicle.
3. Enter the license plate number for the vehicle.
4. Set the start and end date for the credential.
5. Click **Add**.

See example in .

To add a PIN credential to a cardholder:

1. Under **Credentials**, click **+ Add** and select **PIN**.
2. Enter a PIN.
3. To use a duress PIN to trigger a silent alarm, turn on **Duress PIN** and enter a duress PIN.
4. Click **Add**.

A PIN credential is always valid. You can also configure a duress PIN that opens the door and triggers a silent alarm in the system.

To add a card credential to a cardholder:

1. Under **Credentials**, click **+ Add** and select **Card**.
2. To manually enter the card data, enter a card name, card number, and bit length.

**Note**

Bit length is configurable only when you create a card format with a specific bit length that's not in the system.

3. To automatically get the card data of the last swiped card:
  - 3.1. Select a door from the **Select reader** drop-down menu.
  - 3.2. Swipe the card on the reader connected to that door.
  - 3.3. Click **Get last swiped card data from the door's reader(s)**.

**Note**

You can use 2N desktop USB card reader to get the card data. For more information, see *Set up 2N desktop USB card reader*.

4. Enter a facility code. This field is only available If you have enabled **Facility code** under **Access management > Settings**.
5. Set the start and end date for the credential.
6. Click **Add**.

To add a QR credential to a cardholder:

**Note**

Using QR codes as credentials requires that the time on the system controller and the camera with AXIS Barcode Reader is synchronized. We recommend using the same time source for both devices for perfect time synchronization.

1. Under **Credentials**, click **+ Add** and select **QR-code**.
2. Enter a name for the credential.
3. **Dynamic QR** is on by default. You must use dynamic QR with PIN credential.
4. Set the start and end date for the credential.
5. To email QR code automatically after you save the cardholder, select **Send QR code to cardholder when credential is saved**.
6. Click **Add**.

Expiration date	
Valid from	Set a date and time for when the credential should be valid.
Valid to	Select an option from the drop-down menu.

Valid to	
No end date	The credential never expires.
Date	Set a date and time when the credential expires.
From first use	Select how long after the first use the credential expires. Select days, months, years, or number of times after the first use.
From last use	Select how long after the last use the credential expire. Select days, months, or years after the last use.

### Use license plate number as a credential

This example shows you how to use a door controller, a camera with AXIS License Plate Verifier, and a vehicle's license plate number as credentials to grant access.

1. Add the door controller and the camera to AXIS Camera Station Pro. See .
2. Set date and time for the new devices with **Synchronize with server computer time**. See .
3. Upgrade the firmware on the new devices to the latest available version. See .
4. Add a new door connected to your door controller. See .
  - 4.1. Add a reader on **Side A**. See .
  - 4.2. Under **Door settings**, select **AXIS License Plate Verifier** as **Reader type** and enter a name for the reader.
  - 4.3. Optionally, add a reader or REX device on **Side B**.
  - 4.4. Click **Ok**.
5. Install and activate AXIS License Plate Verifier on your camera. See the *AXIS License Plate Verifier* user manual.
6. Start AXIS License Plate Verifier.
7. Configure AXIS License Plate Verifier.
  - 7.1. Go to **Configuration > Access control > Encrypted communication**.
  - 7.2. Under **External Peripheral Authentication Key**, click **Show authentication key** and **Copy key**.
  - 7.3. Open AXIS License Plate Verifier from the camera's web interface.
  - 7.4. Don't do the setup.
  - 7.5. Go to **Settings**.
  - 7.6. Under **Access control**, select **Secure Entry** as **Type**.
  - 7.7. In **IP address**, enter the IP address for the door controller.
  - 7.8. In **Authentication key**, paste the Authentication key that you copied earlier.
  - 7.9. Click **Connect**.
  - 7.10. Under **Door controller name**, select your door controller.
  - 7.11. Under **Reader name**, select the reader you added earlier.

- 7.12. Turn on integration.
8. Add the cardholder that you want to give access to. See
9. Add license plate credentials to the new cardholder. See
10. Add an access rule. See .
  - 10.1. Add a schedule.
  - 10.2. Add the cardholder that you want to give license plate access to.
  - 10.3. Add the door with the AXIS License Plate Verifier reader.


### Use AXIS Mobile Credential app as a Bluetooth credential

This example shows how to add an AXIS A4612 Bluetooth Reader to your system to allow cardholders to unlock doors using the AXIS Mobile Credential app.

1. Install the Bluetooth reader and connect it to a door controller.
2. Add the Bluetooth reader in the door controller's web interface.
  - 2.1. Access the door controller and go to **Peripherals > Readers**.
  - 2.2. Click **Add reader**.
  - 2.3. Enter the required information in the **Add Bluetooth reader** dialog.
  - 2.4. Click **Add**.
3. Add the Bluetooth reader to a door in AXIS Camera Station Pro.
  - 3.1. Go to **Configuration > Access control > Doors and zones**.
  - 3.2. Select the door you want to add the Bluetooth reader to and click **Edit**.
  - 3.3. Click **+ Add** on the side of the door where the Bluetooth reader is located.
  - 3.4. Select **Card reader**.
  - 3.5. Under **Add IP reader**, select **IP reader**.
  - 3.6. Under **Select IP reader**, select your Bluetooth reader.
  - 3.7. Click **Add**.
4. Select a Bluetooth reader for pairing. You must do this for at least one Bluetooth reader in your system.
  - 4.1. Select the Bluetooth reader you just added.
  - 4.2. Click **Edit**.
  - 4.3. Under **Edit bluetooth reader**, select **Use this reader for pairing**.
  - 4.4. Click **Apply**.
5. Choose the **Tap in app** or **Touch reader** identification profile. See for more information.
6. Add the mobile credential to the cardholder. See .
7. Pair the mobile credential with the pairing reader.
  - 7.1. Bring the cardholder's mobile phone to the pairing enabled Bluetooth reader.
  - 7.2. Follow the instructions provided in the email sent to the cardholder.

### Add a group

Groups allow you to manage cardholders and their access rules collectively and efficiently.

1. Open an  Access management tab.
2. Go to **Cardholder management > Groups** and click **+ Add**.
3. Enter a name and optionally initials for the group.

4. Select **Global group** to make it possible to view and monitor the cardholder on the sub servers. This option is only available for cardholders created on the main server. See .
5. Add cardholders to the group:
  - 5.1. Click **+ Add**.
  - 5.2. Select the cardholders you want to add and click **Add**.
6. Click **Save**.

### Add an access rule

An access rule defines the conditions that must be met to grant access.


An access rule consists of:

**Cardholders and cardholder groups** – who to grant access.

**Doors and zones** – where the access applies.

**Schedules** – when to grant access.

To add an access rule:

1. Open an  Access management tab.
2. Go to **Cardholder management**.
3. Under **Access rules**, click **+ Add**.
4. Enter a name for the access rule and click **Next**.
5. Configure the cardholders and groups:
  - 5.1. Under **Cardholders** or **Groups**, click **+ Add**.
  - 5.2. Select the cardholders or groups and click **Add**.
6. Configure the doors and zones:
  - 6.1. Under **Doors** or **Zones**, click **+ Add**.
  - 6.2. Select the doors or zones and click **Add**.
7. Configure the schedules:
  - 7.1. Under **Schedules**, click **+ Add**.
  - 7.2. Select one or more schedules and click **Add**.
8. Click **Save**.

An access rule that's missing one or more of the components described above is incomplete. You can view all incomplete access rules in the **Incomplete** tab.



*Add and configure access rules*

### Doors


For information about manual actions, like manually unlocking a door, see .

## Zones

For information about manual actions, like manually unlocking a zone, see .

### Export system configuration reports

You can export reports that contain different types of information about the system. AXIS Camera Station Pro exports the report as a comma-separated value (CSV) file and saves it in the default download folder. To export a report:

1. Open an  Access management tab.
2. Go to **Reports > System configuration**.
3. Select the reports you want to export and click **Download**.

Cardholders details report	Includes information about the cardholders, credentials, card validation, and last transaction.
Cardholders access report	Includes the cardholder information and information about the cardholder groups, access rules, doors, and zones related to the cardholder.
Cardholders group access report	Includes the cardholder group name and information about the cardholders, access rules, doors, and zones related to the cardholder group.
Access rule report	Includes the access rule name and information about the cardholders, cardholder groups, doors, and zones related to the access rule.
Door access report	Includes the door name and information about the cardholders, cardholder groups, access rules, and zones related to the door.
Zone access report	Includes the zone name and information about the cardholders, cardholder groups, access rules, and doors related to the zone.


### Create cardholder activity reports

A roll call report lists cardholders within a specified zone, helping identify who's present at a given moment.

A mustering report lists cardholders within a specified zone, helping identify who's safe and missing during emergencies. It assists building managers in locating staff and visitors after evacuations. A muster point is a designated reader where personnel report during emergencies, generating a report of people on and off-site. The system marks cardholders as missing until they check in at a muster point or until someone manually marks them as safe.

Both roll call and mustering reports require zones to track cardholders.

To create and run a roll call or mustering report:

1. Open an  Access management tab.
2. Go to **Reports > Cardholder activity**.
3. Click **+ Add** and select **Roll call / Mustering**.
4. Enter a name for the report.
5. Select which zones to include in the report.
6. Select any groups you want to include in the report.

7. If you want a mustering report, select **Mustering point** and a reader for the mustering point.
8. Select a time frame for the report.
9. Click **Save**.
10. Select the report and click **Run**.

Roll call report status	Description
Present	The cardholder entered the specified zone and did not exit before you ran the report.
Not present	The cardholder exited the specified zone and did not enter again before you ran the report.

