

## Web client for AXIS Camera Station

**User manual**

# Web client for AXIS Camera Station

## About the web client

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### About the web client

The web client gives access to AXIS Camera Station Edge and 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**.

	AXIS Camera Station Cloud web client	AXIS Camera Station Pro web client
Use case	Allows an organization operator or administrator to view live and recorded video from any system within your organization, from anywhere on the internet.	Allows an AXIS Camera Station user to view live and recorded video from a system on a private network.
Configuration	In general, there's no need for any network configuration. However, our services include monthly 300 GB of relay data per organization. We recommend configuring your network to support peer-to-peer video transfer if your usage exceeds the data limit.	Using the appropriate network configuration, you can use the AXIS Camera Station Pro web client to access a server over the internet.
User management	My Axis users with permissions configured in <b>User management</b> in <b>My Systems</b> . All users have access to all systems within the same organization.	The same Windows users and groups with the same permissions configured in the AXIS Camera Station system.
Updates	The web servers run on Axis cloud servers and always have the latest features and updates.	The web server runs on the same server as your main AXIS Camera Station recording server. Each new version of AXIS Camera Station Pro also includes updates for the web client.

### Client system recommendations

Browsers – Chrome™ version 56 and later, Edge™ version 79 and later, Safari® version 11 and later

CPU – Intel Core i5

RAM – 4 GB

Graphics card – 256 MB onboard video memory

Graphics card driver – Always use the latest version

Network – 100 Mbps

Internet access – Required for **AXIS Camera Station Cloud web client** – 100 Mbps

File player for exported video – Supported web browsers and VLC

# Web client for AXIS Camera Station

## Access your system

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### Access your system

The way you access your system differs depending on whether you're connecting to a server on your private network with the **AXIS Camera Station Pro** web client, or through the cloud with the **AXIS Camera Station Cloud** web client.

### AXIS Camera Station Pro web client

Before you access your **AXIS Camera Station** server on your private network using the **AXIS Camera Station Pro** web client, we recommend that you install the **AXIS Camera Station** root certificate. See *Install the root certificate on page 3*.

To access the web client:

1. Open a web browser and enter `https://[address]`.
2. Sign in using your **AXIS Camera Station Pro** account.

[address] is the IP-address or server name for the **AXIS Camera Station Pro** server.

If you're connecting to a server on the same computer as the client, you can use the local host IP `127.0.0.1`.

### Install the root certificate

The **AXIS Camera Station** root certificate ensures a secure communication between the web client and the **AXIS Camera Station** server. To install the certificate:

1. Open **AXIS Camera Station Pro**.
2. Go to **Configuration > Security > Certificates**.
3. Under **Certificate authority**, click **Export...**
4. Save the certificate to a location you can access from the client computer.
5. Open (double-click) the certificate file on the client computer and click **Install Certificate...**
6. Select **Local Machine**.
7. Click **Next**.
8. Click **Yes**.
9. Select **Place all certificates in the following store**.
10. Click **Browse...**
11. Select **Trusted Root Certification Authorities**.
12. Click **OK**.
13. Click **Next**.
14. Click **Finish**.

### AXIS Camera Station Cloud web client

Before you can access your **AXIS Camera Station** server using the **AXIS Camera Station Cloud** web client for the first time, you must register your system with an organization. See *Register your system with an organization on page 4*.

Read more about organizations in the **My Systems** user manual.

To access the web client:

# Web client for AXIS Camera Station

## Access your system

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1. Go to <https://acs.mysystems.axis.com>.
2. Sign in using your My Axis account.

### **Register your system with an organization**

1. Open AXIS Camera Station Pro.
2. Go to **Configuration > Connected services > Management**.
3. Click **Register** and follow the onscreen instructions.
4. Go to **Configuration > Connected services > Management**.
5. Turn on **Synchronize system**.

