

## Web client for AXIS Camera Station

**User manual**

# Web client for AXIS Camera Station

## About the web client

---

### 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
<b>Use case</b>	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 <b>AXIS Camera Station</b> user to view live and recorded video from a system on a private network.
<b>Configuration</b>	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 <b>AXIS Camera Station Pro web client</b> to access a server over the internet.
<b>User management</b>	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 <b>AXIS Camera Station</b> system.
<b>Updates</b>	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 <b>AXIS Camera Station</b> recording server. Each new version of <b>AXIS Camera Station Pro</b> 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

---

### 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 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 *Register your system with an organization on page 3*.

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**.

# Web client for AXIS Camera Station

## Access your system

---

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

---

### 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

---

### 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:

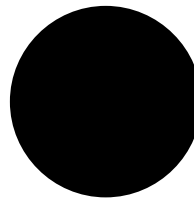
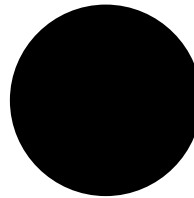
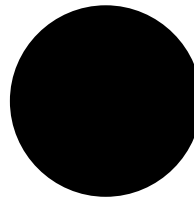
1. Select the camera.

# Web client for AXIS Camera Station

## Use the web client

---

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

**Pan and tilt** – Click in the image where you want to point the camera. If you're using digital PTZ you can also click and drag the image.

# Web client for AXIS Camera Station

## Use the web client

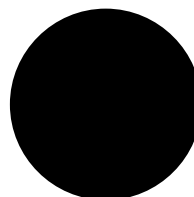
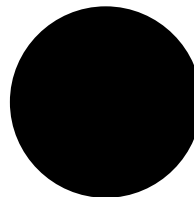
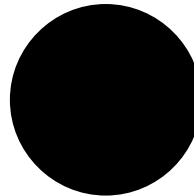
---


Zoom - Scroll the mouse wheel forward or backward 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.





# Web client for AXIS Camera Station






## Use the web client

---


### View recordings

1. Click  Go to playback to open the playback view.
2. Select a playback source. See *Select playback source on page 9* 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.

Playback controls	
	Jump to previous recording
	Play recording
	Jump to next recording
	Skip 0.5 seconds backward
	Skip 0.5 seconds forward

Timeline colors	
Blue	Continuous recording
Red	Motion detected
Gray stripes	Unknown. In the future, where there are no recordings yet. Or, when you scroll back in time, before the client has loaded recordings from the server.
Purple	Cloud-stored recording

Cloud storage	
	You've chosen cloud storage as video source. Or, 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.

# Web client for AXIS Camera Station

## Use the web client

---

1. Click  Go to **playback** to open the playback view.
2. Click  .
3. Click  **Playback source**.
4. Select **All** or **Cloud storage**.

Playback source	
<b>All</b>	Play recordings from the device or server and from cloud storage.
<b>Cloud storage</b>	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.

### Export recordings


#### 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. You can double-click the start and end markers to move them to the current time. The selection can contain many recordings.
4. Click **Export**. 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.

### Take a snapshot

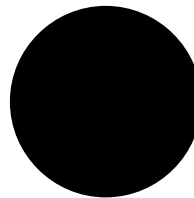
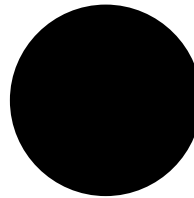
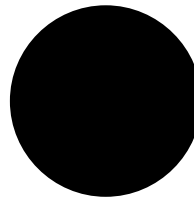
You can take a snapshot of recordings and of live video.