Mustering report status	Description
Safe	The cardholder swiped their card at the mustering point.
Missing	The cardholder didn't swipe their card at the mustering point.

## Access management settings

To customize the cardholder fields used in the access management dashboard:

1. On the **Access management** tab, click **Settings > Custom cardholder fields**.
2. Click **+ Add** and enter a name. You can add up to 6 custom fields.
3. Click **Add**.

To use facility code to verify your access control system:

1. On the **Access management** tab, click **Settings > Facility code**.
2. Select **Facility code on**.

### Note

You must also select **Include facility code for card validation** when you configure identification profiles. See .

To edit an email template for sending a QR or mobile credential:

1. On the **Access management** tab, click **Settings > Email templates**.
2. Edit your template and click **Update**.

## Import and export

### Import cardholders

This option imports cardholders, cardholder groups, credentials, and cardholder photos from a CSV file. To import cardholder photos, make sure that the server has access to the photos.

When you import cardholders the access management system automatically saves the system configuration, including all hardware configuration, and deletes any previously saved one.

You can also choose to map users in an Active Directory database as cardholders, see .

Import options	
New	This option removes existing cardholders and adds new cardholders.
Update	This option updates the existing cardholders and adds new cardholders.
Add	This option keeps existing cardholders and adds new cardholders. Card numbers and cardholder IDs are unique and can only be used once.

1. On the **Access management** tab, click **Import and export**.
2. Click **Import cardholders**.
3. Select **New**, **Update**, or **Add**.
4. Click **Next**.
5. Click **Choose a file** and go to the CSV file. Click **Open**.
6. Enter a column delimiter and select a unique identifier and click **Next**.
7. Assign a heading to each column.
8. Click **Import**.

Import settings	
First row is header	Select if the CSV file contains a column header.
Column delimiter	Enter a column delimiter format for the CSV file.
Unique identifier	The system uses <b>Cardholder ID</b> to identify a cardholder by default. You can also use first and last name, or the email address. The Unique identifier prevents the import of duplicate personnel records.
Card number format	<b>Allow both hexadecimal and number</b> is selected by default.

### Export cardholders

This option exports the cardholder data in the system to a CSV file.

1. On the **Access management** tab, click **Import and export**.
2. Click **Export cardholders**.
3. Choose a download location and click **Save**.

AXIS Camera Station Pro updates cardholder photos in C:\ProgramData\Axis Communications\AXIS Camera Station\Components\AXIS Secure Entry\Cardholder photos whenever the configuration changes.

### Undo import




The system automatically saves its configuration when you import cardholders. The **Undo import** option resets the cardholder data and all hardware configuration to the state before the last cardholder import.

1. On the **Access management** tab, click **Import and export**.
2. Click **Undo import**.
3. Click **Yes**.

## System Health Monitoring <sup>BETA</sup>

The System Health Monitoring tab allows you to monitor the health data from a single or multiple AXIS Camera Station Pro systems on the same network.

If you manage systems on different networks, Server monitoring in My Systems provides the same functionality but through the cloud.

	Shows a summary of the devices and systems that you have access to. See .
	Shows a storage summary and recording details of each camera from the monitored systems. See .
	Shows the System Health Monitoring logs from the monitored systems. See .

### Limitations


- You can't monitor storage space for recordings on AXIS S3008 Recorder.
- Notification settings only affect the local System Health Monitoring server.
- The system flags recordings except for continuous and motion triggered recordings with **None** as recording type.

### Workflow

1.
  - 1.1. Set up notifications. See .
  - 1.2. Set up multisystem. See .
2. Monitor the health data from AXIS Camera Station Pro systems.
  - 2.1.
  - 2.2.
  - 2.3.

### Inventory


The inventory page shows a summary of the devices and systems that you have access to.

1. In the **System Health Monitoring <sup>BETA</sup>** tab, click .
2. To view a summary of a system, click **AXIS Camera Station**.  
The right panel shows information including system and server details.
3. To view a summary of a device in a system, click the device in the list.  
The right panel shows information including device details and storage information if it contains a video source.
4. To download the system report, select **AXIS Camera Station system report** from the **Create report** drop-down menu. See .
5. To download System Health Monitoring report:
  - 5.1. From the **Create report** drop-down menu, select **System Health Monitoring report**.
  - 5.2. To include the database in the report, select **Include all databases** and click **Download**.
  - 5.3. When the report is ready, click to save it.



## Storage

The storage page shows the storage summary and recording details of each camera from the monitored systems. Click a column heading to sort by the content of the column.

1. In the **System Health Monitoring** <sup>BETA</sup> tab, click .
2. When you monitor multisystem health data, select a system from the drop-down menu.

Summary	
Status	The storage status. See .
Location	The path and name of the storage.
Total	The total amount of storage space. This is the same amount as "Total size" shown in Windows properties for the storage location.
Allocated	The maximum amount of storage assigned to recordings.
Used	The amount of storage space being currently used for recordings.
Last update	The time when the information was last updated.

Camera	
Status	(empty): Normal status.  Warning icon: Retention isn't fulfilled.  Info icon: Retention isn't fulfilled because the camera recordings are too short
Name	The camera name.
Recording type	The recording types applied to the camera.
Set retention	The retention time configured for the camera under <b>Configuration &gt; Storage &gt; Selection</b> .
Current retention	The number of days that camera recordings from the camera have been in the storage.
Oldest recording	The time of the oldest recording from the camera kept in the storage.
Latest recording	The time of the latest recording from the camera kept in the storage.
Location	The storage location used by the camera.
Used storage	The amount of storage used by this camera for recordings.
Last update	The time when the information was last updated.

## Notifications

The notifications page shows the System Health Monitoring logs from the monitored systems. Click a column heading to sort by the content of the column.

In the **System Health Monitoring** <sup>BETA</sup> tab, click .

<b>History</b>	
Notification sent	The time when the notification was sent.
Item	Shows the device name for notifications triggered by <code>device down</code> or <code>system</code> for notifications triggered by <code>system down</code> .
System	The name of the system on which the event occurs.
Rule	The rule that triggered the notification. <code>System down</code> or <code>Device down</code>
Detected	The time when the issue was detected.
Resolved	The time when the issue was resolved.

## Hotkeys

The Hotkeys tab shows available hotkeys. The type of hotkey depends on what you use to control ACS.

- A keyboard combination
- A keypad combination
- A joystick button
- A jog dial button

When you remove a camera or view from a connected server, the associated hotkeys are also removed.

The system groups the hotkeys into the following categories:



- Camera
- Device management
- Navigate to camera
- Navigate to view
- Navigation
- PTZ presets
- Recordings
- Sequences
- Split view
- Tab
- Other

You have to manually assign to the actions in the Navigate to cameras and Navigate to views categories.





### Note







- When you add or edit a hotkey, and the hotkey is already in use for another action, a warning icon appears. Hover your mouse on the warning icon to see the conflict action. Press ESC to cancel. Press ENTER to use the hotkey and automatically remove the conflicting hotkey.
- When connected to multiple servers, the Navigate to cameras and Navigate to views categories also list the cameras and views on the connected servers.





<p><b>Assign a hotkey</b></p>	<p>If the keyboard value of an action is empty, click the empty value to add the hotkey for this action.</p> <ul style="list-style-type: none"> <li>• To add a hotkey with the keyboard, press CTRL and at least one another key or a function key F2 - F12.</li> <li>• To add a hotkey with a keypad, press a numeric key combination or press one of the function keys F1-F5.</li> <li>• To add a hotkey with a joystick or jog dial, press the joystick or jog dial button to assign it to the action.</li> </ul>
<p><b>Edit a hotkey</b></p>	<p>Click the keyboard value of an action, and edit the value.</p>
<p><b>Remove a hotkey</b></p>	<p>Click the keyboard value of an action, and remove the value.</p>





	Click to print the hotkey table.
	Click to reset all hotkeys to the original settings.

### Video surveillance control board keys

Hotkey mapping - Joystick	Default action	AXIS TU9002	AXIS T8311
Button 1	Go to preset 1	J1	J1
Button 2	Go to preset 2	J2	J2
Button 3	Go to preset 3	J3	J3
Button 4	Go to preset 4	J4	J4
Button 5	Simulate left mouse button	J5	L
Button 6	Simulate left right button	J6	R
Button 7	Select previous cell in split view	Top left	-
Button 8	Select next cell in split view	Top right	-
Button 9	Jump to previous recording		-
Button 10	Play/paus		-
Button 11	Jump to next recording		-
Button 12	Add bookmark		-
Button 13	Toggle zoom ring function between digital zoom and playback speed	M1	-
Button 14	Switch between live/recordings	M2	-
Button 15	Frame step backward	Top left toggled	-
Button 16	Frame step forward	Top right toggled	-

Hotkey mapping - Keypad	Default action	AXIS TU9003	AXIS T8312
A	Open views		
B	Navigate to next camera or view		
ALT+B	Navigate to previous camera or view	Alt+ 	-
TAB	Navigate to the next tab		-

Hotkey mapping - Keypad	Default action	AXIS TU9003	AXIS T8312
ALT+TAB	Navigate to the previous tab	Alt+ 	-
C	-	-	
D	-	-	
E	-	-	
PLUS	Focus farther	+	-
MINUS	Focus nearer	-	-
F2	Open hotkeys	F2	F2
F4	Open logs	F4	F4
F5	Open configuration	F5	F5
F10	Auto focus	F10	-

Hotkey mapping - Jog	Default action	AXIS T8313
Jog 1	Show or hide export marker	L
Jog 2	Add bookmark	
Jog 3	Jump to previous recording	
Jog 4	Play/Pause	
Jog 5	Jump to next recording	
Jog 6	Switch between live/recordings	R

**Note**

AXIS T8311 Video Surveillance Joystick doesn't support joystick buttons 7–10.

