My Systems

User manual

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About

My Systems is where you access the cloud services and extended features of our offerings. This is where you oversee, manage and maintain your devices and applications. Depending on your subscription, you can manage anything from a small business to multiple sites across the world. To do this in an efficient and secure manner, we use organizations as a way to gather everything needed for a company to run it's security infrastructure in one place.

The My Systems structure also allows for management of multiple organizations. That way, integrators or large corporations can separate clients and subsidiaries that operate independently but still maintain their licensed software solutions and devices.

What's new

To view all of the recent improvements and changes, along with a history of previous updates, go to *What's new in My Systems*.

Get started

Register a My Axis account

1. Register a **My Axis** account at *axis.com/my-axis/login*.
2. Choose one of the multi-factor authentication (MFA) methods **Authenticator App (TOTP)** or **Email** and follow the on-screen instructions. MFA is a security system that adds another layer of verification to ensure the user's identity.

To create your organization:

1. Sign in to *My Systems* using your My Axis account.
2. Follow the instructions of the setup assistant

To create additional organizations:

1. Go to the drop-down menu with your organization's name.
2. Select **+ Create new organization**
3. Follow the instructions of the setup assistant.

Configure firewall settings

Firewall rules for Axis Cloud Connect

We recommend domain-based firewall rules for Axis Cloud Connect (ACC).

Allow outbound connections to:

Destination	Port
*.connect.axis.com	443, 8443
*-st.axis.com	443

If you use Web real-time communication (WebRTC) or one-click cloud connection, also apply the rules in the sections below. Devices need access to their configured DNS and time services.

One-click cloud connection

To retrieve the OAK, allow **oakcgi.o3c.axis.com** on TCP 443. Use a domain-based rule, because its IP addresses change.

If you haven't specified a Network Time Protocol (NTP) server, devices use **pool.ntp.org**. Allow outbound UDP 123 to this domain.

Allow TCP 443 to the onboarding server and the dispatchers in this table:

Domain	IP addresses
onboardme.prod.oneclick.connect.axis.com	79.125.43.155/32, 54.155.7.192/32, 52.48.110.11/32
dispatchus1-st.axis.com	18.215.224.182/32
dispatchse1-st.axis.com	52.51.189.141/32
dispatchse2-st.axis.com	18.200.145.9/32
dispatchjp1-st.axis.com	3.24.72.55/32
dispatcher-st.axis.com	54.73.167.187/32
dispatchse1-st-int.axis.com	195.60.68.120/32
dispatchse2-st-int.axis.com	195.60.68.121/32

WebRTC connections

Apply these outbound rules on each network that hosts a WebRTC client, device, or host. They cover the Axis signaling, STUN, and TURN services.

Domain	Port	Purpose
signaling.prod.webrtc.connect.axis.com	TCP 443	Secure WebSocket for setting up sessions
signaling.webrtc.connect.axis.com	TCP 443	Secure WebSocket for setting up sessions
*.turn.prod.webrtc.connect.axis.com	TCP 443	TURN over TLS (TURNS) for relayed video and data
*.turn.prod.webrtc.connect.axis.com	UDP 443	TURN over DTLS
*.turn.prod.webrtc.connect.axis.com	TCP and UDP 3478	Unencrypted STUN and TURN
*.turn.prod.webrtc.connect.axis.com	TCP and UDP 5349	Alternate TURN over TLS (TCP) or DTLS (UDP)
*.turn.prod.webrtc.connect.axis.com	UDP 49152–65535	TURN media relay ports

Important: UDP 443 is required for WebRTC connections.

Keep these points in mind:

- Direct peer-to-peer traffic goes to the other peer's own address and ports, not to an Axis service. This allowlist doesn't cover it.
- Allow return traffic for these outbound connections. You don't need Internet-facing port forwarding.
- Signaling and TURN addresses can change, so use domain-based rules instead of fixed IP addresses.
- Each session uses a temporary TURN server name, so allow the whole ***.turn.prod.webrtc.connect.axis.com** wildcard.
- The UDP rules work as domain rules only if your firewall can match UDP traffic against DNS names.
- TURN over TLS or DTLS isn't HTTPS. A firewall or proxy that allows only web traffic on port 443 can still block it. To avoid this, exclude these destinations from packet inspection, as described in the next section.

Packet inspection

ACC doesn't support packet inspection. In your firewall or proxy, exclude ACC destinations from packet inspection, including TLS and SSL interception. This applies to both domain-based and IP-based rules.

Fixed IP addresses

You can use IP-based rules for the fixed addresses in this section. Allow TCP 443 and 8443 for the current shared ACC service addresses.

Note: This isn't a complete ACC allowlist. Other ACC connections use IP addresses that can change, so they need domain-based rules. If you allow only the fixed IP addresses below, some ACC functions won't work.

Shared ACC services

Both sets of addresses work fully. You need the legacy addresses until January 2027.

Service	IP addresses
Shared ACC services, current	75.2.119.140/32, 99.83.133.42/32
Shared ACC services, legacy	40.127.155.231/32, 52.224.128.152/32

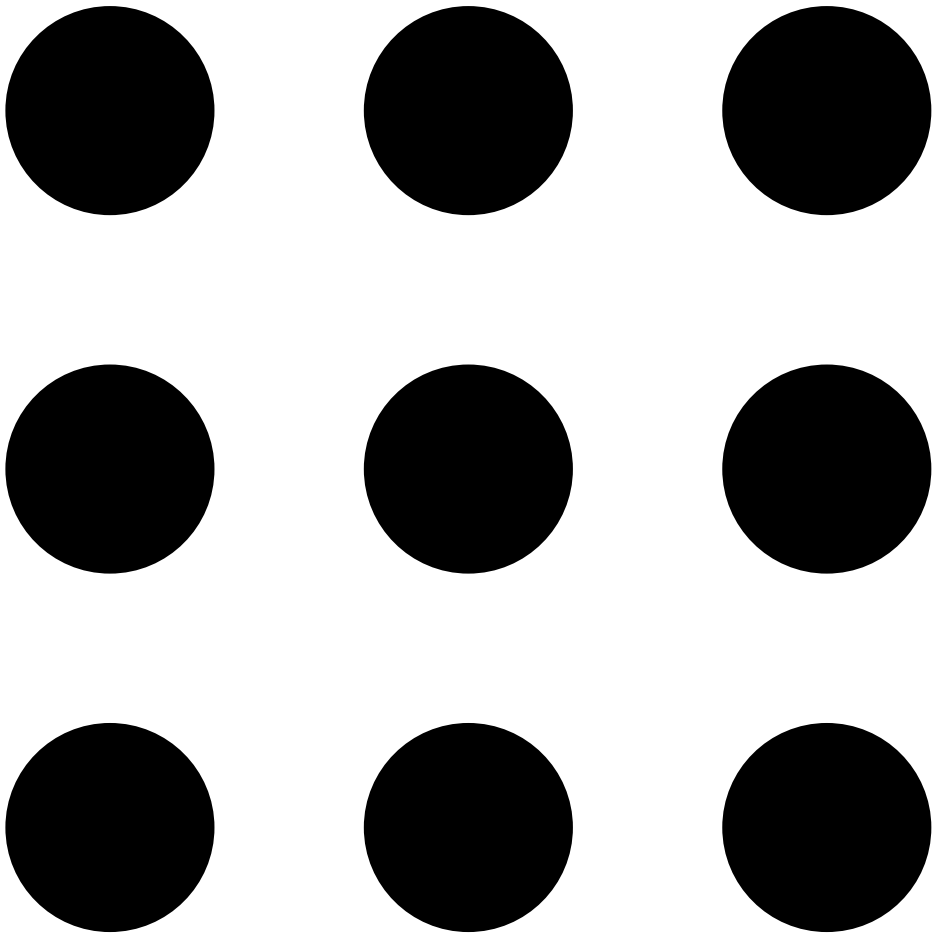
The current shared ACC addresses are anycast, so the same two addresses work worldwide. Allow both, wherever your sites are. There are no separate regional addresses. Internet routing selects the network entry point, and traffic then continues to the configured backend region.

Don't filter these addresses by country or region. IP geolocation doesn't show the backend location.

Manage users

Add users to your organization

1. Select the organization where you would like configure user settings.
2. Go to the App selector



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3. Select **Users**
4. Click **Invite users**.
5. Follow the on-screen instructions of the setup assistant.
   - If you've selected **Operator** or **Viewer**, select which folders the users will have access to. Note that **Admin** roles have access to all of the folders in the organization.

Note

The user will receive an invitation email that they can use to sign in to My Systems. If the user doesn't have a My Axis account, the user must use that email to sign up in order to access the organization. Invites can be revoked while acceptance is pending.