# Web client for AXIS Camera Station

## Use the web client

---

1. Open the context menu

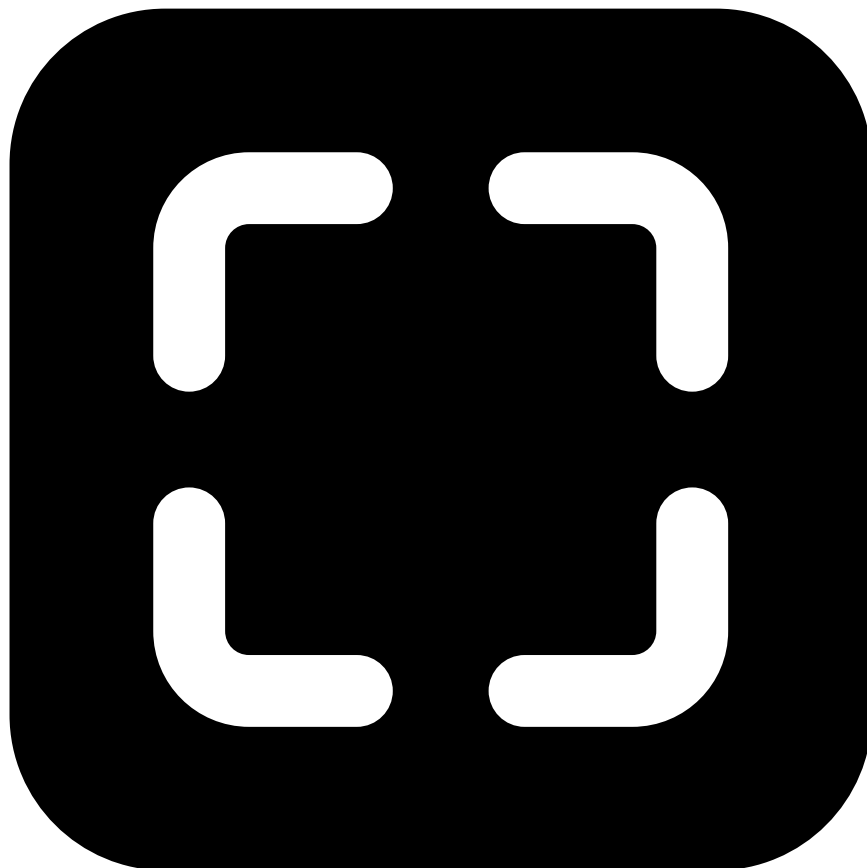


## Web client for AXIS Camera Station

### Use the web client

---

2. Click



#### Snapshot.

The web client copies the snapshot to your clipboard and saves it to your downloads folder.

# Web client for AXIS Camera Station

## Search for objects in recordings

---

### Search for objects in recordings

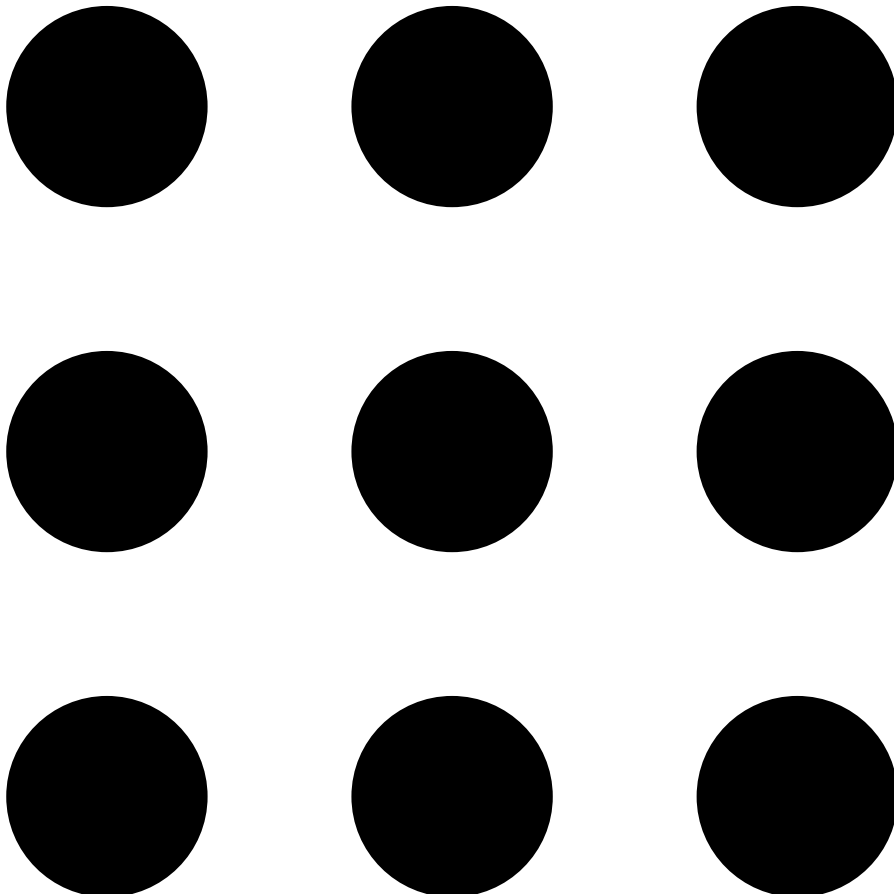
Smart search helps you find objects like people and vehicles in your recordings.