## Logs

By default, the Logs tab shows the live logs including live alarms, events, and audit logs. You can search for previous logs as well. You can configure the number of days to keep logs under **Configuration > Server > settings**.









<b>Time</b>	Date and time of the action.
<b>Type</b>	The type of the action: Alarm, Event, or Audit.
<b>Category</b>	The category of the action.
<b>Message</b>	A short description of the action.
<b>User</b>	AXIS Camera Station Pro user that performs the action.
<b>Computer</b>	The computer (Windows domain name) on which AXIS Camera Station Pro is installed.
<b>Window user</b>	The Windows user that administers AXIS Camera Station Pro.
<b>Server</b>	Only available when connecting to multiple servers. The server on which the action occurs.
<b>Component</b>	The component that the log is generated from.

### Search logs

1. In the Logs tab, click **Search** under **Log search**.
2. In the filter box, type the keywords. AXIS Camera Station Pro searches the log list except for in **Time** and shows the search results that contain all the keywords. For supported search operators, see .
3. Select **Alarms, Audits, or Events** under **Filter**.
4. Select a date or a range of dates from the calendar.
5. Select **Start time** and **End time** from the drop-down menus.
6. Click **Search**.


### Alarms log

The Alarms log displays system alarms and alarms generated by rules and motion detection in a list. The list includes the date and time of the alarm, alarm category, and an alarm message. See .


	Click an alarm and  to open the Recordings tab and start playback when the alarm contains a recording.
	Click an alarm and  to open the alarm procedure when the alarm contains an alarm procedure.
	Click an alarm and  to notify other clients that the alarms were taken care of.
	Click an alarm and  to export the log to a text file.

### Events log

The Events log displays camera and server events, for example recordings, triggers, alarms, errors, and system messages, in a list. The list includes the date and time of the event, event category, and an event message.





Select the events and click  in the toolbar to export the events as a text file.

### Audit log






In the Audit log you can view all user actions, for example manual recordings, video streaming started or stopped, action rules, door created, and cardholder created. Select the audits and click  in the toolbar to export the audits as a text file.

## Alarms

The Alarms tab is available at the bottom of AXIS Camera Station Pro client and displays triggered events and system alarms. For information about how to create alarms, see . For information about the alarm "Database maintenance is required", see .

<b>Time</b>	The time the alarm occurred.
<b>Category</b>	The category of the triggered alarm.
<b>Description</b>	A brief description of the alarm.
<b>Server</b>	Available when connected to multiple servers. AXIS Camera Station Pro server that sends the alarm.
<b>Component</b>	The component that triggers the alarm.
	Show an alarm procedure, only available when the alarm contains an alarm procedure.
	Go to recordings, only available when the alarm contains a recording.
	Acknowledge the selected alarm
	Remove the alarm. The alarm is only temporarily removed if you don't acknowledge the alarm before you remove it.

To deal with a specific alarm:

1. Click  **Alarms and Tasks** at the bottom of AXIS Camera Station Pro client, and open the **Alarms** tab.
2. For alarms with a recording, select the alarm and click  to go to the recording in the **Recording alerts** tab.
3. For alarms without a recording, open a tab with live view and double-click the alarm to show the recording for the time of the alarm in the **Recording alerts** tab.
4. For alarms with an alarm procedure, select the alarm and click  to open the alarm procedure.
5. To notify other clients that the alarms were taken care of, select the alarms and click .
6. To remove the alarms from the list, select the alarms and click .



## Tasks

The Tasks tab is available at the bottom of AXIS Camera Station Pro client.

The following tasks are personal and are only visible for the administrators and the users who started it.

- System report
- Create incident report
- Export recordings


If you are an administrator, you can view and operate all tasks started by any user including the personal tasks.



If you are an operator or viewer, you can:



- View all tasks started by you and the tasks started by other users that aren't personal.
- Cancel or retry the tasks started by you. You can only retry the incident report and export recordings tasks.
- View the result of all tasks in the list.
- Remove any finished tasks in the list. This only affects the local client.

Name	The name of the task.
Start	The time when the task started.
Message	Shows the status or information about the task.  The possible statuses: <ul style="list-style-type: none"> <li>• <b>Canceling:</b> Cleaning up before canceling the task.</li> <li>• <b>Canceled:</b> Cleaning is complete and the task is canceled.</li> <li>• <b>Error:</b> Task completed with errors, that is, the task failed on one or more devices.</li> <li>• <b>Finished:</b> Task completed.</li> <li>• <b>Finished during lost connection:</b> Displayed if the task completed while the server connection was down. Task status can't be determined.</li> <li>• <b>Lost connection:</b> Displayed if the client lost connection with the server while the task ran. Task status can't be determined.</li> <li>• <b>Running:</b> Performing the task.</li> <li>• <b>Pending:</b> Waiting for another task to complete.</li> </ul>
Owner	The user who initiated the task.
Progress	Shows the progress of the task.
Server	Available when connected to multiple servers. Shows AXIS Camera Station Pro server that performs the task.

To deal with one or more tasks:

1. Click  **Alarms and Tasks** at the bottom of AXIS Camera Station Pro client, and click the Tasks tab.
2. Select the tasks and click on one of the actions

	Click to display the Task result dialog.
	Click to cancel the task.

	Click to delete the tasks from the list.
	If the task fails when you export recordings or create incident reports, click to retry the failed task.

**Task result**

If a task was performed on multiple devices, the dialog shows the results for each device. All failed operations should be reviewed and configured manually.

For most tasks, the following details are listed. For tasks such as export recordings and system report, double-click the task to open the folder with the saved files.

<b>MAC address</b>	The MAC address of the updated device.
<b>Address</b>	The IP address of the updated device.
<b>Message</b>	Information about how the task was executed: <ul style="list-style-type: none"> <li>• <b>Finished:</b> The task was successfully completed.</li> <li>• <b>Error:</b> The task was unable to complete on the device.</li> <li>• <b>Canceled:</b> The task was canceled before completion.</li> </ul>
<b>Description</b>	Information about the task.

Depending on the type of performed task, the following details are listed:

<b>New address</b>	The newly assigned IP address of the device.
<b>Action rules</b>	The firmware version and the product name of the device.
<b>Details</b>	The serial number and IP address of a replaced device and the serial number and IP address of the new device.
<b>Reference ID</b>	The reference ID of the incident report.

## Generate reports

### Client configuration sheet

The client configuration sheet is useful for troubleshooting and when you contact support.

To view a report in HTML format with an overview of the client system configuration:

1. Go to **Configuration > Server > Diagnostics**.
2. Click **View client configuration sheet**.

### Server configuration sheet

The Server configuration sheet includes information about general configuration, cameras settings including action rules, schedules, recording storage, auxiliary devices, and licenses. This is useful for troubleshooting and when you contact support.

To view a report in HTML format with an overview of the server system configuration:

1. Go to **Configuration > Server > Diagnostics**.
2. Click **View server configuration sheet**.

### System report

The system report is a .zip file that contains parameters and log files that help Axis Customer Support to analyze your system.

Always include a system report when you contact Customer Support.

To generate the system report:

1. Go to **Configuration > Server > Diagnostics**.
2. Click **Create system report...**
3. Edit the file name if you want to change the automatically generated file name.
4. Click **Browse** to select where to save the system report.
5. Select **Automatically open folder when report is ready** to automatically open the folder when the system report is ready.
6. Select **Include all databases** to include the database in the system report. The video management system database contains information about recordings and data necessary for the system to work properly.
7. Select **Include screenshots of all monitors** to include screenshots in the system report. Screenshots of all the monitors can make it easier to analyze the system report.
8. Click **OK**.



*Generate a system report*

### AXIS Installation Verifier

AXIS Installation Verifier starts a performance test after installation to verify that all the devices in a system are fully operational. The test takes about 20 minutes to run.

Tests	
Normal conditions	Test of data streaming and data storage using the current system settings in AXIS Camera Station Pro. Output: Passed or failed.
Low light conditions	Test of data streaming and data storage using settings optimized for typical low light conditions, for example gain settings. Output: Passed or failed.
Stress test	Test that increases data streaming and data storage step by step, until the system reaches its maximum limit. Output: Information about maximum system performance.

**Note**

- You can only test devices that support AXIS Camera Application Platform 2 (ACAP 2) and later.
- During the test, AXIS Camera Station Pro goes into maintenance mode, and all surveillance activities are temporarily unavailable.

To start the test:


1. Go to **Configuration > Server > Diagnostics**.
2. Click **Open AXIS installation verifier....**
3. Click **Start**.
4. When the test finishes, click **View report** to view the report or click **Save report** to save it.

**Asset list**

You can export a list of assets for your video management system. The asset list includes the name, type, model, status, and serial number of the following:

- All connected servers
- All connected devices
- The client terminal from which you export the asset list when connected to multiple terminals

To export an asset list:

1. Go to  > **Other > Asset list**.
2. Click **Export**.
3. Select the file location and click **Save**.
4. Under **Latest export**, a link to the file appears or updates.
5. Click the link to go to the file location.


**Body worn settings**

To connect with a body worn system, you must create a connection file. See *Set up an Axis body worn system*.

**Note**

Before you create the connection file, renew the server certificate if the server IP address has changed, or AXIS Camera Station was upgraded from a version earlier than 5.33. For how to renew the certificate, see .

To create a connection file:

1. Go to  > **Other > Body worn settings**.

2. To change the default site name shown in your body worn system, enter a new name.
3. Click **Export**.
4. Under **Latest export**, a link to the file appears or updates.
5. Click the link to go to the file location.