About user roles

User roles determines how much access a user has to the systems in you organization. Available features vary depending on the role of the user. These are the available user roles:

Admin

Administrators have access to the entire system. That includes managing users, devices, licenses, videos and other content.

They can also onboard devices using AXIS Camera Station Pro. Administrators can manage AXIS Camera Station Pro Server Monitoring in My Systems.

Operator

Operators can monitor live video feeds, control devices, and access recordings for playback. They get an overview of the users of the organization and their respective roles. Operators can also manage AXIS Camera Station Pro Server Monitoring in My Systems.

Viewer

Viewers can monitor live video feeds, but can't control devices or access recordings. They get an overview of the users of the organization and their respective roles.

ACS Pro Secure Remote Access

This role is for users who need to access to AXIS Camera Station Pro servers remotely using the Windows client and mobile apps, but does not give browser access through the My Systems portal.

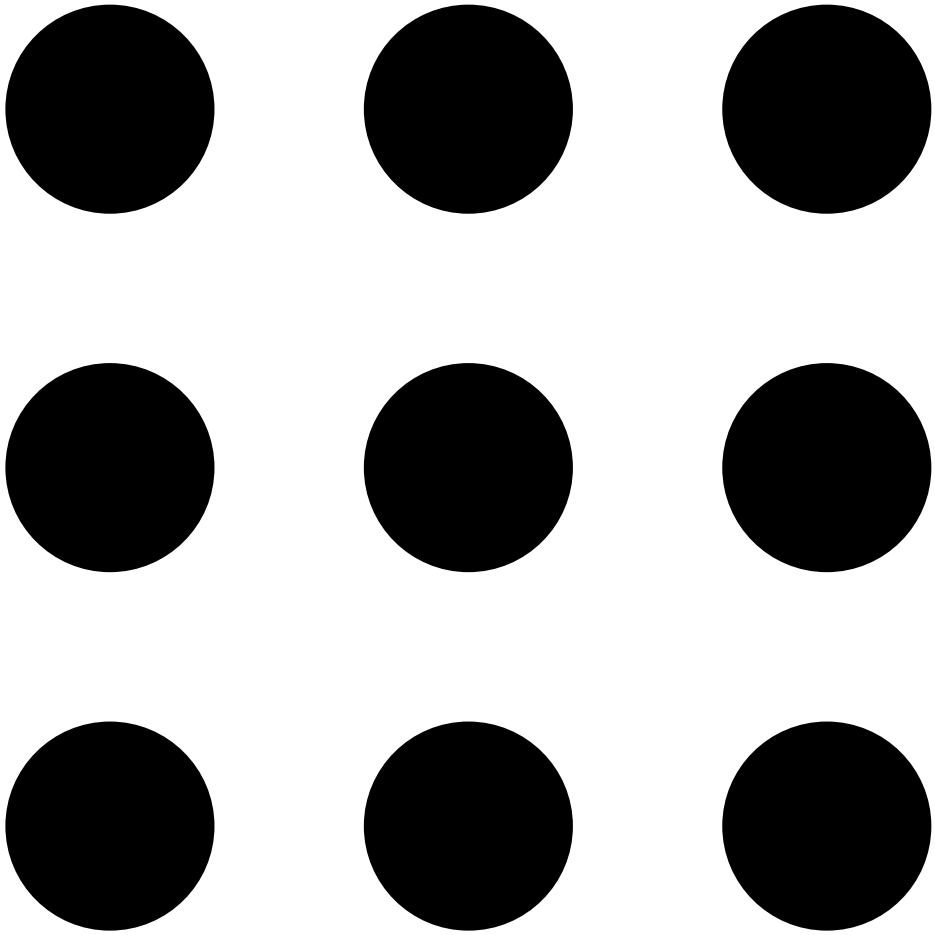
Note

Viewers, operators and administrators can view the server list and click to access servers. Users that have the Secure Remote Access role can't access the list at all and will be meet with an insufficient permissions page.

Elevate user role

1. Select the organization where you would like configure user settings.

2. Go to the App selector



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3. Select **Users**
4. Click on the user you'd like to elevate and click on **Roles and access**.
5. Follow the on-screen instructions of the setup assistant.

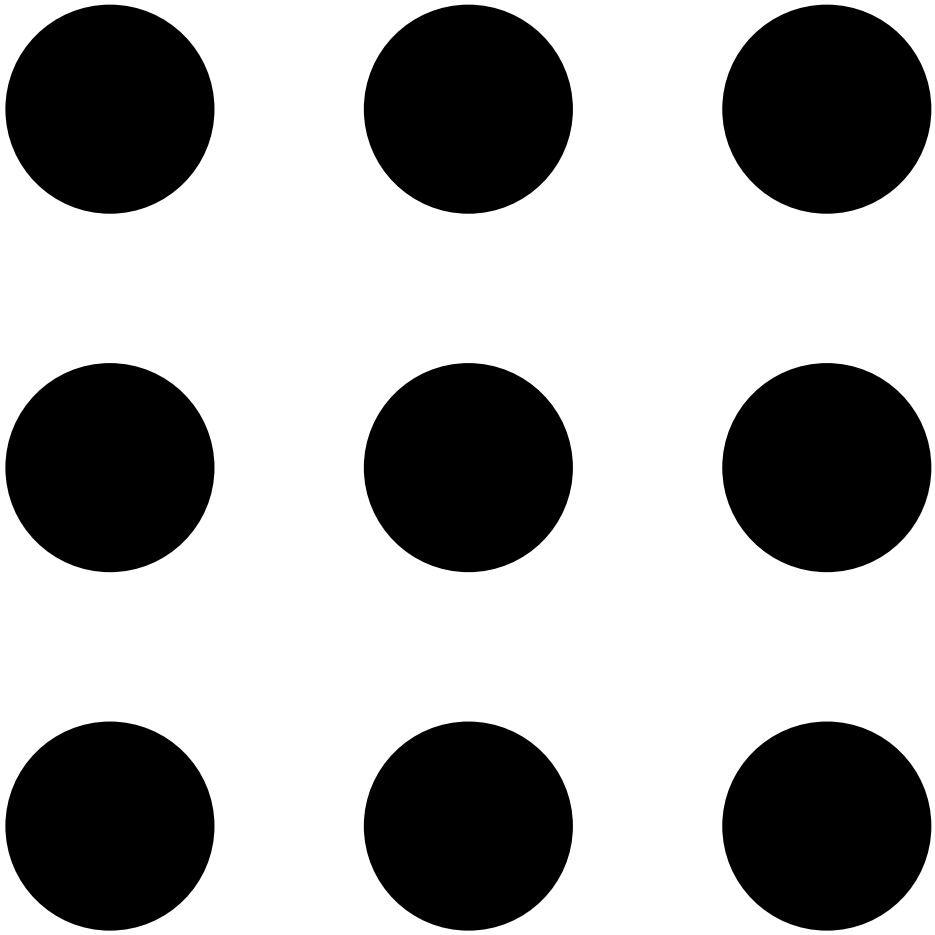
Note

The role changes immediately once selected. For security reasons, invites are limited to the viewer role.

Remove users

1. Select the organization where you would like configure user settings.

2. Go to the App selector



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3. Select **Users**
4. Hover the mouse pointer over the user you would like to remove to show a new options menu: **...**
5. Click **...** and select **Remove user** in the drop down menu.

