Web client for AXIS Camera Station

User manual

About the web client

The web client gives access to **AXIS Camera Station Pro** and **AXIS Camera Station Edge** 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** (for AXIS Camera Station Pro only) 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 **User management** in **My Systems**. 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

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 .

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 makes sure there is 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 root certificate to a location you can access from the client computer.

5. Add the root certificate in your browser as a trusted certificate.

   There are different ways to do this, read the instructions on how to add certificates for the browser you use.

AXIS Camera Station Cloud web client

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

Before you can access your **AXIS Camera Station Edge** devices using the AXIS Camera Station Cloud web client for the first time, you must enable connected services on your devices. See *Enable connected services on your devices in the AXIS Camera Station Edge user manual* for more information.

Read more about organizations in the My Systems user manual.

To access the web client:

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**.

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 and 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.

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.

2. Select a playback source. See for more information.

3. Click ⊞ to select the date you think the event occurred.

4. Use the timeline to locate the recording.

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

Timeline colors	
Blue	Continuous recording
Red	Motion detected
Gray stripes	No recordings
Purple	Cloud-stored recording

Cloud storage	
☁●	You've chosen cloud storage as video source.
☁⚠	The web client has switched to cloud storage as video source, which could mean there's an issue with the device's storage.

Select playback source

If you've turned on AXIS Camera Station Cloud storage for a device, you can choose a playback source.

1. Click ↻▶ **Go to playback** to open the playback view.

2. Click ✿ .

3. Click ⬛ **Playback source**.

4. Select **All** or **Cloud storage**.

Playback source	
All	Play recordings from the device or server and from cloud storage.
Cloud storage	Play recordings only from cloud storage.

Select playback quality

1. Go to the recording you want to view.

2. Click ✿ .

3. Click ⬚✦ **Preferred quality**.

4. Select your preferred image quality.

Use the web client

Export a recording

Important

> If you use AXIS Camera Station Pro web client, you must install the AXIS Camera Station root certificate to export a recording .

1. Go to the recording you want to export.

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.

Store recordings in the cloud

AXIS Camera Station Cloud Storage offers a way to store your recordings in the cloud. To configure cloud storage:

1. Enable the connected services on your devices. See
   Enable connected services on your devices in the AXIS Camera Station Edge user manual for more information

2. Activate cloud storage for the organization. See for more information.

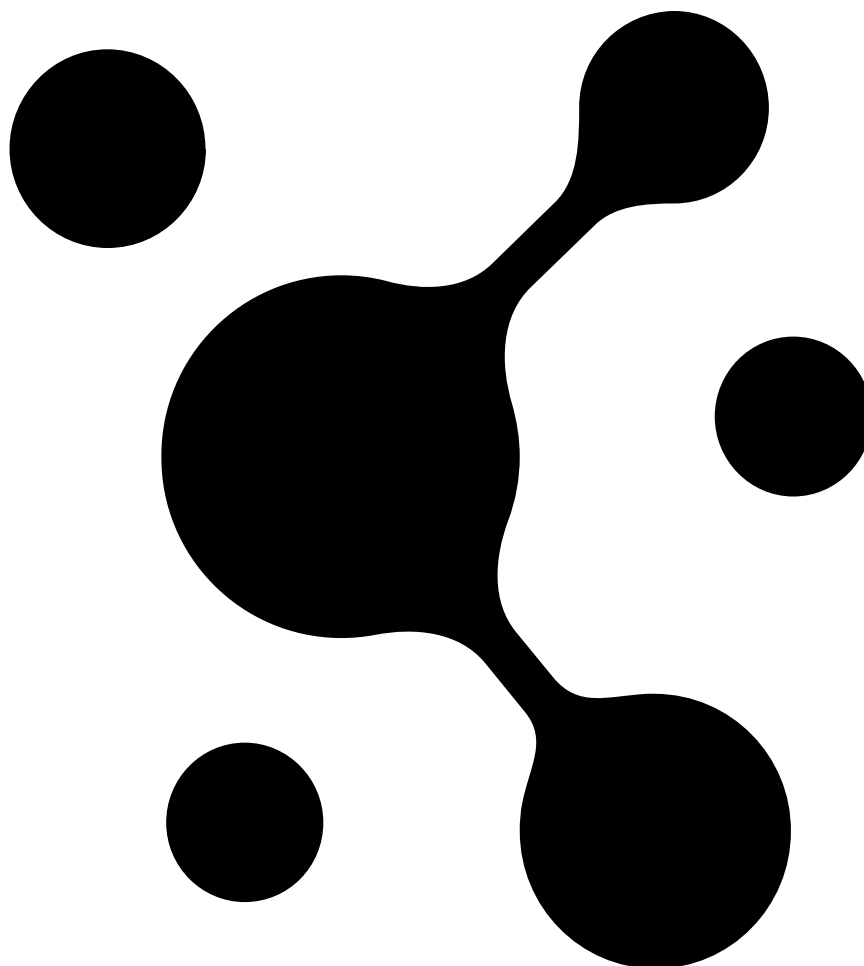3. Turn on cloud storage for your individual cameras. See for more information.