*Set up an Axis body worn system*



*Playback and export Axis body worn camera recordings*

### **Status of Axis services**

To view the status of Axis online services:

1. Go to **Configuration > Server > Diagnostics**.
2. Click **View status of Axis services**.




### AXIS Camera Station Pro service control

The server uses AXIS Camera Station Pro service control to start and stop and to change its settings. It automatically starts after the installation is complete. If the server computer restarts, service control automatically restart in about 2 minutes. An icon in Windows notification area shows the status of the service.

Right-click the icon, and select **Open AXIS Camera Station Service Control, Start Service, Stop Service, Restart Service, or Exit.**

To open service control from the start menu:

Go to the **Start** menu and select **All Programs > Tools > Service Control.**

	<p>Running</p>
	<p>Starting</p>
	<p>Stopped</p>

Modify Settings	Select to be able to change the server settings.
Restore Default Settings	Click to restore all settings to the original default settings.
Start	Click to change the server status.
Stop	
Restart	Click to restart the server.

## General

In AXIS Camera Station Pro service control, select **Modify settings** and click **General** to change the general server settings.

<b>Server certificate ID</b>
The server certificate ID, used to manually verify that the client connect to the correct server.

<b>Server settings</b>	
<b>Server name</b>	The name of the server. The server name shows in the software client. The default server name is the computer name. The name doesn't change if you change the computer name.
<b>Web client port</b>	The Web client for AXIS Camera Station uses this port.
<b>Ports range</b>	Specify the range of ports. The rest of the ports changes automatically.
<b>Allow AXIS Camera Station Pro to add exceptions to the Windows Firewall</b>	Select this option if you want to allow AXIS Camera Station Pro to automatically add exceptions to the Windows Firewall when a user changes the port range.

### Note

- If there is a NAT, firewall, or similar between the server and the client, configure the NAT or firewall to allow these ports to pass through.
- The port numbers must be within the range 1024–65534.

## Port list

The following tables show which ports and protocols AXIS Camera Station Pro uses. You may need to allow these in your firewall for optimum performance and usability. We calculate port numbers based on the HTTP main port 29200.

AXIS Camera Station Pro server sends data to devices on the following ports:

Port	Number	Protocol	In/Out	Description
Main HTTP and HTTPS ports	80 & 443	TCP	Outbound	Used for video streams and device data.
Default bonjour port	5353	UDP	Multicast (Inbound + Outbound)	Used to discover devices with mDNS



				Discovery (Bonjour). Multicast 224.0.0.251.  If unable to bind to the default port it can be because another application uses it and refuses to share it. In that case a random port is used. Bonjour doesn't discover devices with link-local addresses when you use a random port.
Default SSDP port	1900	UDP	Multicast (Inbound + Outbound)	Used to discover devices with SSDP (UPNP).  Multicast 239.255.255.250.
Default WS-Discovery port	3702	UDP	Multicast (Inbound + Outbound)	WS-Discovery webservices discovery used to discover Onvif devices.  Multicast 239.255.255.250.

AXIS Camera Station Pro server receives data from clients on the following ports:

Port	Number	Protocol	In/Out	Communication between	Description
HTTP streaming port	29200	TCP	Inbound	Server and client	Used for video, audio, metadata stream (AES encryption).
Main TCP port	29202	TCP	Inbound	Server and client	+2 offset from HTTP streaming port.  Used for application data (TLS 1.2 encryption).
API web server port	29204	TCP	Inbound	Server and mobile app	+4 offset from HTTP streaming port.  Used for application data and video

					stream MP4 over HTTPS.
API media port	29205	TCP	Inbound	Server and mobile app	+5 offset from HTTP streaming port.  Used for video stream RTSP over HTTP.
Local proxy HTTP port	29206	TCP	Inbound	Internal communication in server	+6 offset from HTTP streaming port (ServerPortParser).  +2 offset from API web server port (RemoteFacadeBinder).  Only accessible internally on AXIS Camera Station Pro server computer.  Workaround port for unknown issue. Mobile apps makes calls to the SRA module, which receives HTTPS, converts it to HTTP and resends it to the local proxy HTTP port and the API media port.
Web proxy endpoint port	29207	TCP	Inbound	Server and component	+7 offset from HTTP streaming port.  Used for secure communication between component and devices.

Other ports

Port	Number	Protocol	In/Out	Communication between	Description
Internet HTTPS	80 & 443	TCP	Outbound	Client and server to internet	Used for license activation, download firmware, connected services etc.
Server TCP streaming port	29198	TCP	Inbound	Server and device	-2 offset from HTTP streaming port.
Upgrade status UDP port	15156	UDP	Inbound + Outbound	Server and service control	AXIS Camera Station Pro service control listens on the port, and the server broadcasts the status of an ongoing upgrade.

Reserved ports for components

Component	Listens on interface	Port	Number	Protocol	In/Out	Communication between	Description
Secure Entry	Localhost (127.0.0.1)	Web server port	29214	HTTPS	Inbound	Client (Access management tab) and component	+14 offset from HTTP streaming port.  Older installations used port 8081.
Secure Entry	All (0.0.0.0/INADDR_ANY)	Web server port	29215	HTTPS	Inbound	Main server and sub servers	+15 offset from HTTP streaming port.  Used for communication between main server and sub servers in multi-server setup.
System Health Monitoring	All (0.0.0.0/INADDR_ANY)	Web server port	29216	HTTPS	Inbound	Client (System Health Monitoring)	+16 offset from HTTP streaming port.

Component	Listens on interface	Port	Number	Protocol	In/Out	Communication between	Description
						tab) and component	Used to host System Health Monitoring web pages and for sharing data in multisystem setup.
System Health Monitoring Cloud Service	localhost	Web server port	29217	HTTPS	Inbound	AXIS Camera Station Pro (web page) and CloudService backend (plugin)	+17 offset from HTTP streaming port.  Used for System Health Monitoring Cloud Service to enable System health monitoring.
Smart search 2	localhost	Web server port	29218	HTTPS	Inbound	Client (Smart search tab) and component	+18 offset from HTTP streaming port.  Used to host Smart Search API and serve client web page.
VMS API core	127.0.0.1, ::1	GraphQL API	29219	GraphQL	Inbound	VMS API and GraphQL clients	+19 offset from HTTP streaming port. Used to expose the ACS as a GraphQL API to a client
VMS API auth	127.0.0.1	Auth	29220	gRPC	Inbound	VMS API core and Auth	+20 offset from HTTP streaming port. Used by VMS API core to

Component	Listens on interface	Port	Number	Protocol	In/Out	Communication between	Description
							authenticate clients.
VMS API acs resolver	127.0.0.1	ACS Resolver	29221	gRPC	Inbound	VMS API core and ACS resolver	+21 offset from HTTP streaming port. Used by VMS API core to retrieve camera information.
			29222				Reserved for future use.
Web Client	localhost	Web server port	29223	HTTPS	Inbound	WebClient to VMS API/ Embeddable Client	+23 offset from HTTP streaming port. Backend act as proxy in front of VMS API Configurable.
Embeddable Client	localhost	Web server port	29224	HTTPS	Inbound	Embeddable Client to VMS API/ WebRTC Streamer/ Signaling Server	+24 offset from HTTP streaming port. Backend act as proxy in front of VMS API.
Web Client configuration	localhost	Web server port	29225	HTTPS	Inbound	ACS client (web page)	+25 offset from HTTP streaming port. Used to host Web Client configuration web page and backend.
Embeddable Client configuration	localhost	Web server port	29226	HTTPS	Inbound	ACS client (web page)	+26 offset from HTTP streaming port. Used to host

Component	Listens on interface	Port	Number	Protocol	In/Out	Communication between	Description
							Embeddable Client configuration web page and backend.
			29227				Reserved for future use.
Local ICE config generator	localhost	Web server port	29228	HTTPS	Inbound	Signaling server to ICE config generator	+28 offset from HTTP streaming port. Part of WebRTC component on prem.
Local WebRTC configuration	localhost	Web server port	29229	HTTPS	Inbound	ACS client (web page)	+29 offset from HTTP streaming port. Used to host WebRTC configuration web page and backend. Part of WebRTC component on prem.
Local TURN server	localhost	coturn server port	29230	UDP	Inbound/Outbound	Embeddable Client/WebClient ↔ TURN server	+30 offset from HTTP streaming port. Used for "single port WebRTC" on ACS onprem.
			29231				Reserved for future use.
Local-IAM (IDP)	0.0.0.0	IDP_OIDC (Public)	29232	HTTPS	Inbound	Reverse proxy and local-iam	+32 offset from HTTP streaming port.  Public port.
Local-IAM (IDP)	0.0.0.0	MTLS (Admin)	29233	HTTPS	Inbound	Third party services	+33 offset from HTTP

Component	Listens on interface	Port	Number	Protocol	In/Out	Communication between	Description
							streaming port. Administrator port.
Local-IAM (IDP)	127.0.0.1	TOKENIZER	29234	HTTPS	Inbound	Third party services	+34 offset from HTTP streaming port. Tokenizer port.
WebRTC	localhost	Onboarding API	29235	HTTPS	Inbound	Cloud component	+35 offset from HTTP streaming port. Used by the onboarding to configure webrtc cloud connection. Part of WebRTC component.
Opentelemetry	127.0.0.1	gRPC port	29236	gRPC	Inbound	Third party services	+36 offset from HTTP streaming port.
Opentelemetry	127.0.0.1	HTTP port	29237	HTTPS	Inbound	Third party services	+37 offset from HTTP streaming port.
			29238				Reserved for future use.
			29239				Reserved for future use.
			29240				Reserved for future use.
Data Insights Dashboard	localhost	2dpc/3dpc push Receiver	29241	HTTPS	Inbound (External)	Receiver of Push (post) messages containing counting data from	+41 offset from HTTP streaming port.