Remove multiple users

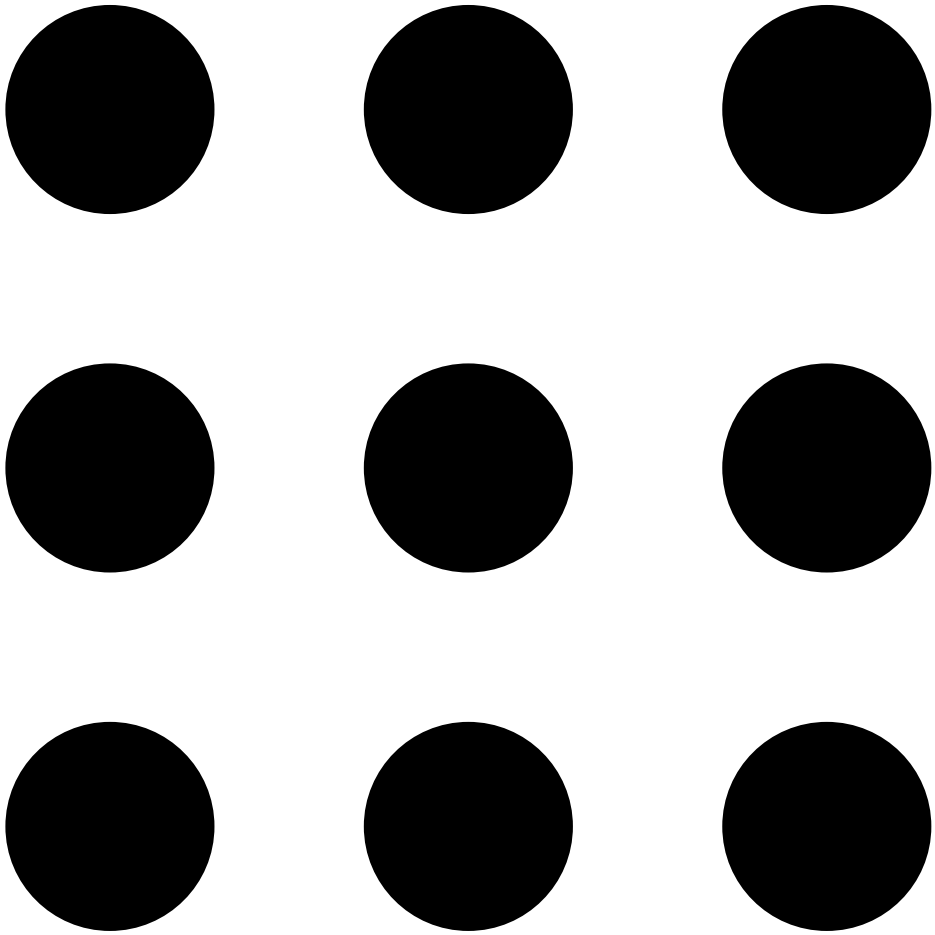
1. Select the users you'd like to remove.
2. Click on the trash can in the action menu.
3. Click **Remove**.

Manage access

Grant access

To grant access to specific folders:

1. Select the organization where you would like configure user settings.
2. Go to the App selector



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3. Select **Users**
4. Click on the user you'd like to grant access and click on **Roles and access**.
5. Select a role for the user. The roles affect the permissions in the folder. Read more in *About user roles, on page 9*.
6. Select the site or a specific folder of a site you want the user to have access to. Admins automatically get access to the entire organization and its systems.
7. Click **Save**.

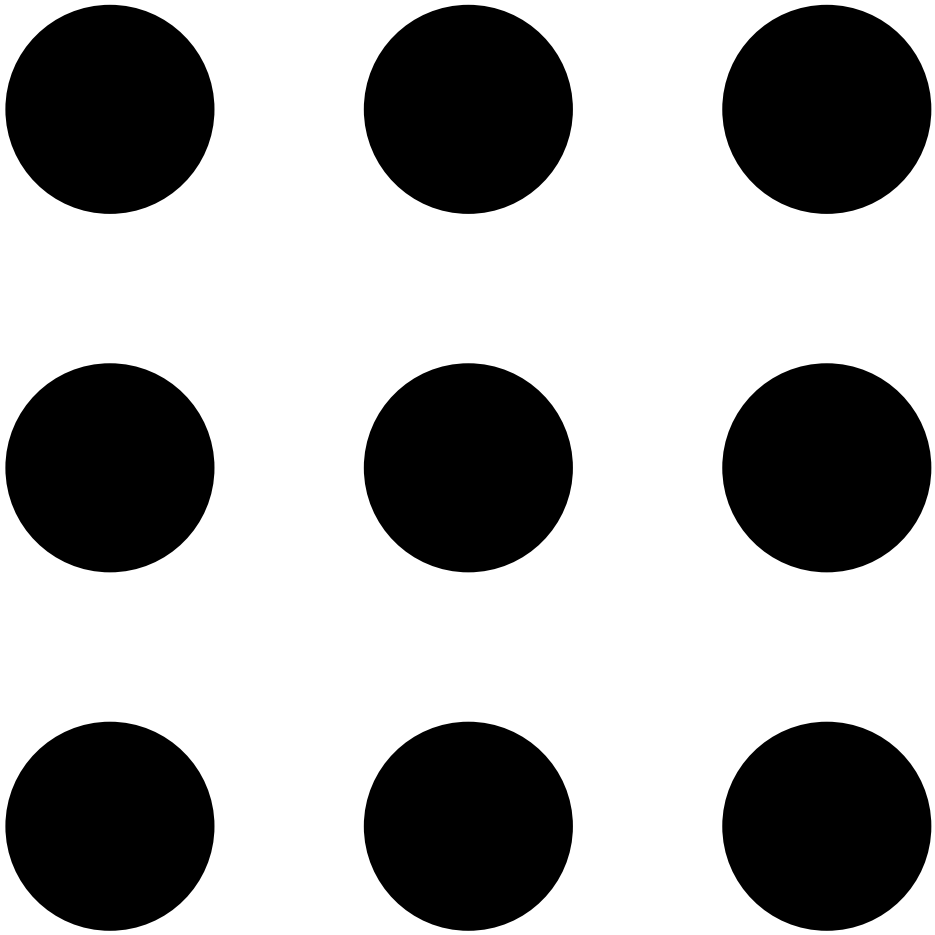
Manage devices

Create folders

To manage access to your devices throughout your organization, you can place the devices in different folders. The folders can represent geographical locations down to specific rooms in a building or devices tied to a specific role within the organization.

To create a folder:

1. Go to the App selector



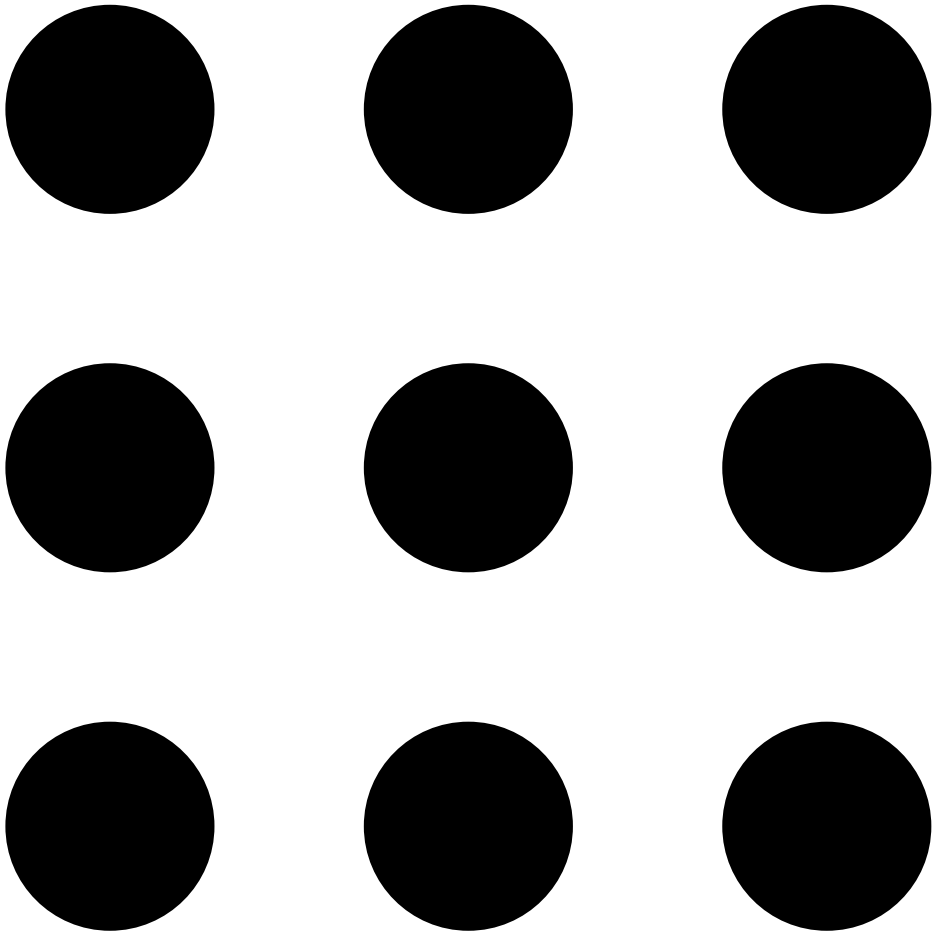
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2. Select **AXIS Device Manager**
3. Go to **Devices**
4. Hover over the top folder and click on **...** to access the drop-down menu.
5. Select **Create**.
6. Enter a name for the folder and click **Create**.

Delete folders

To delete a folder:

1. Go to the App selector



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2. Select **AXIS Device Manager**
3. Go to **Devices**
4. Hover over the folder and click on **...** to access the drop-down menu.
5. Select **Delete**.
6. Confirm that you've understood the risks by checking the box and then click **Delete**.

Note

To delete a folder containing subfolders or devices, you'll first need to remove the devices and delete the subfolders. We recommend temporarily disconnecting on-premises applications (like ACS Pro and Body Worn) that are synchronized with the folders you want to remove. Otherwise, they may try to synchronize immediately (information about synchronization can be found in the user manual of each application). If you don't take these precautions, the system may become corrupted, and any issues from this action can only be handled by Axis technical support at this time.

