

# HOW TO

## Enable and use AXIS Camera Station Secure Remote Access

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## Introduction

This how-to document is dedicated for general audience.

Axis Secure Remote Access allows AXIS Camera Station client or Axis mobile applications access the servers located on different networks/locations without the need of manual port-forwarding or configuration of a router.

Secure communication is in the core of Axis Secure Remote Access. The technology uses multiple levels of authentication to establish an encrypted communication between a client and the cameras in the surveillance system.

### Prerequisites

AXIS Camera Station 5.12 or higher

Internet access.

A joint MyAxis account: The same account must be used on all AXIS Camera Station servers and clients/mobile apps.

Please note that Axis doesn't take any responsibility for how this configuration may affect your system. If the modification fails or if you get other unexpected results, you may have to restore the settings to default.

## Data allowance limit

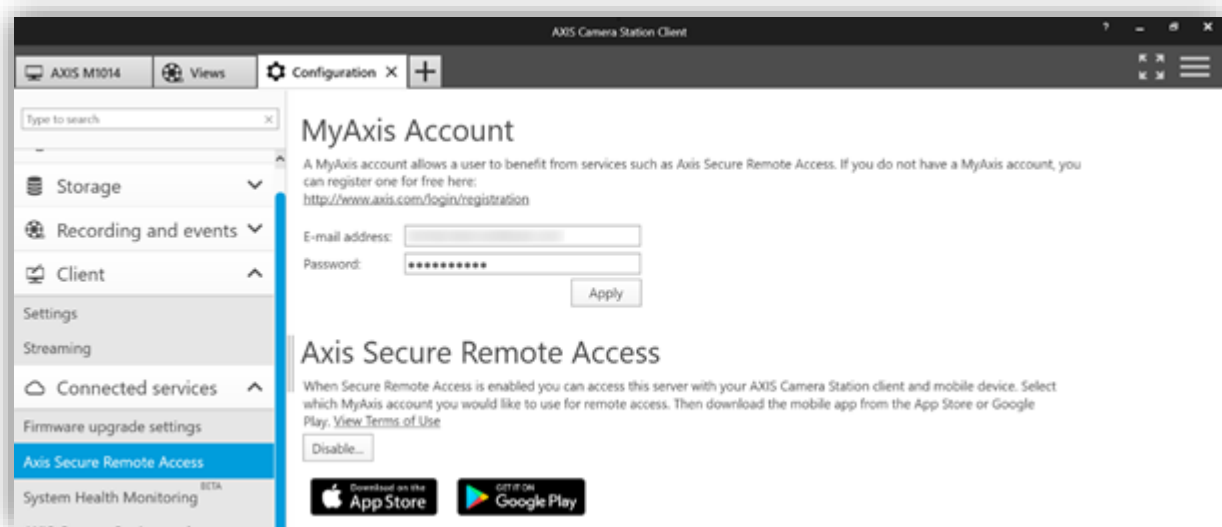
When a secure peer-to-peer connection is established between the client/mobile app and the server, there is no limitation in data transfer. If direct communication cannot be established, it is relayed through the mediator servers. The complimentary relayed data transfer is 5 GB per month and per MyAxis user.

## How to enable/disable AXIS Camera Station Secure Remote Access

This is done in two steps, firstly on the server, then on the remote client/mobile viewing app.

### Step 1: Enable/Disable Axis Secure Remote Access on the server

Logon to the server via Axis Camera Station Client on the same computer. Add Configuration tab using + button, head to Connected services > Axis Secure Remote Access. Enter MyAxis account credentials and click on Apply. From that moment remote services will be associated with provided account. Click on “Enable” button below Axis Secure Remote Access section. Note that the button will change to “Disable” once Secure Remote Access has been successfully enabled.



Normally it takes a few seconds before it is enabled. This step is needed only once and does not need to be redone if the server's network status changes, e.g. when the server's IP address changes.

Axis Secure Remote Access can be disabled by clicking on “Disable” button. If a client is currently connected to the server via Axis Secure Remote Access, it cannot be disabled.

To change to use another MyAxis account or empty previously entered MyAxis account, you need to disable Axis Secure Remote Access first.