For AXIS Camera Station Cloud Storage to connect to required services, you need to allow some traffic in the firewall. See for more information.

Activate cloud storage for an organization
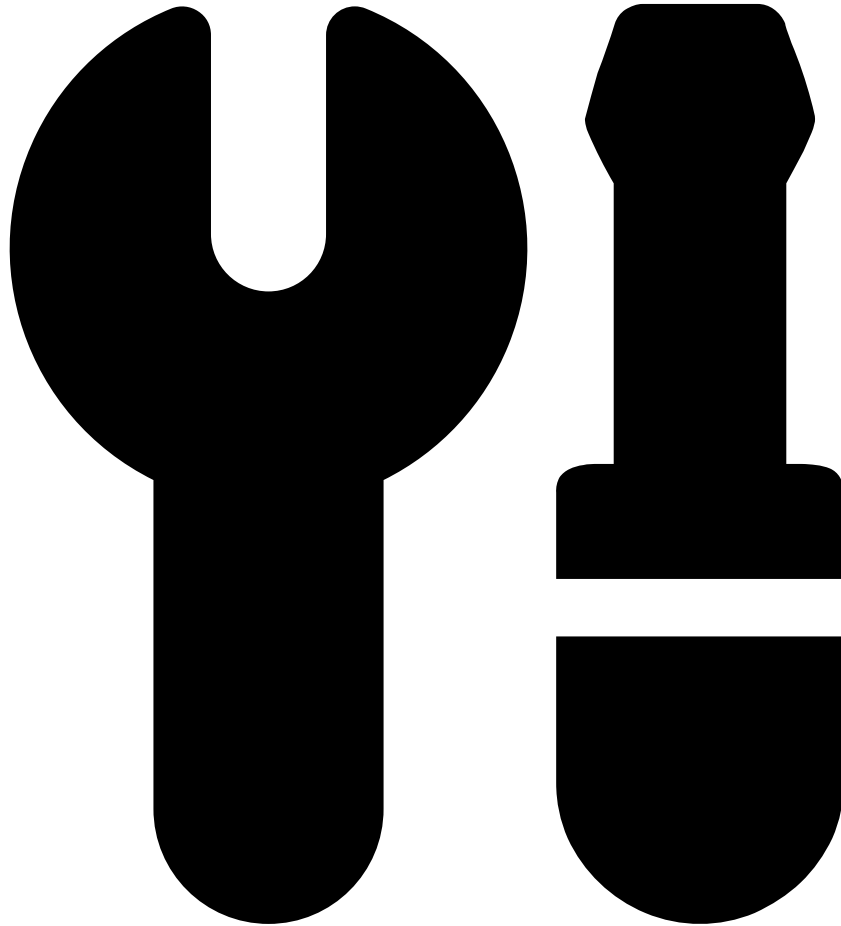
1. Open the My Systems menu

.