Component	Listens on interface	Port	Number	Protocol	In/Out	Communication between	Description
						2dpc and 3dpc.  Internally: database, Mosquitto broker	
Data Insights Dashboard	0.0.0.0	Mosquitto broker	29242	MQTT	Inbound (External)  Outbound (External)	Receiver of camera event messages. Bridging of MQTT brokers possible if needed. (Many to one for example using topic. Database "duplication" and load balancing available for pro services when setting up a site)  Internally: Receiver	+42 offset from HTTP streaming port.
			29243				Reserved for future use.
NATS Broker	127.0.0.1	NATS	29244	NATS	Inbound	Between AXIS Camera Station Pro and components, and between components themselves	+44 offset from HTTP streaming port.



Component	Listens on interface	Port	Number	Protocol	In/Out	Communication between	Description
Opentelemetry	127.0.0.1	HTTP port	29245	HTTP	Inbound	Monitoring endpoint to fetch metrics from the open telemetry collector	+45 offset from HTTP streaming port.
Reverse Proxy (Reverse-ProxyPortInternal)	All (0.0.0.0/INADDR_ANY)	Reverse proxy fallback port used by edge host	29248	HTTPS	Inbound	Edge host and reverse proxy	+48 offset from HTTP streaming port.

## Database

### Database files

#### Core database files

AXIS Camera Station Pro stores the core database files under C:\ProgramData\AXIS Communication\AXIS Camera Station Server.

For AXIS Camera Station versions earlier than 5.13, there is only one database file: **ACS.FDB**.

For AXIS Camera Station version 5.13 or later, there are three database files:

- **ACS.FDB**: This main database file contains the system configuration such as devices, views, permissions, events, and stream profiles.
- **ACS\_LOGS.FDB**: This logs database file contains references to the logs.
- **ACS\_RECORDINGS.FDB**: This recordings database file contains the metadata and references to the recordings stored in the location specified under **Configuration > Storage**. AXIS Camera Station Pro requires this file to display the recordings in the timeline during playback.

#### Component database files

**SecureEntry.db** – AXIS Secure Entry database file contains all access control data except cardholder photos. It's saved under C:\ProgramData\Axis Communications\AXIS Camera Station\Components\AXIS Secure Entry\INTERNAL\main\_db.

**smartSearch.sqlite3** – The smart search database file contains camera configuration and saved search filters. It's saved under C:\ProgramData\Axis Communications\AXIS Smart Search\data.

### Database settings

The database creates a backup every night and before each system upgrade. In AXIS Camera Station Pro service control, select **Modify settings** and click **Database** to change the backup settings.

<p><b>Backup folder</b></p>	<p>Click <b>Browse</b> and select where to save the database backups. Restart AXIS Camera Station Pro server to apply the change.</p> <p>If the backup folder path is incorrect or AXIS Camera Station Pro doesn't have access to the network share, the backup is saved to C:\ProgramData\Axis Communications\AXIS Camera Station Server\backup.</p>
<p><b>Days to keep backups</b></p>	<p>Specify the number of days to keep backups. Any number between 1 and 30 can be used. Default is 14 days.</p>
<p><b>Upgrade progress</b></p>	<p>Click <b>View details</b> to view the details about the latest database upgrade. It includes events that happened since last restart of AXIS Camera Station Pro service control.</p>

### Backup database

The database contains information about recordings and other metadata necessary for the system to work properly.

**Important**

- The database doesn't store the recordings, instead specify a location under **Configuration > Storage** to store them. Back up the recordings separately.
- Server and database settings in AXIS Camera Station Pro service control aren't saved.

### System backup

The system automatically saves the system backup in the folder specified on the **Database** tab, see . A system backup includes both the core database files and the component database files, see .

<p>Backup files</p>	
<p>System_YYYY-MM-DD-HH-mm-SSSS.zip</p>	<p>A nightly triggered backup.</p>
<p>PreUpgrade_YYYY-MM-DD-HH-mm-SSSS.zip</p>	<p>A backup triggered before a database update.</p>
<p>User_YYYY-MM-DD-HH-mm-SSSS.zip</p>	<p>A backup triggered before the removal of a storage.</p>

In the .zip file, you can find the following files:

ACS	This folder includes the core database files ACS . FDB, ACS_LOGS . FDB, and ACS_RECORDINGS . FDB.
Components	<p>This folder is only available if you use a component. For example, AXIS Camera Station Secure Entry or smart search.</p> <ul style="list-style-type: none"> <li>• <b>webrtc:</b> This folder contains WebRTC configuration files.</li> <li>• <b>ACMSM:</b> This folder includes AXIS Camera Station Secure Entry database file <code>SecureEntry.db</code> and cardholder photos.</li> <li>• <b>smartsearch:</b> This folder includes smart search database file <code>smartSearch-backup-yyyyMMddHHmmssfff.sqlite3</code>.</li> </ul>
Backup_Summary.txt	This files includes more detailed information about the backup.

### Maintenance backup

Specify the backup folder to store the maintenance backups in the **Database** tab, see . A maintenance backup includes the core database files with each database file in a separate folder `PreMaintenance_YYYY-MM-DD-HH-mm-SSSS`.

It can be triggered in different ways:

- Automatically when you update AXIS Camera Station Pro.
- When you manually run database maintainer from AXIS Camera Station Pro service control. See .
- Automatically by the scheduled database maintenance task configured in Windows Task Scheduler. See .

### Manual backup

#### Note

A manual backup can only back up the core database files. It doesn't back up the component database files, for example, smart search database file.

There are two ways you can do a manual backup:

- Go to `C:\ProgramData\AXIS Communications\AXIS Camera Station Server` and make a copy of the database files.
- Generate a system report with all databases included and copy the database backup files. Make sure to select **Include all databases**. See .

### Restore database

If you lose the database due to hardware failure or other problems, you can restore the database from one of the saved backups. By default, the system keeps the backup files for 14 days. For more information about database backup, see .

#### Note

The database doesn't store the recordings, instead specify a location under **Configuration > Storage** to store them. Back up the recordings separately.

To restore the database:

1. Go to AXIS Camera Station Pro service control and click **Stop** to stop the service.

2. Go to the database backup files. See .
3. Extract the files.
4. In the extracted folder, copy the following database files under **ACS** to `C:\ProgramData\AXIS Communication\AXIS Camera Station Server\`.
  - **ACS.FDB** - You must copy this file to restore the database.
  - **ACS\_LOGS.FDB** - Copy this file if you want to restore logs.
  - **ACS\_RECORDINGS.FDB** - Copy this file if you want to restore recordings.
5. If you use AXIS Camera Station Secure Entry, follow the instructions in `RESTORE_INSTRUCTIONS.txt` located in `C:\ProgramData\Axis Communications\AXIS Camera Station\Components\AXIS Secure Entry`.
6. If you use smart search, copy `smartSearch-backup-yyyyMMddHHmmsfff.sqlite3` from `smartsearch` to `C:\ProgramData\Axis Communications\AXIS Camera Station\Components\AXIS Smart Search\data` and rename it to `smartSearch.sqlite3`.
7. If you use the VMS web client, copy all the files from `webrtc` to `C:\ProgramData\Axis Communications\AXIS Camera Station\Components\WebRTC`.
8. Go back to AXIS Camera Station Pro service control and click **Start** to start the service.

### Database maintenance

Perform database maintenance if the alarm `Database maintenance is required` appears or if the system shuts down unexpectedly, for example after a power outage.

To start database maintenance, see .

#### Note

AXIS Camera Station Secure Entry uses DB Janitor to monitor and shrink the database files if necessary. The access control system becomes temporarily unavailable on the rare instance of forced shrinking.

### Database best practice

To avoid problems, keep the following in mind:

**Check for disk errors** – Disk errors can cause database corruption. Use a tool such as `chkdsk` (Check disk also known as Error checking) to look for damaged sectors on the hard drive used for the database. Run `chkdsk` regularly.

**Antivirus software and external backups** – Don't run virus scans on the database since some antivirus software can corrupt the database. If you use an external backup system, don't back up the current and active database. Create a backup from the files in the backup folder instead.

**Power failure** – An unexpected shutdown, for example due to power failure, can corrupt the database. Use a UPS (Uninterruptible Power Supply) for critical installations.

**Out of space** – The database can become corrupted if the hard drive runs out of space. To avoid this, install AXIS Camera Station Pro server on a computer with sufficient memory. For hardware requirements, see [axis.com/products/axis-camera-station/hardware-guidelines](http://axis.com/products/axis-camera-station/hardware-guidelines).

**Corrupted RAM memory** – Run Windows Memory Diagnostic regularly to look for errors in the RAM memory.

### Tools

In AXIS Camera Station Pro service control, select **Modify settings** and click **Tools** to start database maintenance and create partial system reports.

#### Database maintainer

- Open AXIS Camera Station Pro service control.

- Click **Tools**.
- Under **Database maintainer**, click **Run**.
- The estimated downtime displays. Click **Yes** to continue. Once started the process can't be canceled.

**Note**

- AXIS Camera Station Pro server and all ongoing recordings stop during maintenance. After maintenance, the server starts automatically.
- Do not turn off the computer during maintenance.
- Database maintenance requires administrator rights on the Windows computer.
- If database maintenance can't recover the database, contact Axis technical support.

Make sure to run database maintenance if the alarm "Database maintenance is required" appears or if the system shuts down unexpectedly, for example after a power outage.

Database maintenance can also be scheduled to run automatically if you turn on "AXIS Camera Station Pro Database Maintenance Task" in Windows Task Scheduler. You can edit the trigger to customize when and how often to run the database maintainer.