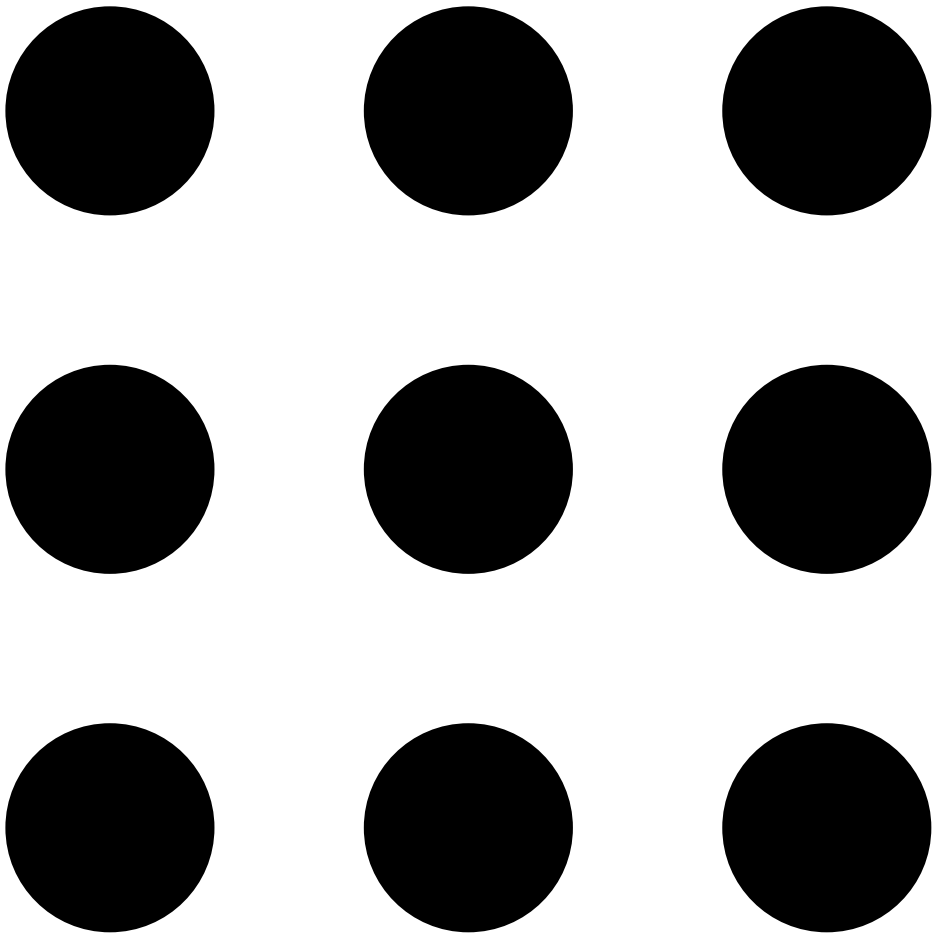
AXIS OS management

With AXIS Device Manager in My Systems you can manage the operating system of multiple devices in each organization.

Upgrade device software

To upgrade AXIS OS versions on devices across you organization:

1. Select the organization where you would like configure user settings.
2. Go to the App selector

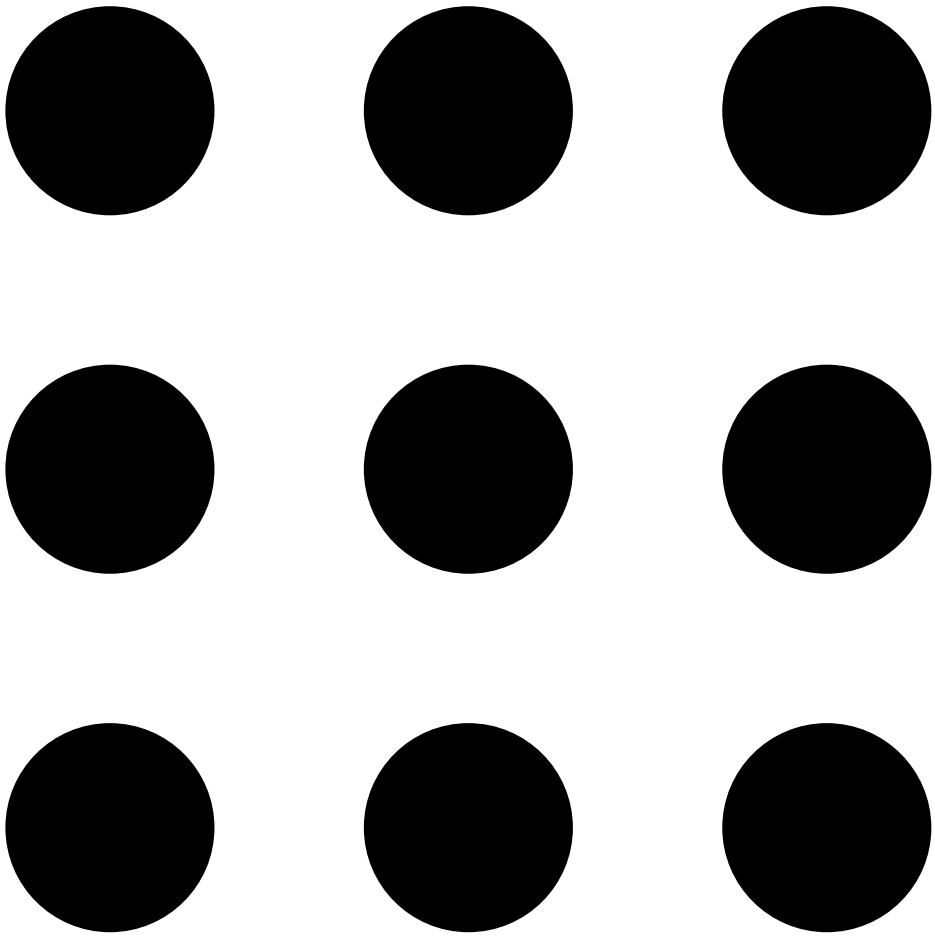


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3. Select **AXIS Device Manager**
4. Go to **Devices**
5. Select a model that has a recommended upgrade.
6. Click on the **Device software upgrade** icon in the action menu above the device list.
7. Click on **Upgrade**.

Schedule upgrades

1. Select the organization where you would like configure user settings.
2. Go to the App selector



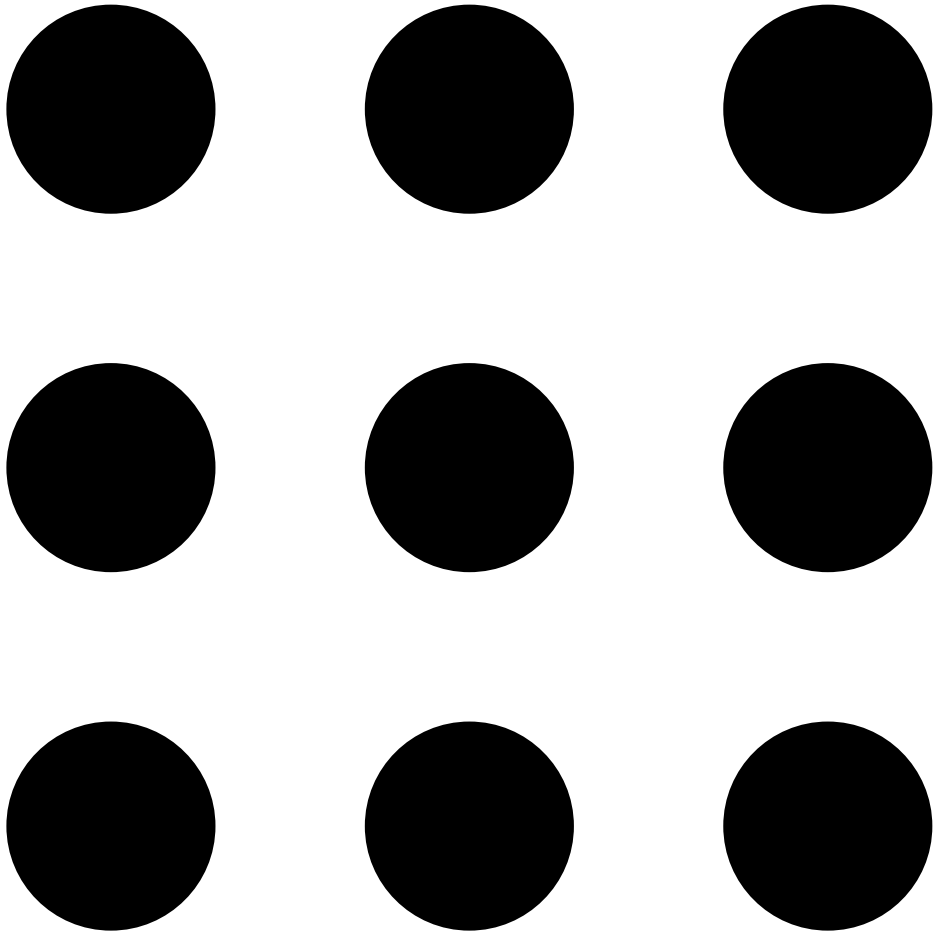
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3. Select **AXIS Device Manager**
4. Go to **Devices**
5. Select the devices you'd like to schedule software upgrades for.
6. Click on **Software scheduling** in the action menu above the device list. You then have three options:
   - Select **None** if you'd like to upgrade your devices manually.
   - Select **Upgrade as soon as a new software is available** if you want automatic upgrades at any time.
   - Select **Set maintenance window** if you'd prefer a set time for your upgrades.
7. Click **Apply**.