**Note**

- Smart search in My Systems requires an AXIS Camera Station Pro system version 6.5 or later, that's registered with the connected services.
- Free text search in My Systems requires an AXIS Camera Station Pro system version 6.5 or later.
- Before you start searching, you must configure Smart search 2 in AXIS Camera Station Pro. See *Configure Smart search 2 in the AXIS Camera Station Pro user manual*.

To search:

1. Open the My Systems menu



# Web client for AXIS Camera Station

## Search for objects in recordings

---

2. Open



### Smart Search.

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:

- In the AXIS Camera Station Pro Windows client, turn on background processing for important or frequently used cameras.
- In the AXIS Camera Station Pro Windows client, 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.

# Web client for AXIS Camera Station


## Search for objects in recordings






---

Cameras	To limit the search by camera, click <b>Cameras</b> and select the cameras you want to include in the search.
Search interval	To limit the search by time, click <b>Search interval</b> and select a time range, or create a custom interval.
Area	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 if you need to.
Line crossing	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.
Size and duration	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.
Speed	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. <b>Note</b> The speed filter is available for products like radars and fusion cameras that can detect speed.
Object characteristics	
Person	To detect persons, go to <b>Object characteristics &gt; Pre-classified</b> , select <b>Person</b> and the clothing colors. You can select multiple colors.
Vehicle	To detect vehicles, go to <b>Object characteristics &gt; Pre-classified</b> and select the vehicle types and colors. You can select multiple vehicle types and vehicle colors.
Unknown object detections	To include the detections that Smart search classifies as unknown, go to <b>Object characteristics &gt; Pre-classified</b> and select <b>Unknown object detections</b> .
Visual similarity	You can use a search result with a person in the image to search for visually similar persons. Open the context menu

# Web client for AXIS Camera Station

## Search for objects in recordings

Object characteristics	
	 <p>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>
Free text	Free text search allows you to describe what you're looking for in the recordings using your natural language. To free text search, go to <b>Object characteristics &gt; Free text</b> and enter your search text. See <i>Free text search on page 16</i> for more information.

Search results	
Latest first 	Smart search shows the search results in descending order with the latest detections first. Click  <b>Oldest first</b> to show the oldest detections first.
Columns 	To adjust the size of the thumbnails in the search result, click <b>Columns</b> and change the number of columns.
	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.