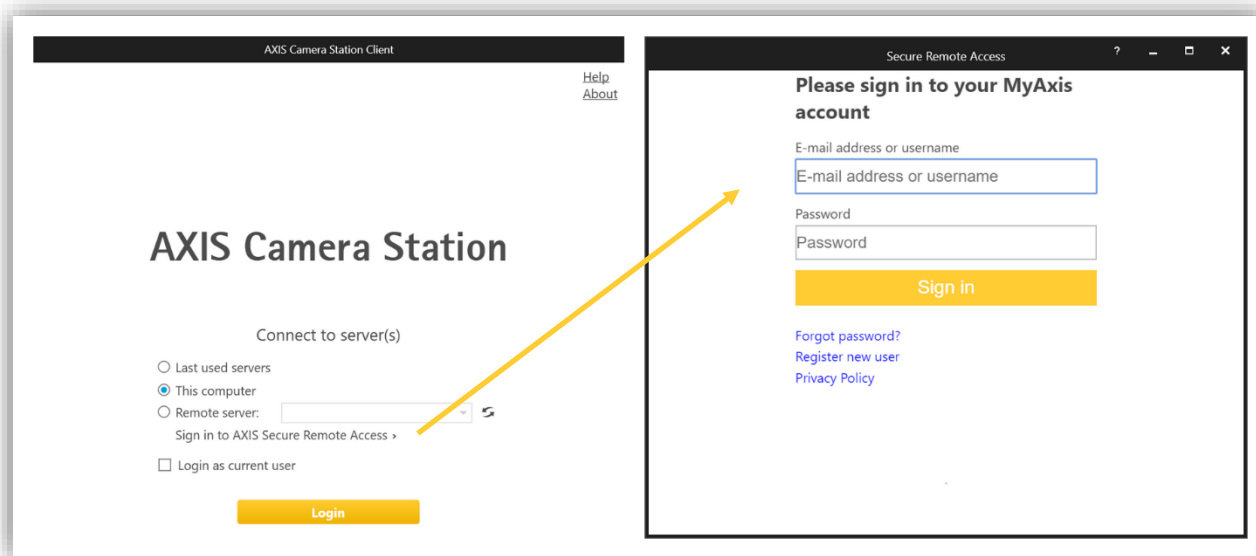
**NOTE**

Some special symbols are currently not supported in the MyAxis account password, although they are supported on [www.axis.com](http://www.axis.com) due to a limitation. If the password containing the following special symbols (at least) are entered in Axis Camera Station, the credentials will always be considered invalid: £ ¨ Å Ä Ö.

**Step 2: Access the server remotely via Secure Remote Access**

## A) From a remote client

Start AXIS Camera Station client at the remote location and click on “Secure Remote Access”. Enter the same MyAxis account credentials as the one used to enable Axis Secure Remote Access on the remote server in the previous step.

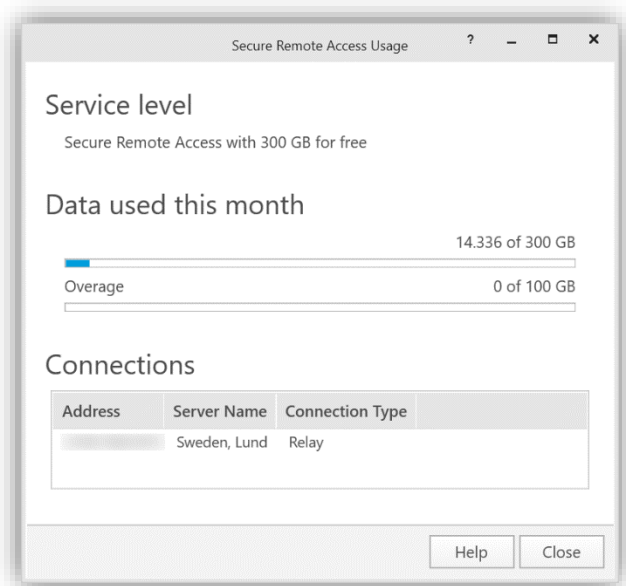


Now the remote server list will be refreshed. Choose “Remote server”, the dropdown list should be populated with remote servers that have Axis Secure Remote Access enabled under the MyAxis account. Those servers have a star (“\*”) appended to their names to separate them from remote servers accessible without usage of Axis Secure Remote Access. If a specific server is missing from the list, press the “refresh” button to force the servers list refresh.

Choose the desired server and logon with the corresponding user credentials as usual. When logged in, the user can see whether peer-to-peer communication or relayed data transfer is used, as well as the total amount of relayed data used by the MyAxis account since the first day of that month.