# Web client for AXIS Camera Station

## Manage user roles and permissions

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### Manage user roles and permissions

#### AXIS Camera Station Cloud web client

The AXIS Camera Station Cloud web client uses My Axis users with permissions configured in user management in My Systems. In user management, you can invite users to different roles and accept invitations. See *Invite users on page 5* and *Accept an invitation on page 5* for more information.

The user roles and permissions are configured on the organization level. For example, if you assign the operator role to a user, that user can access video from any site within the organization.

#### Invite users

To invite users, go to *User management in My Systems*. For more information about inviting users in My Systems, see the *My Systems user manual on axis.com*.

#### Accept an invitation

To accept an invitation, go to *User management in My Systems*. For more information about accepting invitations in My Systems, see the *My Systems user manual on axis.com*.

#### AXIS Camera Station Pro web client

The AXIS Camera Station Pro web client uses the same Microsoft Windows users and groups with the same permissions configured in AXIS Camera Station system. See *Configure user permissions in the AXIS Camera Station user manual* for more information.


# Web client for AXIS Camera Station

## Use the web client

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### Use the web client



#### View live video

1. Click  to open the pane with cameras and views.
2. Select the source you want to view live video from.

The pulsating green status indicator shows you that you're watching live video.

#### Select a stream profile

A stream profile is a group of settings that affect the video stream, such as resolution, video format, frame rate, and compression. To change the stream profile for a camera:

1. Select the camera.
2. Open the context menu  .
3. Click  Stream profiles.
4. Select one of the available stream profiles.

**High** – Optimized for the highest quality and resolution.

**Medium** – Optimized to balance high quality with performance. Only available for AXIS Camera Station Pro.

**Low** – Optimized for performance.

#### Pan tilt zoom the image



If you're using a PTZ camera you can pan, tilt, and zoom in the live view image.

**Pan and tilt** – Click in the image where you want to point the camera.


**Zoom** – Scroll the mouse wheel backward or forward to zoom in or out.

#### Go to a PTZ preset

You can access any PTZ presets configured in AXIS Camera Station. To go to a PTZ preset:

1. Select the PTZ camera.
2. Open the context menu  .
3. Click  PTZ presets.
4. Select one of the available PTZ presets.


#### View recordings

1. Click  Go to playback to open the playback view.

# Web client for AXIS Camera Station



## Use the web client

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2. Click  to select the date you think the event occurred.
3. Use the timeline to locate the recording.

The red status indicator shows you that you're watching recorded video.

### Select playback quality


1. Go to the recording you want to view.
2. Click  .
3. Click  Quality.
4. Select your preferred image quality.

### Download a recording

1. Go to the recording you want to download.
2. Click  .
3. Move the markers on the timeline to define the start and end.
4. Click **Download**. The web browser saves the recording to your download folder.

### Share a recording

You can copy a recording link to your clipboard and then send it to someone within your organization.

1. Open the recording you want to share.
2. Go to the point in the recording that you want to share.
3. Click  to copy the link to your clipboard.
4. Paste the link in your message.

# Web client for AXIS Camera Station

## Troubleshooting

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### Troubleshooting

Problem	Cause	Solution
Can't access the web client in the cloud	You have no internet access.	Make sure you have internet access.
	The service is down.	Go to <i>status.axis.com</i> and check if the service is running.
Can't access the web client on the private network	The reverse proxy component doesn't start because another process already uses port 443.	<b>Option 1:</b> Disable the service that uses port 443.
		<b>Option 2:</b> <ol style="list-style-type: none"><li>1. Change the web client port in AXIS Camera Station Pro Service Control.</li><li>2. Restart the AXIS Camera Station Pro service.</li><li>3. Access the web client on <code>https://[Server IP address]:[new port]/web-client/</code>.</li></ol>
No video	AXIS Camera Station Edge offers a limited number of video streams. Each web client uses one stream.	Turn off web clients that are not in-use.
Bad video performance	You're using too many video streams.	Reduce the number of video streams.
	The graphic card doesn't fulfill the minimum requirements, see <i>Client system recommendations on page 2</i> .	Upgrade your computer.