### Free text search

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



# Web client for AXIS Camera Station

## Search for objects in recordings

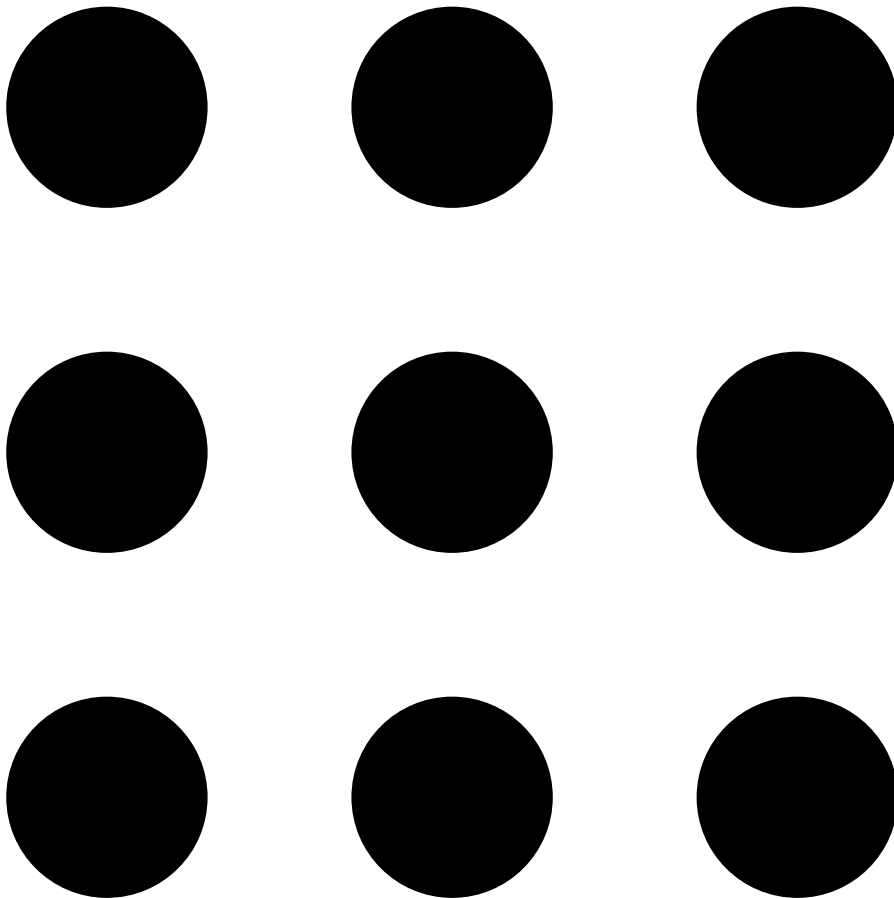
---

**Note**

Before you can free text search, you must configure it in AXIS Camera Station Pro. See *Free text search in the AXIS Camera Station Pro user manual* for more information.

To free text search:

1. Open the My Systems menu



# Web client for AXIS Camera Station

## Search for objects in recordings

---

2. Open



Smart Search.

3. Click **Object characteristics**.
4. Click **Free text**.
5. The first time you're using free text search, click **Show** and read **Intended use, limitations and responsible use**. Click **OK**.
6. Enter what to include and exclude in your search. See *Prompting guidelines on page 18* for help on how to free text search.
7. 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}

# Web client for AXIS Camera Station

## Search for objects in recordings

---

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.

# Web client for AXIS Camera Station

## Store recordings in the cloud

---

### 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.
  - **AXIS Camera Station Edge:** See *Enable connected services on your devices in the AXIS Camera Station Edge user manual* for more information.
  - **AXIS Camera Station Pro:** See *Configure connected services in the AXIS Camera Station Pro user manual* for more information.
2. Activate cloud storage for the organization. See *Activate cloud storage for an organization on page 20* for more information.
3. Turn on cloud storage for your individual cameras. See *Turn on cloud storage for your individual cameras on page 22* for more information.

For AXIS Camera Station Cloud Storage to connect to required services, you need to allow some traffic in the firewall. See *Firewall configuration on page 25* for more information.