**System report**

The partial system report is a .zip file that contains parameters and log files that help Axis customer support to analyze your system. Always include a system report when you contact customer support. To generate a

complete system report, go to  > **Help** > **System report** in AXIS Camera Station Pro client.

To generate a partial system report:

1. Click **Run**.
2. Select and enter the requested information in the dialog.
3. Click **Generate report**.

System Report Tool	
File name	Enter a file name for the system report.
Folder	Select where to save the system report.
Automatically open folder when report is ready	Select to automatically open the folder when the system report is ready.
Include database file in report	Select to include the database in the system report. AXIS Camera Station Pro database contains information about recordings and data necessary for the system to work properly.

**Network logging**

- Click the link to download a network protocol analyzer application.
- Once installed, click **Start** to start the application.

## Troubleshooting

### About this guide

This guide is a collection of issues related to AXIS Camera Station Pro and how to troubleshoot them. We have put the issues into a related topic to make it easier to find what you are looking for; a topic can be for example audio or live view. For every issue there is a solution described.

### Learn more

Visit [axis.com/support](http://axis.com/support) for

- Frequently Asked Questions
- Hardware requirements
- Software upgrades
- Tutorials, training material and other useful information

### Restart the server service

Restarting the AXIS Camera Station Pro server service can solve some general issues.

#### Note

- Restarting the server service can take a while and there's no way to cancel the restart.
- The server is unavailable while the server service restarts.
- All connected devices lose connection to the server while the server service restarts.

To restart the server service:

1. Go to **Configuration > Server > Diagnostics**.
2. Click **Restart AXIS Camera Station server service....**

### The AXIS Camera Station Pro service

#### The AXIS Camera Station Pro service restarts often

The server can be overloaded which causes a long task queue and can also corrupt the databases.

- In resource management of your system, verify if AXIS Camera Station Pro or any other application use a high number of resources.
- Run the database maintainer, go to *Database maintenance* in AXIS Camera Station Pro user manual.

If none of above helps, contact Axis Support. Go to .

### Devices in the video management system

#### Common issues

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##### Can't contact the camera

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The VMS can't contact the camera. The listed cameras weren't added.

1. Make sure the camera has a network connection, that there is power, and that the camera runs.
2. Go to **Configuration > Add devices** and try to add the camera again.

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### Installation was canceled

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The user canceled the installation. The listed cameras weren't added. To add the cameras, go to **Configuration > Add devices**.

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### Fail to set password on camera

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Password can't be set for the listed cameras.

1. To set the password manually, go to **Configuration > Devices > Management**.
2. Right-click the camera and select **User Management > Set password**.

## Device can't be added

If the device was used in a different system before you added it to AXIS Camera Station Pro:

- Do a factory default of the device.

If the device still can't be added to the video management system, try to add the device to AXIS Device Manager.

You can add another device model than the one you want to add:

- If the device is a new product or has a newly released firmware, it can be a compatibility issue. Make sure to use the latest AXIS Camera Station Pro software version.

If it's not possible to add another device model:

- Troubleshoot the camera, go to [axis.com/support/troubleshooting](http://axis.com/support/troubleshooting).

## Can't update device firmware through AXIS Camera Station Pro

It's not possible to upgrade the camera from its web interface:

- Troubleshoot the camera, go to [axis.com/support/troubleshooting](http://axis.com/support/troubleshooting).

Firmware can't be upgraded for all devices:

- Make sure there is a network connection.
- If it's not a network related issue, contact Axis support. Go to .

Firmware can't be upgraded for specific models:

- It can be a compatibility issue, contact Axis support. Go to .

## No devices found

The video management system automatically searches the network for connected cameras and video encoders but can't find any cameras.

- Make sure the camera has a network connection and that there is power.
- If the client, server, or cameras are located on different networks, configure the proxy and firewall settings.
  - Change the client proxy settings if a proxy server separates the client and the server. Go to *Client proxy settings* in AXIS Camera Station Pro user manual.
  - Change the NAT or security system if a NAT or security system separates the client and the server. Make sure to allow the HTTP port, TCP (Transmission Control Protocol) port, and streaming port specified in AXIS Camera Station service control to pass through the security system or NAT. To view the full port list, see *Port list* in AXIS Camera Station Pro user manual.

- Change the server proxy settings if a proxy server separates the server and the devices. Go to the Proxy settings section in *Service control general* in AXIS Camera Station Pro user manual.
- Add cameras manually, go to *Add devices* in AXIS Camera Station Pro user manual.

### Repeated message "Reconnecting to camera in 15 seconds"

Possible issues:

- An overloaded network.
- The camera isn't accessible. Make sure that the camera has a network connection and that there is power.
- There are problems with the graphics card.


Possible solutions for graphics card problems:

- Install the latest graphics card driver.
- Upgrade to a graphics card with more video memory and higher performance.
- Use the CPU for video rendering.
- Change the video and audio settings, for example optimize the profile settings for low bandwidth.

### Recordings

See for more information about possible performance issues influencing recordings and playback.

#### Common issues

Continuous recording isn't enabled	
The listed cameras don't have continuous recording turned on.	<ol style="list-style-type: none"> <li>1. To turn on continuous recording, go to <b>Configuration &gt; Recording and events &gt; Recording method</b>.</li> <li>2. Select the camera and turn on <b>Continuous</b>.</li> </ol>
Can't record on the specified drive	
The system can't configure the recording storage.	<ol style="list-style-type: none"> <li>1. To use a different storage, go to <b>Configuration &gt; Storage &gt; management</b>.</li> <li>2. Add the storage and configure the storage settings for the cameras.</li> </ol>
Fail to install the AXIS Video Content Stream application	
This error message appears if the application can't be installed on a camera that supports AXIS Video Content Stream.	<ol style="list-style-type: none"> <li>1. To install the application manually, go to <b>Configuration &gt; Devices &gt; Management</b>.</li> <li>2. Select a camera and click  .</li> </ol>

### Recording doesn't start

If recordings don't start or stop after a few seconds, it indicates that the disk is full or that there is too much intruding data.

- In the server configuration sheet, under **Recording Storage control** that there is free space and no intruding data.



- Increase the storage limit for the video management system.
- Assign more storage to the storage pool. Go to *Configure storage* in AXIS Camera Station Pro user manual.

### Recording gaps during continuous recording

Along with gaps, alarms labeled **Recording errors**. The gaps can occur for several reasons, such as:

- Server overload
- Network issue
- Camera overload
- Disk overload

Control if the recording gaps occur on all the cameras. If it doesn't occur on all the cameras, it can be camera overload. Ask yourself these questions to find the reason:

- How often does the gap occur, every hour, or every day?
- How long is the gap, seconds, or hours?
- At what time does the gap occur?

Possible solutions:

- In the server task manager, confirm if the system uses one of the hardware resources more than normal. If the disk shows signs of overuse, add more disks and move several cameras to record to the new disks.
- Reduce the amount of data written on the disk (Video settings, ZIP stream, FPS, resolution). Keep in mind the throughput estimated by AXIS Site Designer, see [axis.com/support/tools/axis-site-designer](http://axis.com/support/tools/axis-site-designer).

For more information, see .

### Can't play exported recordings

If Windows Media Player doesn't play your exported recordings, check the file format. To play your exported recordings, use Windows Media Player (.asf) or AXIS File Player (.asf, .mp4, .mkv).

For more information, see *Play and verify exported recordings* in AXIS Camera Station Pro user manual.

#### Note

AXIS File Player automatically opens all recordings that are in the same folder as the player.

### Recordings disappear

The system only saves recordings for a specified number of days. To change the number of days, go to **Configuration > Storage > Selection**.

If the storage becomes full, the system deletes recordings before the designated number of days.

To avoid a full storage, try the following:

- Add more storage. Go to **Configuration > Storage > Management**.
- Change the amount of storage space assigned to AXIS Camera Station Pro. Go to **Configuration > Storage > Management**.
- Reduce the size of recorded files by changing, for example, resolution or frame rate. Go to **Configuration > Devices > Stream profiles**.
  - Use H.264 video format for recording, M-JPEG format requires much more storage space.
  - Use Zipstream to additionally decrease the size of the recordings.

### Failover recording issues

The failover recording doesn't record to the server after the connection was restored.

Cause	Solution
The bandwidth between the camera and the server is insufficient to transfer the recording.	Improve the bandwidth
The camera didn't record to the SD card during the disconnection.	<ul style="list-style-type: none"> <li>Do a check of the camera's server report. See <a href="https://axis.com/support/troubleshooting">axis.com/support/troubleshooting</a>.</li> <li>Make sure that the SD card works and there are recordings on it.</li> </ul>
The camera time changed or shifted since the disconnection.	<ul style="list-style-type: none"> <li>Make sure to synchronize the NTP for future recordings.</li> <li>Synchronize the camera's time with the server or setup the same NTP server on the camera as on the server.</li> </ul>

Failover recording in AXIS Camera Station Pro doesn't work in the following scenarios:

- Controlled server shutdowns.
- Short interruptions less than 10 seconds in the connection.

## Live view

### Live view and playback performance

This section describes possible solutions if you experience either frame loss or graphical issues within your AXIS Camera Station Pro client.