View AXIS OS upgrades

To view a list of completed and ongoing AXIS OS upgrades in your organization:

1. Go to the App selector



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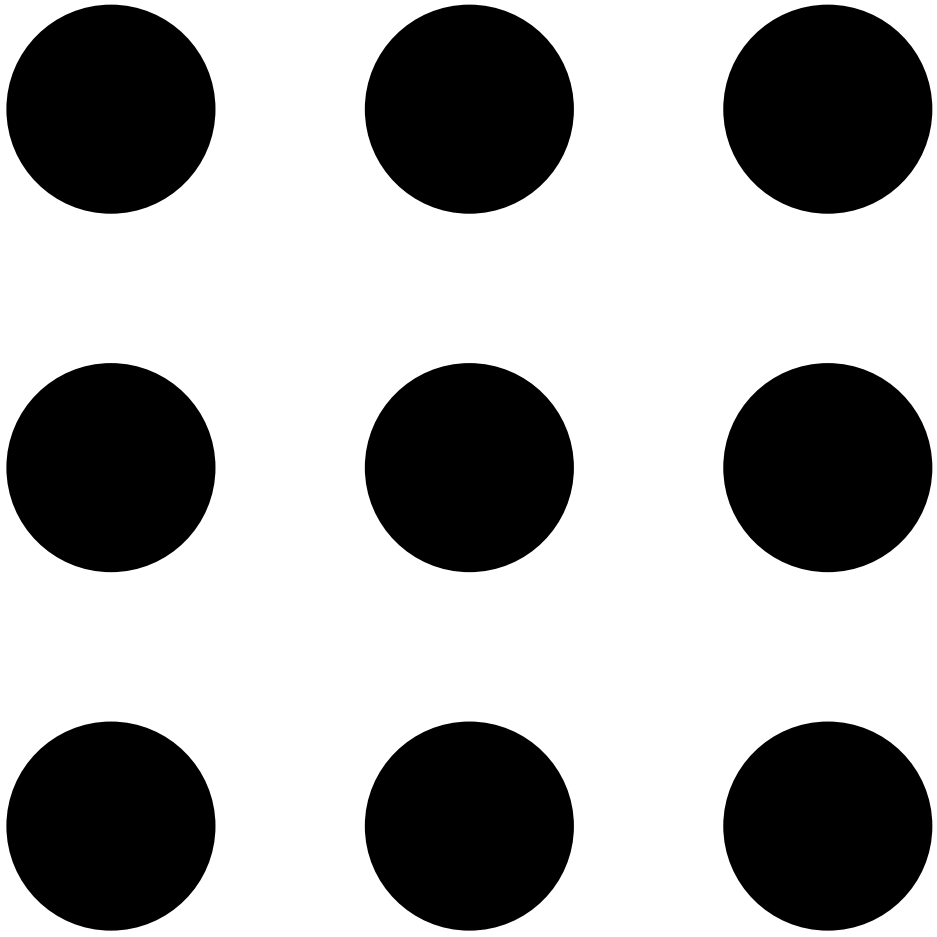
2. Select **AXIS Device Manager**
3. Go to **Tasks**

Access the device interface remotely

You can access the device interface of any device in the device list. With the cloud device interface, compatible devices will have a uniform user experience. If there are any settings still not represented in the cloud device interface, you can access them using a secure remote connection directly to the device. The user experience on those pages can vary depending on the AXIS OS version of the device.

To access the device interface:

1. Go to the App selector



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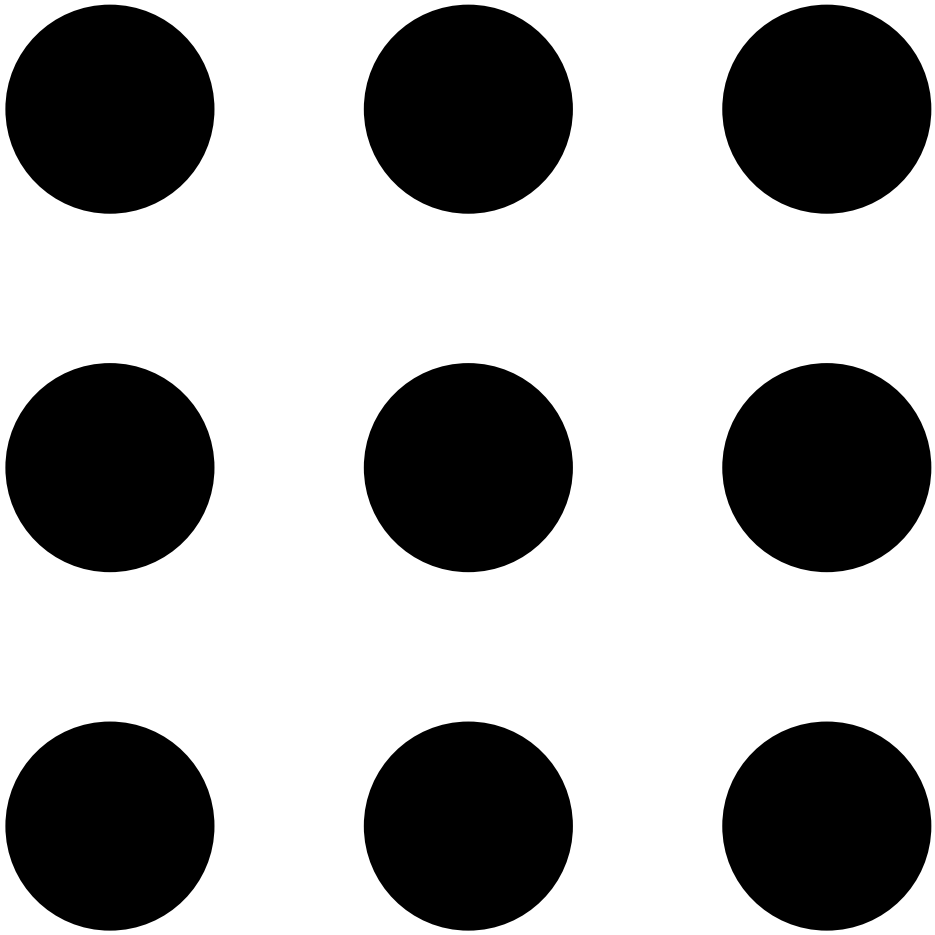
2. Select **AXIS Device Manager**
3. Go to **Devices**
4. Click on the IP address of the device you'd like to access.

Move devices

You can move a device to a different site within your organization.

To move a device:

- Go to the App selector



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- Select **AXIS Device Manager**
- Go to **Devices**
- Hover over the device and click on **...** to access the drop-down menu.
- Select **Move device**.
- Select the folder where to move your device.
- Click **Move**.

Register device

Register your devices to your organization to access warranty and support. Once registered, your devices are also ready to connect to Axis cloud services. To register a device, you need its serial number and owner authentication key (OAK). You can find these on the note included with the device, or find the OAK through the device's web interface.