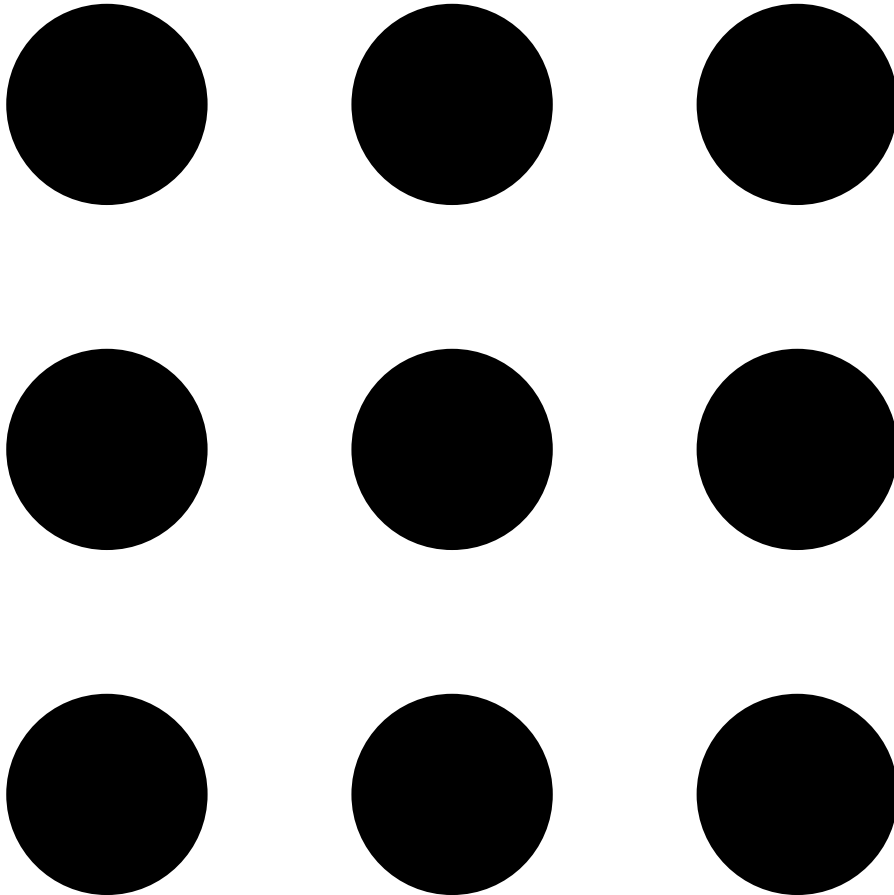
# Web client for AXIS Camera Station

## Store recordings in the cloud

---

### Activate cloud storage for an organization

1. Open the My Systems menu

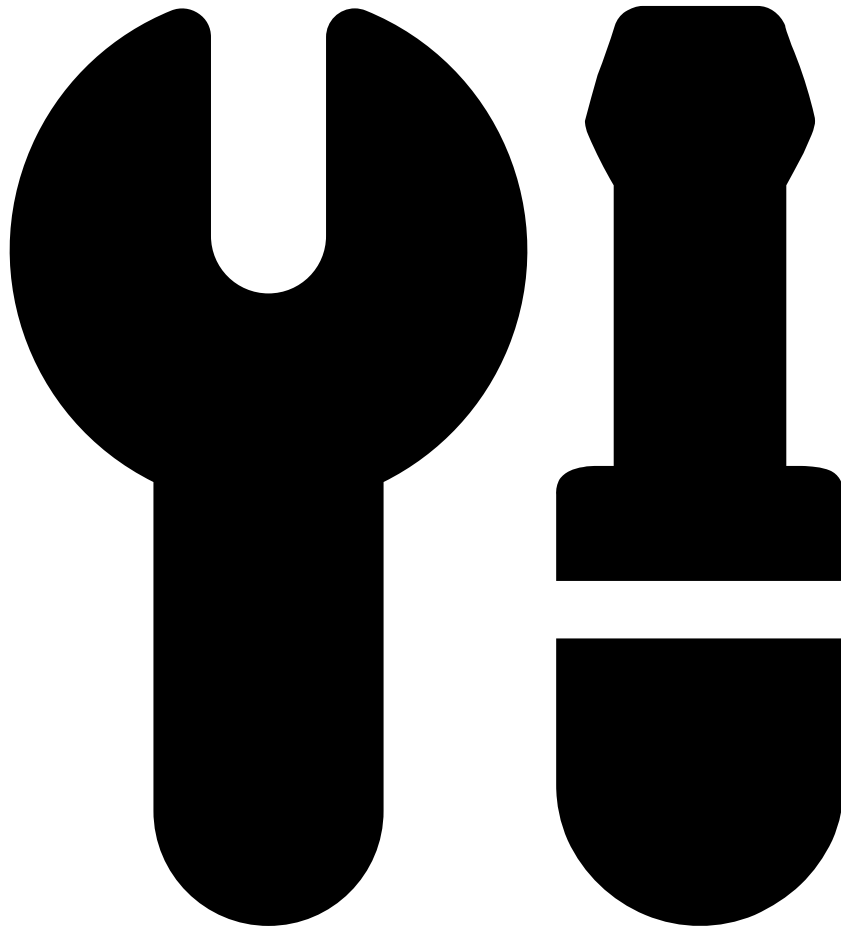


## Web client for AXIS Camera Station

### Store recordings in the cloud

---

2. Open



Cloud storage.