## If relayed data transfer is used instead of peer-to-peer communication

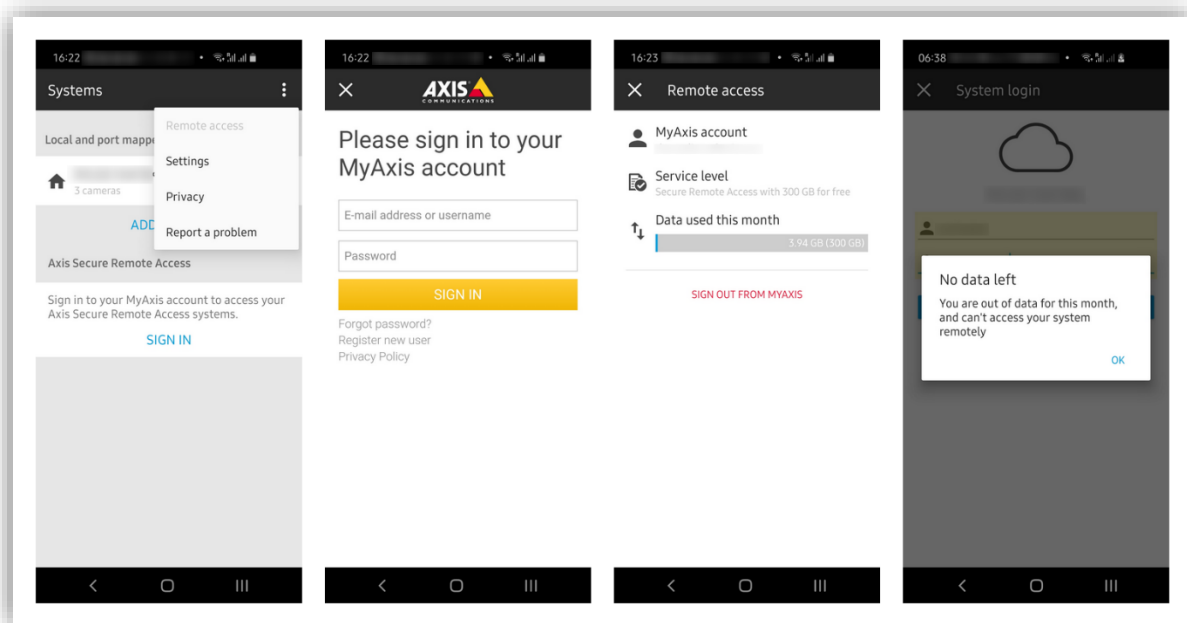
The value of relayed data consumption is refreshed every 10 seconds on the client side based on its own calculation. Every 5 minutes, the client synchronizes with the Axis mediator servers to get an accurate update. The Axis mediator servers have an overview on each MyAxis account's relayed data consumption. This is calculated based on the information provided by each server with Axis Secure Remote Access enabled under this MyAxis account. Every server provides an update to the Axis mediator servers every 5 minutes as well.





When the available relay data of the MyAxis account is used up, a "No Relay Data Left" message will be displayed. Live view and playback will not be available – the client will have to be disconnected from the server. A similar error message will be shown the next time a client tries to logon to this server (or another server where peer-to-peer communication cannot be established) via Axis Secure Remote Access with this account.

### B) From Axis mobile application

In Axis mobile viewing app, remote access needs to be activated first by signing in with the same MyAxis account as the one used to enable Axis Secure Remote Access on the remote server. When signed in, the total amount of relayed data used during current month and by current MyAxis account be shown.



Sample images taken from AXIS Camera Station client on Android OS

After that, the remote server list will be updated with all remote servers that have Axis Secure Remote Access enabled under the MyAxis account. These servers have  icon in front of their names, compared with servers accessible without using Axis Secure Remote Access which are identified by icon . Choose a desired server and logon with the corresponding user credentials as usual.

### If relayed data transfer is used instead of peer-to-peer communication

A message “This stream is limited by your service level” will be shown during video streaming. In case if all relayed data allowance for the current MyAxis account is consumed, a “No data left” message will be shown while trying to stream or to logon to the site again – this applies to all servers where Secure Remote Access is used with the same MyAxis account and peer-to-peer communication cannot be established.

## Frequently Asked Questions

- [How to configure AXIS Camera Station in order to use Secure Remote Access if I have proxy servers in my network?](#)
- [When is the relayed data for AXIS Camera Station Secure Remote Access renewed every month?](#)
- [When can peer-to-peer communication not be established?](#)

For more information regarding Axis Secure Remote Access, please refer to resources available on [axis.com](http://axis.com).