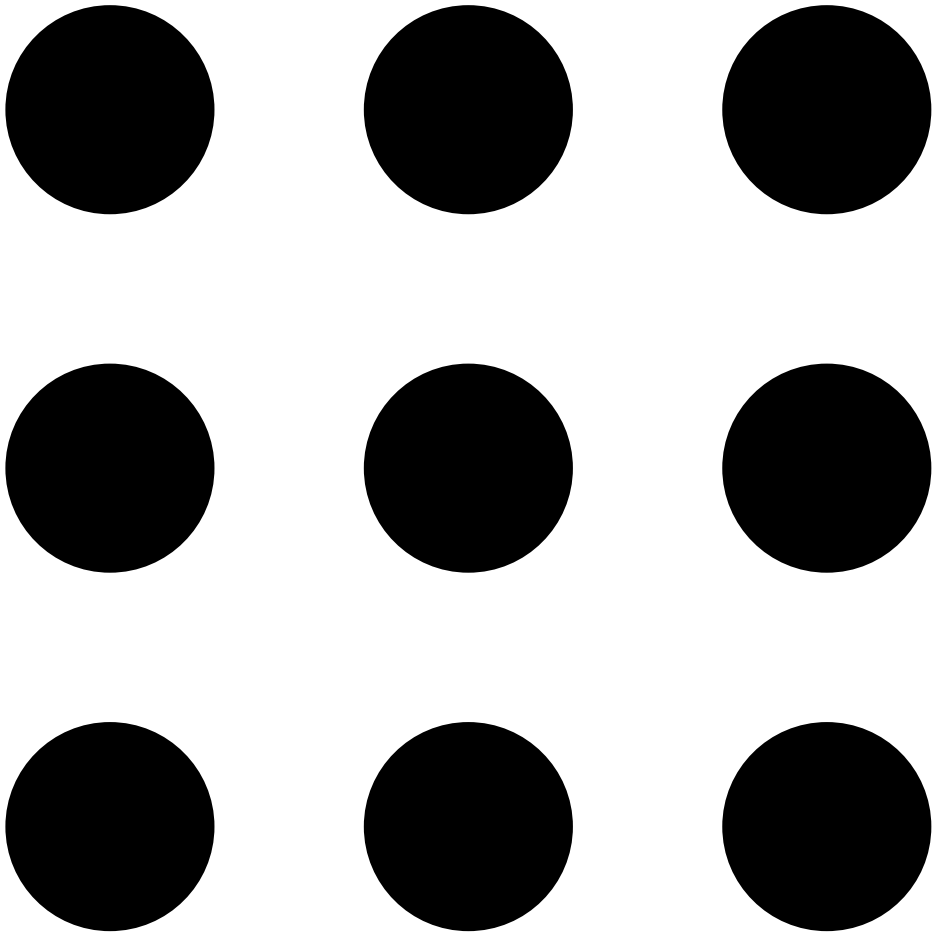
Note

AXIS Camera Station Edge limitation

Devices you register in My Systems won't appear in AXIS Camera Station Edge clients. To add and manage devices, follow the AXIS Camera Station Edge setup workflow in the AXIS Camera Station Edge documentation.

To register a device:

1. Go to the App selector



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2. Select **AXIS Device Manager**
3. Select **Add**.
4. Enter the serial number.
5. Give the device a descriptive name.
6. Enter the owner authentication key.
7. Click **Next**.
8. Choose the location of the device
9. Click **Next**.
10. Click **Add device**.

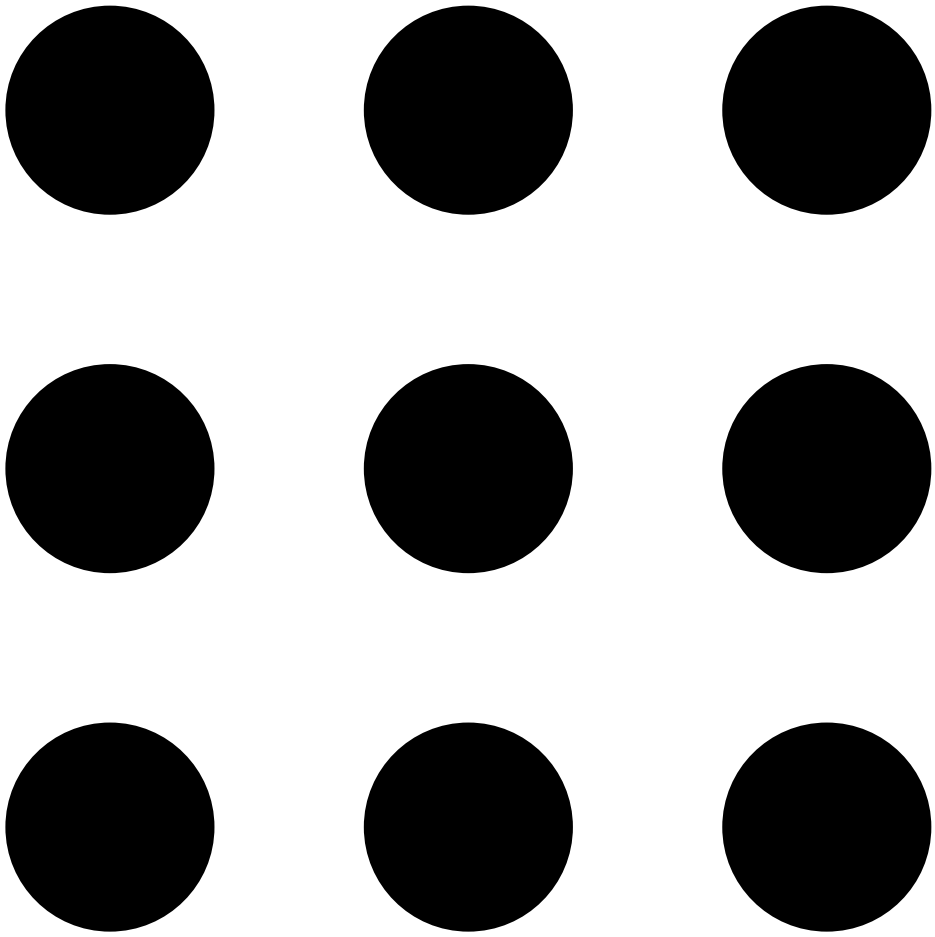
The device is now ready to be connected using one click cloud connection, either with AXIS Installer or the control button on the device.

Remove devices

Devices can be removed from an organization one at a time.

To remove a particular device from your organization:

1. Go to the App selector



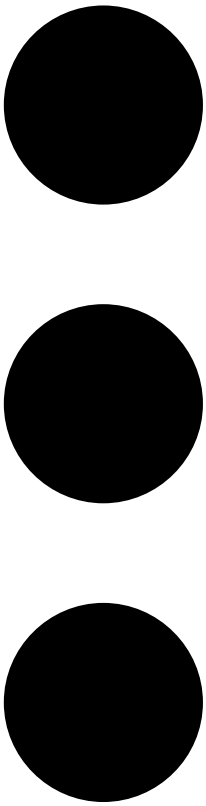
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2. Select **AXIS Device Manager**
3. Go to **Devices**
4. Hover over the device and click on **...** to access the drop-down menu.
5. Select **Remove device from organization**.
6. Read through the information and then check the box **I have read and understood**.
7. Click **Remove**.

To remove multiple devices:

1. Select the devices you'd like to remove.

2. Click on



in the action menu.

3. Select **Remove devices**.
4. Read through the information and then check the box **I have read and understood**.
5. Click **Remove**.

Note

A removed device can be found in **Discovered**, unless it has been physically removed from the site. If you want to add it again it has to be connected to the organization as a new device.

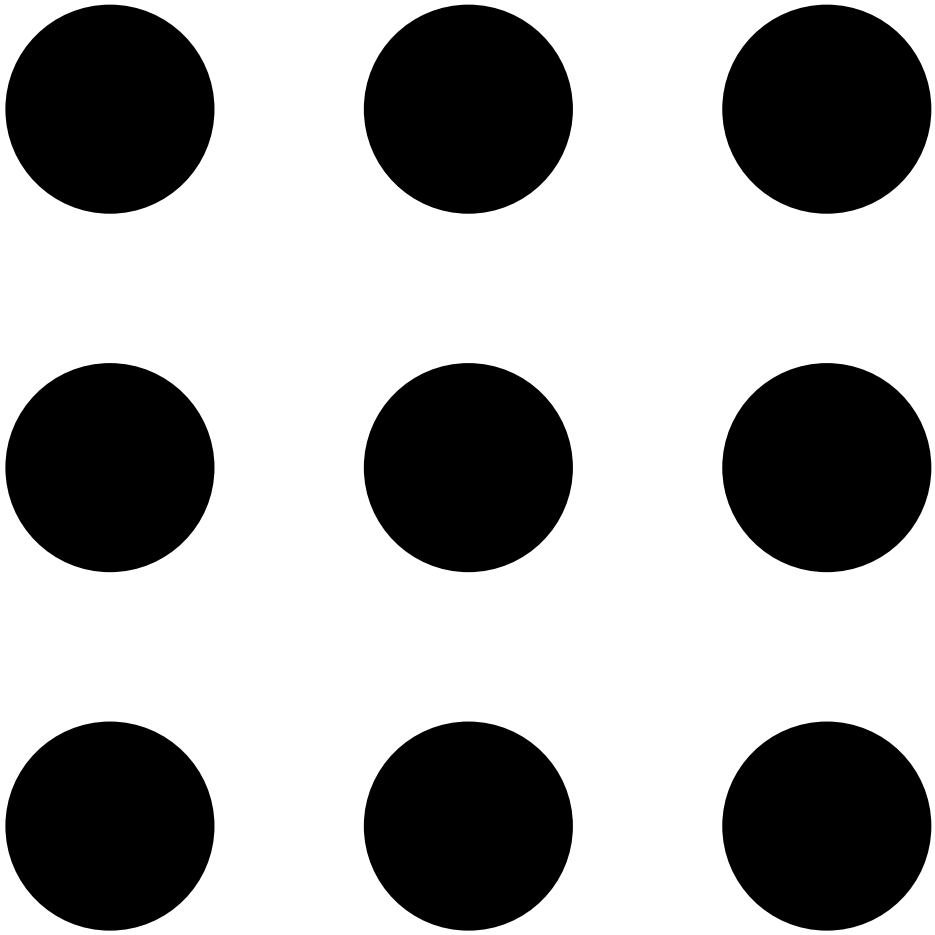
Upgrade servers

You can trigger a remote upgrade of your AXIS Camera Station Pro servers to the latest version. Note that you need to be an administrator of the organization.