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

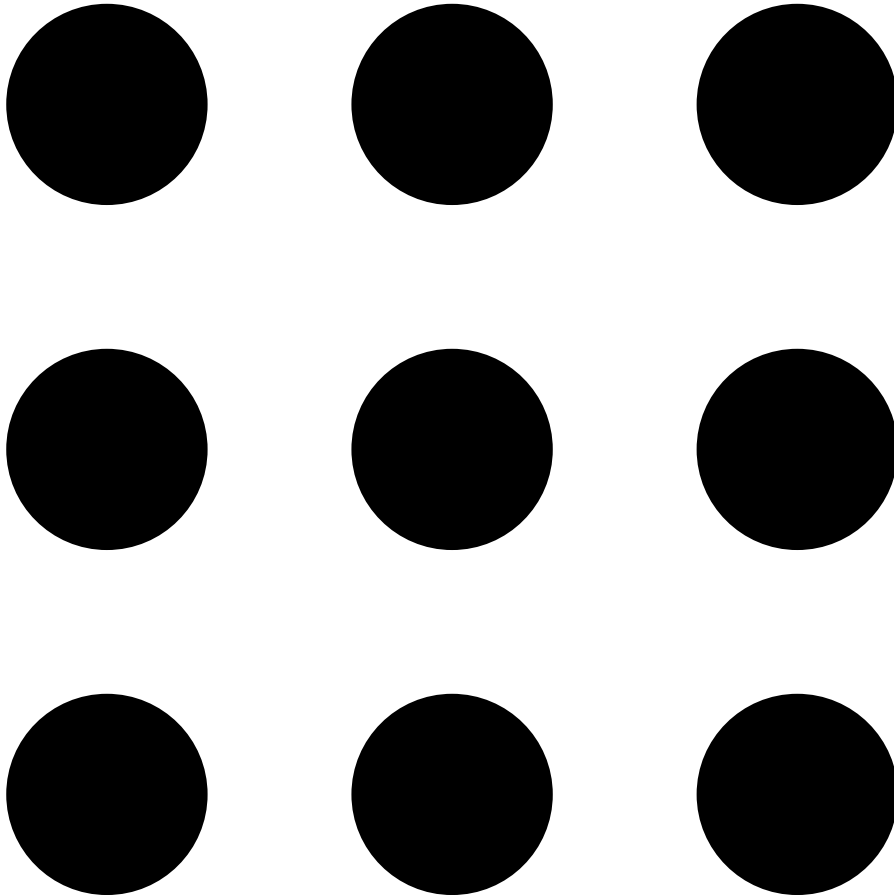
# Web client for AXIS Camera Station

## Store recordings in the cloud

---

### Turn on cloud storage for your individual cameras

1. Open the My Systems menu

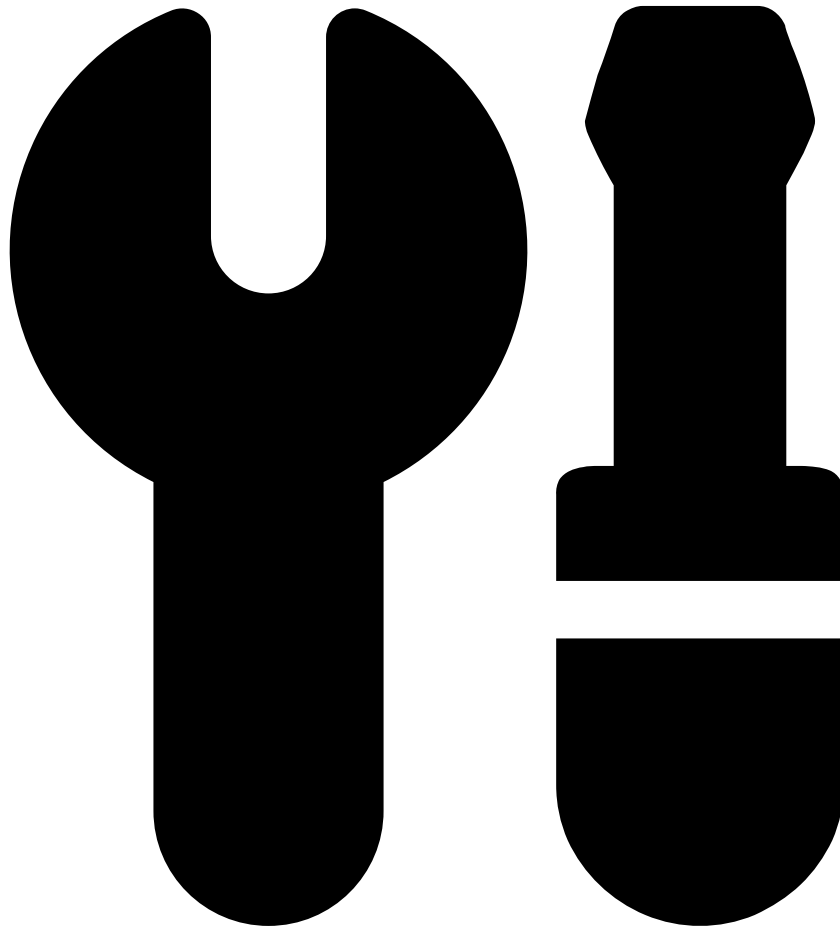


## Web client for AXIS Camera Station

### Store recordings in the cloud

---

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**.



# Web client for AXIS Camera Station

## 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

# Web client for AXIS Camera Station

## Troubleshooting

---

### 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>
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.
Can't export recording	You're using an untrusted certificate.	Install the root certificate and try again. See <i>Install the root certificate on page 3</i> .