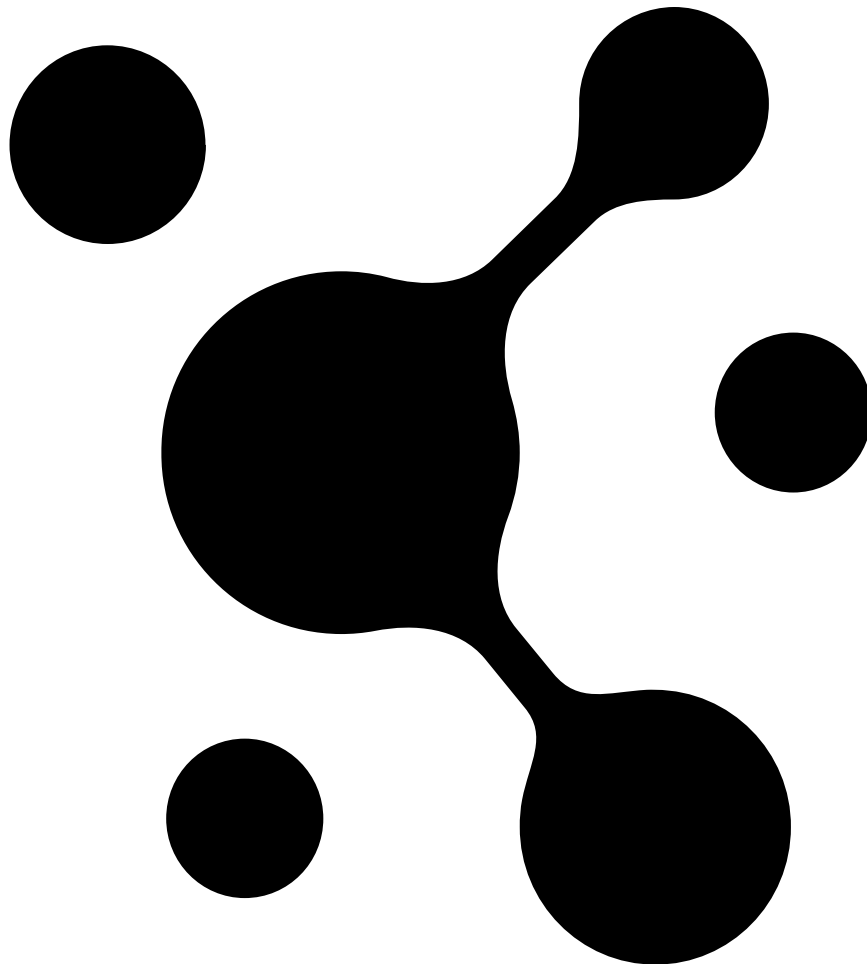## Store recordings in the cloud

2. Open

Cloud storage.

3. Click **Activate** and follow the on-screen instructions.

Store recordings in the cloud
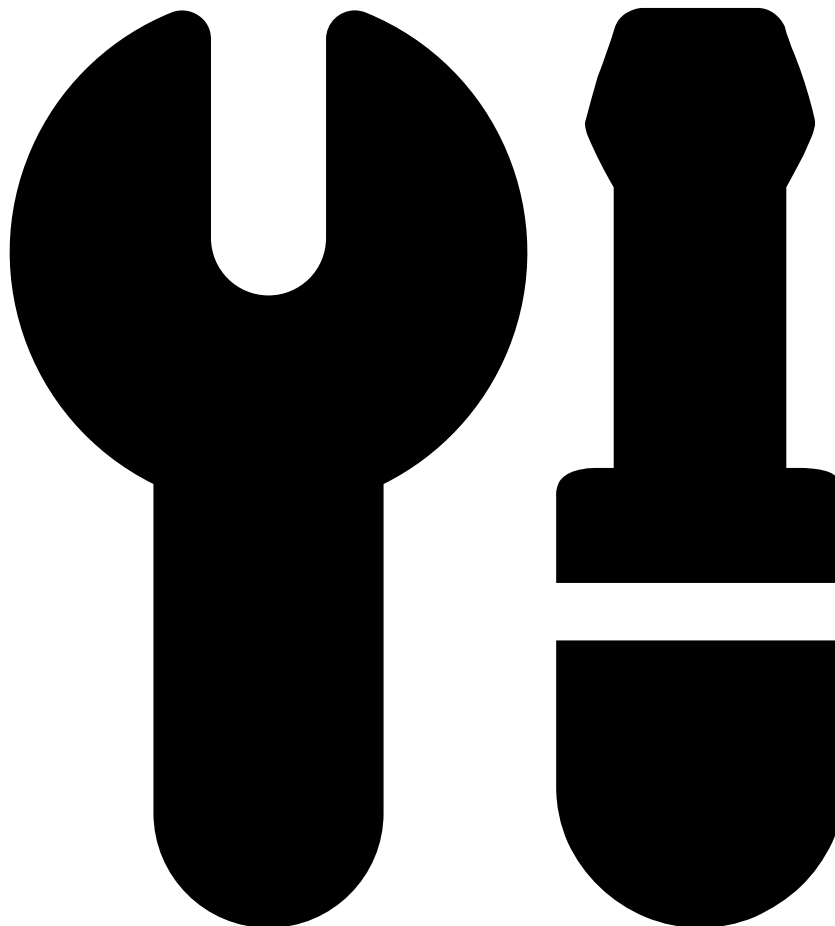
Turn on cloud storage for your individual cameras

1. Open the My Systems menu

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2. Open

Cloud storage.

3. Select the cameras that you want to turn on cloud storage for.

4. Click **Turn on cloud storage.**

5. Click **Confirm.**

Store recordings in the cloud

Cloud storage settings

Storage setup	
Storage location	The storage location is the region where you store your recordings. Changing the storage location affects only future recordings and doesn't move your old recordings.
Retention time (days)	Currently the retention time is fixed at 30 days.
Recording resolution	Currently the resolution is fixed at 720p.

Firewall configuration

For AXIS Camera Station Cloud Storage to connect to required services, you must allow the following URLs in the firewall:

- *.connect.axis.com

    - prod.keyserver.vms.connect.axis.com

    - prod.cloudstorage.vms.connect.axis.com

- *.wasabisys.com

    - *.s3.<region>.wasabisys.com

<region>	Description
ap-southeast-2	Australia
ca-central-1	Canada
eu-central-2	EU
eu-west-1	UK
us-east-1	US

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 *status.axis.com* 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.	**Option 1:**Disable the service that uses port 443.
		Option 2: 1. Change the web client port in AXIS Camera Station Pro Service Control. 2. Restart the AXIS Camera Station Pro service. 3. Access the web client on `https://[Server IP address]:[new port]/web-client/`.
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 .	Upgrade your computer.