To upgrade AXIS Camera Station Pro servers:

1. Select the organization where you would like to upgrade the servers.

2. Go to the App selector



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3. Select **AXIS Device Manager**
4. Go to **ACS Pro Servers**
5. Select a server that has a recommended upgrade.
6. Click on **...** and select **Upgrade server**.
7. Click on **Upgrade**.

Note

An AXIS Camera Station Pro Server upgrade takes time and can't be interrupted once started. Clicking the Upgrade button adds your request to a queue, which the server checks periodically.

The server then downloads the new version and begins installation automatically, during which the server will be unavailable.

Manage licenses

About licenses

My Systems helps you manage subscription licenses for Axis products and services in a centralized way. You get a complete overview of trials, grace periods, license status and other relevant information related to your subscriptions for your organization.

You can manage three types of licenses:

- **Subscription licenses**, valid for a specific time period.
- **Tied-to-hardware licenses**, valid for the lifetime of the hardware.
- **Upgrade licenses**, valid for one-time upgrade of an existing license.

Read more about the different license types and how to license your product in our license guide.

Before you can start licensing your software product you need to register the software product to an organization.

Get started

To license your product you first have to buy a license key from a supplier.

1. You first have to buy a license key from a supplier: *Buy licenses, on page 24*
2. Depending on your solution, you then choose the next step.
   - For offline systems: *License offline systems, on page 24*
   - For subscription products: *Start a subscription, on page 25*
   - For tied-to-hardware products: *Register tied-to-hardware license, on page 27*

Buy licenses

If you don't have a license yet, get in touch with a system integrator or a reseller. To find a suitable system integrator or reseller, go to **Product list** and click on the link *Where to buy licenses* to get information on local system integrators or resellers from all over the world based on your location.

License offline systems

To license an offline system, you need to upload a system description file to My Systems.

1. Create a system file in the software you'd like to register.
2. Go to *Licenses in My Systems (web application)* on an online device.
3. Select the organization to manage in organization drop-down menu in the top bar.
4. Select the product in the **PRODUCT LIST**
5. Go to **Systems setup**
6. Click **Upload system file.**
7. Follow the on screen instructions.

Once the system file is uploaded and the system is fully licensed you need to install the license file to your offline system:

1. Go to **Systems setup**
2. Select the system in the list.
3. Click **Download license file.**
4. Import the license file to the software on your offline system.

Store licenses for future use

To make the process of adding licenses easier, you can buy more licenses than you currently use. Licenses that are not immediately allocated will be stored in the wallet, and can be used to renew your subscriptions at the next renewal period. You can store licenses for a for a maximum of five years. Go to the **Product wallet** to see the number of licenses you have in storage for your product.

Review activity history

To review your organization's previous activity, go to **History**. There you can see who in your organization allocated licenses or redeemed a license key and when it happened.

Transfer licenses

To transfer unused licenses from one organization to another, you have to make sure you have administrator rights in both organizations. You can only transfer unused licenses in the **Product wallet**.

To transfer licenses:

1. Select the product you want to allocate licenses for.
2. Go to **Product wallet**.
3. Click on **Transfer licenses**.

The amount of available licenses are listed for each product.

4. Enter the amount of licenses you'd like to transfer.
5. Click **Next**.
6. Select the organization you'd like to transfer the licenses to
7. Click **Next**.
8. Review the summary of licenses that are about to be transferred.
9. Click **Confirm**

Note

If the organization you are transferring licenses to hasn't activated the related product, the licenses will be unavailable. You can still transfer the licenses to the organization, but the licenses will only be available in the product wallet when you've started a trial or subscription for that product.

Start a subscription

The first step to license your product is to start a subscription. When you have started your subscription, you get a grace period of 30 days to buy license, redeem license keys and allocate the licenses to continue using the software.

1. Go to *Licenses in My Systems*.
2. Select the organization to manage in the top bar menu.

Important

Check to see that you have chosen the correct organization, as there is currently no way of transferring licenses between organizations.

3. Select the product you want to start a subscription for.
4. In the **Product overview**, click **Start your subscription**.
5. Follow the on screen instructions.

In the **Product overview**, the **License status** should now read **Subscription has started**. The end of the grace period is also displayed.

Redeem license key

The license key includes the number of licenses bought for one product. When you redeem the license key in AXIS License Manager, all the included licenses will be added to your **Product wallet** to be allocated later.

Important

Check to see that the organization is the correct one, as there is currently no way of transferring licenses between organizations.

1. Select the product you want to redeem licenses for.
2. Go to **Product wallet**.
3. Type or paste the license key.
4. Click **Redeem license key**.

Allocate subscription licenses

To get licensed, you need to allocate licenses from your product wallet to the current subscription year. When the number of allocated licenses match the current need you will become fully licensed. To license products for future subscriptions periods, allocate additional licenses matching the current need.

1. Select the product you want to allocate licenses for.
2. Go to **Product licensing**.
3. Under **Allocate subscription licenses**, add the number of licenses that match the **Current need**.
4. Click **Confirm allocation**. If that option isn't available, you haven't enough licenses in you product wallet to match the current need.
5. Click **Confirm** to confirm the allocation of the licenses for the stated subscription periods.

Your product is now licensed.

Allocating subscription licenses after the grace period or for a new product date won't change the dates of the organization's subscription period. You will instead be compensated for the overlapping time of those licenses. New licenses will automatically be added back to your wallet, matching the overlapping time.

Renew subscriptions

When a subscription reaches it's renewal date, you get a new grace period. You then have 30 days to allocate licenses from you wallet to the new subscription year. You can also renew subscriptions ahead of time, with a maximum of five years in advance

1. Select the product you want to renew a subscription for.
2. Go to **Product licensing**.
3. Under **Allocate licenses**, add the number of licenses that match the **Current need**.

You should now be able to allocate licenses for the next subscription year.

4. Click **Confirm allocation**.
5. Click **Confirm** to confirm the allocation of the licenses for the stated subscription period.

Your product is now licensed.

Add devices during subscription

You are free to add devices during a subscription period without the need to add the licenses immediately to the subscription. The licenses needed will instead be added to the listed current need for the next renewal period.

Note

The annual growth allowance for an organization is 100% of the number of allocated licenses. If you grow more than 100% during a subscription year, additional licenses need to be allocated. Axis will monitor any misuse and will notify affected customers.

End a subscription

To end a software subscription, you need to:

1. Go to the **My Software** page
2. In the list, go to the software you'd like to end the subscription for.
3. Click on **...** and select **End subscription** in the drop-down menu.
4. Read what will happen when your subscription ends and check that you've understood the consequences of ending the subscription.
5. Click **Confirm**.

Subscriptions always end on the organization's next renewal date. You can resume your subscription before that renewal date if you change your mind.

Register tied-to-hardware license

If you have purchased hardware that come with preloaded tied-to-hardware license, your licenses will automatically be activated when you register the hardware to your organization.

If you need more licenses than what came preloaded with the hardware you need to buy expansion licenses.

Important

Check to see that you have chosen the correct organization, as there is currently no way of transferring licenses between organizations.

Redeem expansion license key

The expansion license key includes the number of licenses per type, bought for one product. When you redeem the license key in AXIS License Manager, all the included licenses will be added to your **Product wallet** to be allocated later.

Important

Check to see that the organization is the correct one.

1. Select the product you want to redeem expansion licenses for.
2. Go to **Product wallet**.
3. Type or paste the license key.
4. Click **Redeem license key**.

Allocate expansion licenses

To get licensed, you need to allocate licenses from your product wallet to the specific hardware.