Client hardware	
Verify that the graphic card's or network adapter's driver is up to date	<ol style="list-style-type: none"> <li>Open the DirectX Diagnostic Tool (search for dxdiag on the computer).</li> <li>Go to the manufacturer's website to make sure the driver is the latest for this OS.</li> <li>Check that the client and server run on the same machine.</li> <li>Try to run the client on a dedicated computer.</li> </ol>
Verify the number of monitors	<p>If you use an internal graphic card, we don't recommend more than two monitors per graphic card.</p> <ol style="list-style-type: none"> <li>Open the DirectX Diagnostic Tool (search for dxdiag on the computer)</li> <li>Make sure AXIS Camera Station Pro supports the dedicated graphic card.</li> </ol>
<p><b>Note</b> You can't run the client on a virtual machine.</p>	

Connected devices

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Many clients connected at the same time	Based on your typical use case, make sure the system meets the requirements and follow the hardware guidelines. See <i>Server requirements in the AXIS Camera Station Pro Installation and migration guide</i> .
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The camera is connected to another video management system than AXIS Camera Station Pro	Disconnect the camera from the other client and default the camera before you connect it to AXIS Camera Station Pro.
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One camera uses many different streams, especially high resolution	<p>Could be a problem especially for some M-Line cameras.</p> <ul style="list-style-type: none"> <li>• Change the stream to the same streaming profile or lower resolution. See <i>Streaming profiles</i> in AXIS Camera Station Pro user manual.</li> <li>• Change the stream to the same streaming profile or lower resolution. See <i>Streaming profiles</i> in AXIS Camera Station Pro user manual.</li> </ul>
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Server overload

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Unusual CPU/RAM usage corresponding to the same time as the issue	Make sure no other CPU/RAM consuming application runs at the same time.
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Network issue

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Unusual bandwidth usage corresponding to the same time as the issue	Make sure no other bandwidth consuming application runs at the same time.
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Enough bandwidth / Remote or local network	<ul style="list-style-type: none"> <li>• Look over your network topology.</li> <li>• Do a health check on any network device, such as switch, router, network adapter, and cable, in use between cameras, server and client.</li> </ul>
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**No video in live view**

Live view doesn't display video from a known camera.

- Turn off hardware decoding. Hardware decoding turns on by default, see *Hardware decoding in Streaming* in AXIS Camera Station Pro user manual.

**Other possible solutions:**

- If you can't see the live view through the web interface, or if the web interface doesn't work, troubleshoot the camera. Go to [axis.com/support/troubleshooting](http://axis.com/support/troubleshooting).
- Create a camera server report, go to [axis.com/support/troubleshooting](http://axis.com/support/troubleshooting).
- If there is an antivirus software installed, it might block live streams.
- Allow AXIS Camera Station Pro folders and processes, see *FAQ*.
- Make sure the firewall doesn't block connections on certain ports, see *Service control general* in AXIS Camera Station Pro user manual.
- Make sure the desktop experience was installed for supported Windows server OS versions. See *Scheduled export* in AXIS Camera Station Pro user manual.
- Make sure the lower resolution stream works.

If none of the above helps, contract Axis support, go to .

## Storage

### Network storage isn't accessible

If you use the local system account to log in to AXIS Camera Station Pro service control, you can't add network storage that links to shared folders on other computers.

To change the service logon account:

1. Open **Windows Control Panel**.
2. Search for "Services".
3. Click **View local services**.
4. Right-click **AXIS Camera Station Pro** and select **Properties**.
5. Go to the **Log on** tab.
6. Change from **Local System account** to **This account**.
7. Select a user with access to Windows Active Directory.

### Network storage is unavailable

Make sure the computer and server that run the video management software are part of the same domain as the network storage.

### Can't reconnect to a network storage with new username and password

If your network storage requires authentication, it's important to disconnect the network storage from all ongoing connections before you change your username and password.

To change the username and password for a network storage and reconnect:

1. Disconnect your network storage from all ongoing connections.
2. Change the username and password.
3. Go to **Configuration > Storage > Management** and reconnect your network storage with your new username and password.

## Motion detection

### Common issues

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Fail to install the AXIS Video Motion Detection application	
Can't install AXIS Video Motion Detection 2 or 4. The camera uses the built-in motion detection for motion recording.	To install the application manually, go to <i>Install camera application</i> in AXIS Camera Station Pro user manual.
Fail to retrieve current Motion Detection	
The video management system can't retrieve motion detection parameters from the camera. The camera uses the built-in motion detection for motion recording.	To install the application manually, go to <i>Install camera application</i> in AXIS Camera Station Pro user manual.

Motion detection not configured

Can't configure motion detection in the listed cameras.

1. To configure motion detection manually, go to **Configuration > Recording and events > Recording method**.
2. Select the camera and click **Motion settings** to configure motion detection.

Motion detection is not enabled

The listed cameras don't have motion recording turned on.

1. Go to **Configuration > Recording and events > Recording method**.
2. Select the camera and turn on **Motion detection** to turn on motion detection recording.

**The motion detection detects too many or too few moving objects**

This section describes possible solutions if you have more or fewer detections in your Video Motion Detection related recordings.

**Adjust motion settings**

You can select motion settings to adjust the area that detects moving objects.

1. Go to **Configuration > Recording and events > Recording method**.
2. Select the camera and click **Motion Settings**.
3. Choose settings according to the camera firmware.

<p><b>AXIS Video Motion Detection 2 and 4</b></p>	<p>You can configure the area of interest. See <i>Edit AXIS Video Motion Detection 2 and 4</i> in AXIS Camera Station Pro user manual.</p>
<p><b>Built-in motion detection</b></p>	<p>You can configure the included and excluded windows. See <i>Edit built-in motion detection</i> in AXIS Camera Station Pro user manual.</p>

**Adjust trigger period**

The trigger period is an interval time between two successive triggers, use this setting to reduce the number of successive recordings. The recording continues if an additional trigger occurs within this interval. If an additional trigger occurs, the trigger period starts over from that point in time.

To change the trigger period:

1. Go to **Configuration > Recording and events > Recording method**.
2. Select the camera.
3. Under **Advanced** adjust **Trigger period** in seconds.

**Action rules**

**Unexpected I/O trigger events**

If you get unexpected input/output events around 1:15 am, replace your existing I/O triggers with device event triggers.

## Audio

### No audio in live view

If there is no audio in live view, do the following

- Make sure that the camera has audio capabilities.
- Make sure that the computer has an audio card and that the card is in use.
- Make sure that the profile in use was configured for audio.
- Make sure the user has access rights to audio.

### Configure profiles for audio

1. Go to **Configuration > Devices > Stream profiles**.
2. Select the camera.
3. Select **MPEG-4** or **H.264** under **Format** in the video profile settings.
4. Under **Audio**, select a microphone in the **Microphone** drop-down menu.
5. Select when to use audio in the **Use microphone for** drop-down menu.
6. If applicable, select a speaker in the **Speaker** drop-down menu.
7. Click **OK**.

### Check and change user access rights

#### Note

To follow these steps, you must have administrator rights to AXIS Camera Station Pro.

1. Go to **Configuration > Security > User permissions**.
2. Select the user or group.
3. Select **Audio listen** or **Audio speak** for a specific device.
4. Click **Apply**.

### No audio in sequences

You can turn on or off audio in stream profiles. For more information, see *Stream profiles* in AXIS Camera Station Pro user manual.

### No audio in playback

Audio is available in playback if you enable audio in the profile used for the recording.

#### Note

You can't use audio with M-JPEG video. Select another video format.

To use audio in recordings:

1. Go to **Configuration > Devices > Stream profiles** to set the video format for the video profile you want to use.
2. Go to **Configuration > Recording and events > Recording method**.
3. Select the camera.
4. Select the profile you configured from the **Profile** drop-down menu.
5. Click **Apply**.

## Rule-triggered recordings

To enable audio in an existing rule:

1. Go to **Configuration > Recording and events > Action rules**.
2. Select the rule and click **Edit**.
3. Click **Next** to go to **Actions**.
4. Select the **Record** action and click **Edit**.
5. Select a profile that uses audio.
6. Click **Finish** to save.

## Login

### Unable to log in or connect to server

This section describes login and connection problems that occur when connected to a single server. When logged in to multiple servers the client starts, and you can see the connection status in the status bar. For more information about the connection status, see *Connection status* in AXIS Camera Station Pro user manual.

The username or password is incorrect	The username and password combination isn't valid to log in to the specified server.	<ul style="list-style-type: none"> <li>• Review the spelling or use a different account.</li> <li>• Make sure that the user has access rights to AXIS Camera Station Pro server.</li> <li>• The clocks in AXIS Camera Station Pro server and client must be synchronized. For domain users, the domain server clock must be synchronized with the server and client.</li> <li>• A user that wasn't added to the server, but is a member of the local administrators group on the server, must run the client as administrator.</li> <li>• For information about user access rights, see <i>Configure user permissions</i> in AXIS Camera Station Pro user manual.</li> </ul>
User isn't authorized to log in to the server	The user can't use AXIS Camera Station Pro on the specified server.	Add the user in the user permission dialog.
Unable to verify message security	An error occurred when setting up the secure connection to the server, most likely caused by the client or server time being out of sync.	The server and client UTC times must be reasonably synchronized. Adjust the client and server time to be within 3 hours from each other.
No contact with the server	The client is unable to establish any kind of connection to the server.	<ul style="list-style-type: none"> <li>• Make sure that the server computer can connect to the network.</li> <li>• Make sure the server computer is running.</li> <li>• Make sure the firewall was properly configured.</li> <li>• Check the spelling of the server address.</li> <li>• Check the client proxy settings.</li> </ul>