1. Select the product you want to allocate licenses for.
2. Go to **System setup**.
3. Click on the system that needs expansion licenses..
4. Click **Allocate licenses**.
5. Follow the on-screen instructions.

Your product is now licensed.

Archive systems

If a server breaks down, or you have connected a server to the wrong organization, you can archive the server in order to install a new server or add the server to the correct organization.

When archiving system with a subscription, the archived system will be removed from the list of attached systems, and the usage it contributed to the organization will be removed.

If you archive a tied-to-hardware system that has had expansion licenses or core-to-universal licenses allocated for less than a year, those licenses will be sent back to the wallet.

To archive a AXIS Camera Station Pro system:

1. Go to *Licenses in My Systems (web application)* on an online device.
2. Select the organization to manage in organization drop-down menu in the top bar.
3. Select the product in the **PRODUCT LIST**
4. Go to **Systems setup**
5. Select the system you'd like to archive in the list
6. Click on **...**
7. Select **Archive**
8. Choose the reason why the system is archived.
9. Type Archive to confirm that you are sure of what you're doing. Note that this action can't be undone.
10. Click **Confirm**

Manage the organization

About organizations

The organization is a virtual representation of all of the devices, users, and sites in your Axis cloud service. It hosts all devices and user accounts in a hierarchy that regulates access and promotes maximum security. The hierarchy supports flexible user and device management for organizations of any size, from small businesses to large corporations.

To create an organization, you need a My Axis account. You can register a My Axis account at *axis.com/my-axis/login*

When you create a new organization, you become its owner. The organization connects your system to the users of Axis cloud service. As an organization owner, you can:

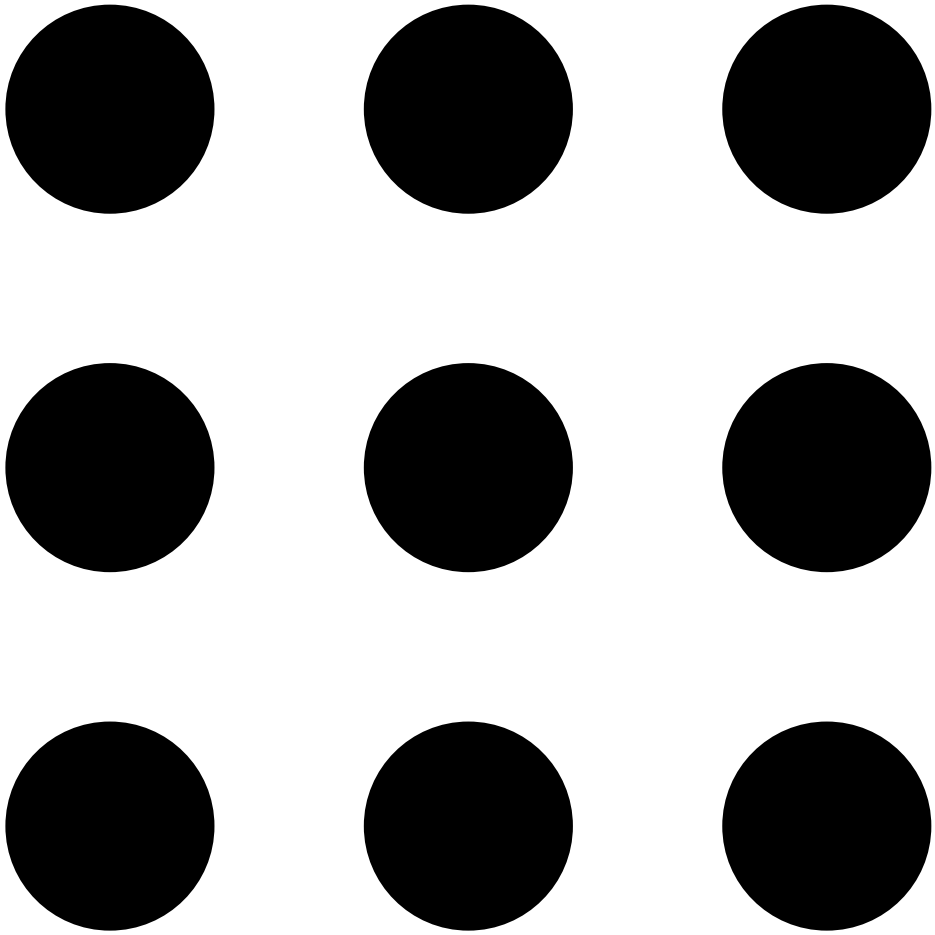
- Invite users to the organization. See *Add users to your organization*.
- Assign different roles to users.
- Build an organizational structure that fits your needs. You can structure the organization into folders and sub-folders. Typically, a folder represents a physical site or the location of a system within an organization.
- Manage licenses for your systems within your organization.

Change organization name

To change the name of your organization:

1. Select the organization that you'd like to change the name of.

2. Go to the App selector



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3. Select **Org. settings**
4. Under **Information**, click **Edit**.
5. Enter the new name of the organization.
6. Under **Notes**, enter a description of the organization.
7. Click **Save**.

Owners

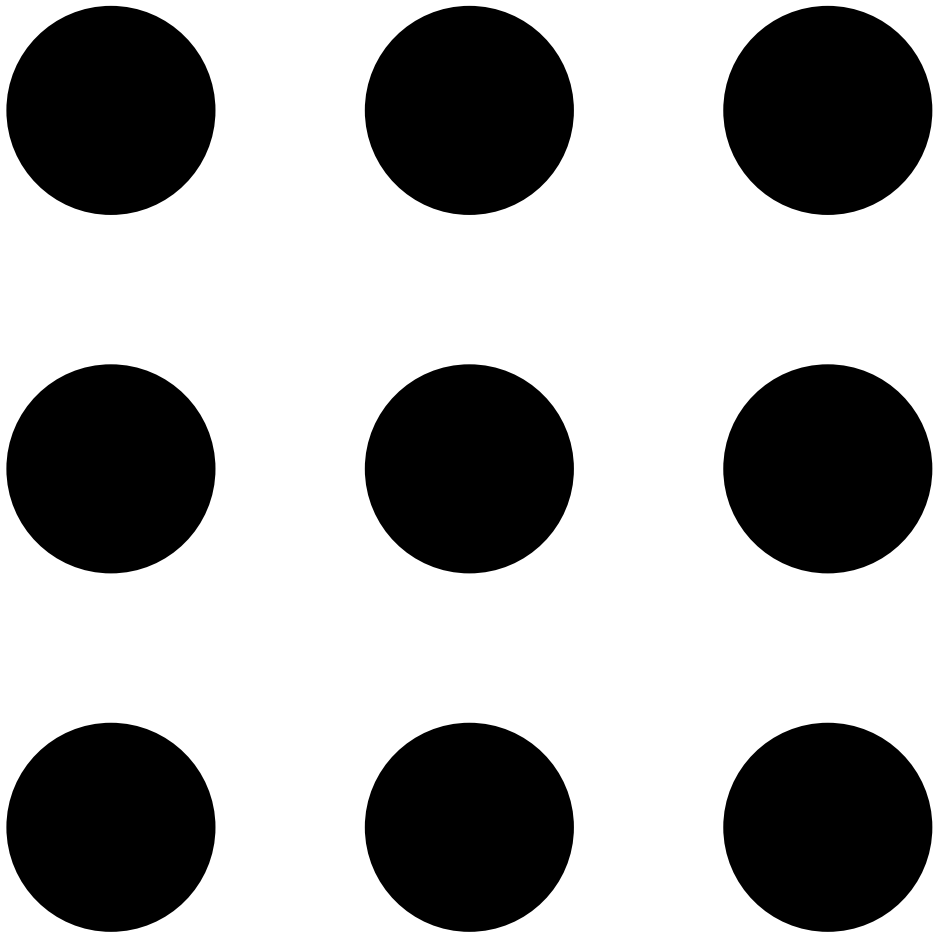
Ownership of an organization comes automatically when you create an organization. An owner has full access to an organization, its users, applications and devices. To transfer ownership you have to elevate a user to that role. There must be at least one owner of an organization.

Archive organization

If an organization is no longer needed, you can archive it for record-keeping purposes. We recommend you remove the devices before you archive an organization. Any active subscription licenses tied to this organization will be made unavailable and no refunds will be possible.

To archive an organization:

1. Go to the App selector



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2. Select **Org. settings**
3. Go to **Archive** .
4. Copy the organization ID.
5. Click on **Archive organization**.
6. Paste the organization ID.
7. Check the box that you understand the risks related to archiving an organization.
8. Click **Archive**.

⚠ CAUTION

Currently, there is no way you can retrieve an organization once it's archived. Therefore, we recommend that you save the organization ID before archiving. If you've archived an organization by mistake, you need to provide the organization ID to technical support.

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