No response from the server	The client can contact the server computer but no AXIS Camera Station Pro server is running.	Make sure that you connect to the right computer and that AXIS Camera Station Pro server is running.
Client can't connect to the server	The client can't connect to the server and an error message is appears.	<p>Make sure that your network was properly configured:</p> <ul style="list-style-type: none"> <li>• Verify that the OS is supported. For a full list of the supported OS, go to <i>release note</i></li> <li>• From service control, verify that AXIS Camera Station Pro server is running or start the server if necessary.</li> <li>• Verify that the client and the server are connected to the same network. <ul style="list-style-type: none"> <li>– If not, the client should use the server's external IP address.</li> </ul> </li> <li>• Investigate if there is a proxy server between the server and the client. <ul style="list-style-type: none"> <li>– Configure the server proxy in service control.</li> <li>– Configure the client proxy setting at the log in page, select <b>Change proxy settings</b>.</li> <li>– Configure the client proxy settings in Windows Internet Options and select to use the default option in <b>Change Proxy settings</b>.</li> </ul> </li> </ul>
Unable to connect to the server	An unknown error was encountered when connecting to the server.	<ul style="list-style-type: none"> <li>• Make sure that the address and port of AXIS Camera Station Pro server are correct.</li> <li>• Make sure that no NAT, firewall, or antivirus software block the connection to the server. See <i>Configure the firewall to allow access to AXIS Secure Remote Access</i> for more information.</li> <li>• Use AXIS Camera Station Pro service control to make sure that the server is running. <ul style="list-style-type: none"> <li>– Open AXIS Camera Station Pro service control, see <i>AXIS Camera Station service control</i> in AXIS Camera Station Pro user manual.</li> <li>– View the server status in the <b>General</b> tab. If the status is <b>Stopped</b>, click <b>Start</b> to start the server.</li> </ul> </li> </ul>
Unable to find the server	The client can't resolve the address entered to an IP address.	<ul style="list-style-type: none"> <li>• Make sure that the server computer can connect to the network.</li> <li>• Make sure that the address and port of AXIS Camera Station Pro server are correct.</li> <li>• Make sure that no NAT, firewall, or antivirus software block the connection to the server. See <i>Configure the firewall to allow access</i></li> </ul>



		<i>to AXIS Secure Remote Access for more information.</i>
The server and client version differs	The client runs a newer version of AXIS Camera Station Pro than the server.	Upgrade the server to run the same version as the client.
	The server runs a newer version of AXIS Camera Station Pro than the client.	Upgrade the client to run the same version as the server.
Unable to connect to server. Server is too busy.	The server can't respond because of performance issues.	Make sure that the server computer and the network isn't overloaded.
The local AXIS Camera Station Pro server doesn't run	You use <b>This computer</b> to connect, but the installed AXIS Camera Station Pro server doesn't run.	Use service control to start AXIS Camera Station Pro or select a remote server to log in to.
This computer doesn't have AXIS Camera Station Pro server installed	You use <b>This computer</b> to connect, but there is no server installed on this computer.	Install AXIS Camera Station Pro server or choose a different server.
The selected server list is empty	The selected server list for login was empty.	To add servers to the server list, click <b>Edit</b> next to the server list selection.

## Licenses

### License registration issues

If automatic registration fails, try the following:

- Make sure that the system is registered to an organization.
- Go to **Configuration** to make sure that **Automatic licensing** is turned on, See *Manage licenses* in AXIS Camera Station Pro user manual.
- Make sure that the server's time is up to date.

For more information, see *AXIS Camera Station Pro Installation and migration guide*.

## Users

### Can't find domain users

If the domain user search fails, change the Service logon account:

1. Open **Windows Control Panel**.
2. Search for "Services".
3. Click **View local services**.
4. Right-click **AXIS Camera Station Pro** and select **Properties**.
5. Click the **Log on** tab.
6. Change from **Local System account** to **This account**.
7. Select a user with access to Windows Active Directory.

## Certificate errors

AXIS Camera Station Pro can't communicate with the device until you solve the certificate error.

Possible errors		
<b>Certificate Not Found</b>	If the device certificate was removed.	<p>If you know the reason, click <b>Repair</b>. If you suspect unauthorized access, investigate the issue before you restore the certificate. Click <b>Advanced</b> to view the certificate details. Possible reasons for removing the certificate:</p> <ul style="list-style-type: none"> <li>• The device was reset to factory default.</li> <li>• Secure HTTPS communication was disabled.</li> <li>• An unauthorized person accessed and modified the device.</li> </ul>
<b>Untrusted Certificate</b>	The device certificate was modified outside of AXIS Camera Station Pro. This can indicate that an unauthorized person accessed and modified the device.	If you know the reason, click <b>Trust This Device</b> . If not, investigate the issue before you trust the certificate. Click <b>Advanced</b> to view the certificate details.

### Missing password for certificate authority

If you have a certificate authority in AXIS Camera Station Pro without a stored password, the alarm below appears.

You need to provide a passphrase for the Certificate Authority certificate. Read the user manual for more information.

You can resolve this issue in three different ways:

- Turn on HTTPS on a device
- Import an existing certificate authority
- Generate a new certificate authority

To turn on HTTPS on a device:

1. Go to **Configuration > Devices > Management**.
2. In the list, right-click and device and select **Security > HTTPS > Enable/Update**.
3. Click **Yes** to confirm.
4. Enter the certificate authority password.
5. Click **OK**.

To import an existing certificate authority:

1. Go to **Configuration > Security > Certificates > HTTPS**.
2. Turn on **Temporarily ignore certificate validation**.

3. Under **Certificate authority**, click **Import**.
4. Enter your password and click **OK**.
5. Select the number of valid days of the signed client/server certificates.
6. Go to **Configuration > Devices > Management**.
7. Right-click the devices and select **Security > HTTPS > Enable/Update**.
8. Go to **Configuration > Security > Certificates > HTTPS** and turn off **Temporarily ignore certificate validation**.

### Note

AXIS Camera Station Pro loses its connection to the devices, and some system components restart.

To let AXIS Camera Station Pro generate a new certificate authority:

1. Go to **Configuration > Security > Certificates > HTTPS**.
2. Turn on **Temporarily ignore certificate validation**.
3. Under **Certificate authority**, click **Generate**.
4. Enter your password and click **OK**.
5. Select the number of valid days of the signed client/server certificates.
6. Go to **Configuration > Devices > Management**.
7. Right-click the devices and select **Security > HTTPS > Enable/Update**.
8. Go to **Configuration > Security > Certificates > HTTPS** and turn off **Temporarily ignore certificate validation**.

### Note

AXIS Camera Station Pro loses its connection to the devices, and some system components restart.

## Time synchronization

### Windows time service isn't running

The Windows Time service and the NTP server are out of sync. This can be because Windows Time service can't reach the NTP server.

- Make sure that the NTP server is online.
- Make sure that the firewall settings are correct.
- Make sure that the device is on a network that can reach the NTP server.

For assistance, contact your system administrator.


### Detected time difference on a device

The device is out of sync with the server time. The recording is time stamped with the time when the server received it instead of the time of when the device recorded it.


1. Go to **Configuration > Devices > Time synchronization** and review the server time offset.
2. If the server time offset is more than 2 seconds:
  - 2.1. Select **Enable time synchronization**.
  - 2.2. Make sure that the device can reach the specified NTP server.
  - 2.3. Reload the device under **Configuration > Devices > Management**.
3. If the server time offset is smaller than 2 seconds, the device might not send sufficient data for time synchronization.
  - 3.1. Clear **Send alarm when the time difference between server and device is larger than 2 seconds** to disable alarms.

For assistance, contact Axis support.

### Technical support

Technical support is available for customers with a licensed version of AXIS Camera Station Pro. To contact technical support, go to  > Help > Online Support or [axis.com/support](http://axis.com/support)

We recommend that you attach the system report and screenshots to the support case.

Go to  > Help > System report to create a system report.

### Escalation process

When you have issues that can't be solved using this guide, escalate the issue to Axis online helpdesk, see *Axis online helpdesk*. For our support team to understand your issue and be able to solve it, you must include the following information:

- A clear description on how to reproduce the issue or under what circumstances the issue happen.
- The time and the concerned camera's name or IP address where the issue happens.
- AXIS Camera Station Pro system report generated directly after the issue happens. The system report must be generated from the client or server where the issue was reproduced.
- Optional screenshots or recordings from all monitors that show the issue. Turn on the debug overlay function when you take screenshots or make the recording.
- If necessary, include the database files. Exclude these to make the upload go faster.

Some issues require additional information that the support team requests if necessary.

**Note**

If the file is larger than 100 MB, for example, network trace or database file, use a secure file sharing service that you trust to send the file.

Additional information	
Debug level logs	Sometimes we use debug level logging to collect more information. This is only done by request from an Axis support engineer. You can find Instructions on <i>Axis online helpdesk</i> .
Live view debug overlay	Sometimes it's beneficial to provide screenshots of the overlay information or a video that shows the change of values in the time that is of interest. To add overlay information do as follows: <ul style="list-style-type: none"> <li>• Press CTRL + I one time to display overlay information in the live view.</li> <li>• Press CTRL + I two times to add debug information.</li> <li>• Press CTRL + I three times to hide the overlay.</li> </ul>
Network trace	If requested by the support engineer, generate network traces when you create the system report. Take the network traces during the time when the issue happens if it's reproducible. This includes: <ul style="list-style-type: none"> <li>• A 60 sec Network trace taken on the camera (only applicable for firmware 5.20 and later)</li> </ul>

Additional information	
	<p>Use the following VAPIX command to change the login, IP address, and duration (in seconds) if necessary:</p> <pre>http://root: pass@192.168.0.90/axis-cgi/ debug/debug.tgz?cmd= pcapdump&amp;duration=60</pre> <ul style="list-style-type: none"> <li>• A 10-30 sec Network trace taken on the server that shows communication between the server and the camera.</li> </ul>
Database files	In cases where we have to examine or manually repair the database. Select <b>Include database in the report</b> before you generate the system report.
Screenshots	Use screenshots when it's a live view issue, related to UI. For example, when you want to show a timeline for recordings or when it's difficult to describe.
Screen recordings	Use screen recordings when it's difficult to describe the problem in words, for example when there are many UI interactions involved to reproduce the issue.

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2025-03 (M12.3)

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