

HOW TO.

Connect to
AXIS Camera Station.

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Introduction

The purpose of this document is to explain how to connect to an AXIS Camera Station server from a computer or from a mobile app. You can connect to the server in different ways:

- Connect to the server from a local network
- Connect to the server from the internet:
 - via AXIS Camera Station Secure Remote Access
 - via port mapping (not recommended)

The information provided in this document is based on AXIS Camera Station 5.16 and higher. You can perform most steps in older versions but the interface might look different.

Prerequisites

MyAxis account

AXIS Camera Station 5.16 or later

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.

Prepare your system

Before you can connect to the AXIS Camera Station server from a client device, you must prepare your system. The general preparation workflow is:

1. Install AXIS Camera Station Windows app
2. Create Windows users
3. Add Windows users to AXIS Camera Station Windows app
4. Configure the server's firewall
5. Install AXIS Camera Station mobile app

The steps you must perform depend on your system's configuration, the client's location and the network infrastructure.

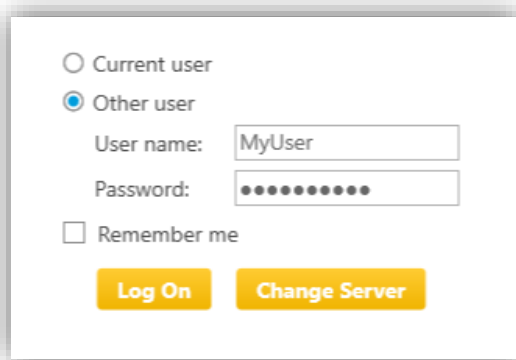
About user and user groups

To connect to an AXIS Camera Station server from a client device you must have a Windows user with the correct permissions. This user can be the default administrator account on the Windows machine that the server is installed on, or a user that you've created.

AXIS Camera Station allows you to use both local Windows and domain users and user groups. If you use a domain setup, you must join the server to the domain. Your IT department might have to help you with this

On the physical server, you can use the current account, if using a Windows admin account, to connect the local client application to the AXIS Camera Station server.

- Log on as current user:
If the current Windows user is added to the permission list on the server, select **Log on as current user** and click **Log on**. This option is mostly used on Domain setup.
- Log on as other user:
 - If the current Windows user is not added to the permission list on the server, clear **Log on as current user** and click **Log on**.
 - In the next page, select **Other user**. Enter the correct username and password and click **Log on**.



Current user

Other user

User name:

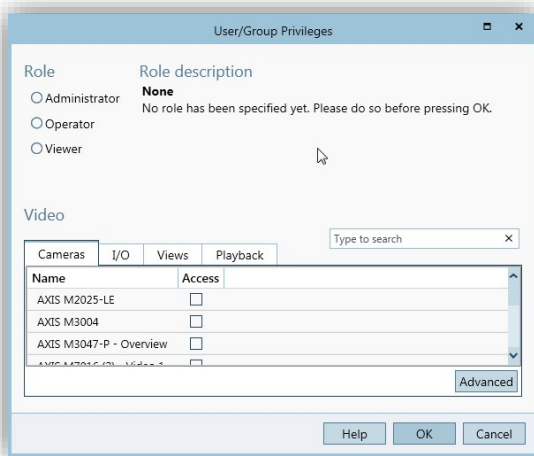
Password:

Remember me

A user or user group can have one of the following roles:

- **Administrator:**
 - Full access to all functionality and all cameras and devices.
- **Operator:**
 - Full access to all functionality except Configuration menu, Configuration workspace, Device management page and Audit log.
 - Full access to selected cameras and I/O ports.
 - You can restrict access to playback and recording export.
- **Viewer:**
 - Access to live video from selected cameras.
 - Access to selected I/O ports.

Click **Advanced** under the different tabs for more options to customize the Operator and Viewer accounts.



Install AXIS Camera Station Windows app (client)

1. Download the Windows app from <https://www.axis.com/products/axis-camera-station/overview>.
2. Install the same Windows app version as the server version.

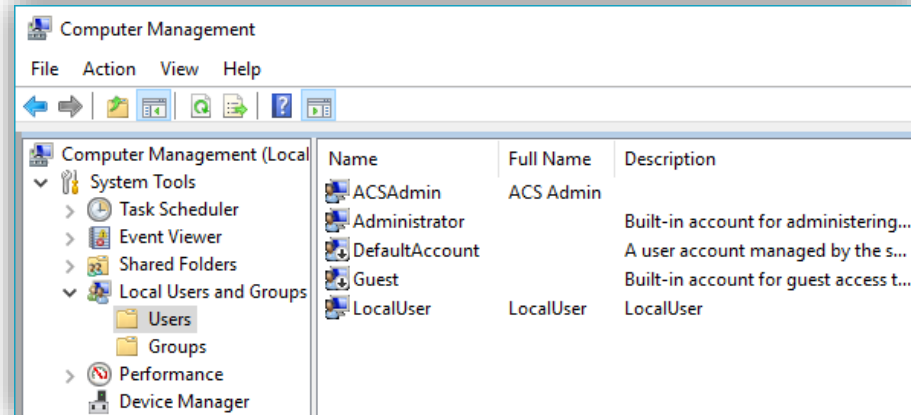
NOTE

For AXIS Camera Station version 5 or later:
If your client is on the same network as the server, and you update the server at a later date or install the wrong client version, the server provides the client with information about which version to use at the first connection.

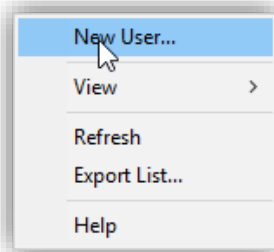
Create Windows users

To use local Windows users and user groups, you must add them to the Windows server that AXIS Camera Station is installed on. We recommend that all users have their own account.

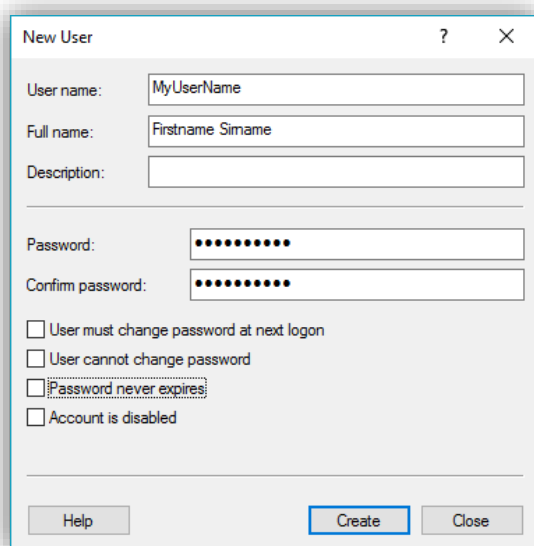
1. Go to **Computer Management > System tools > Local Users and Groups > Users.**



2. On the left-hand side, right-click the **Users** folder and select **New user.**



3. Enter **User name**, **Full name** and **Password**. This is the user account that can login remotely to the AXIS Camera Station server.
4. Clear **User must change password at next logon.**

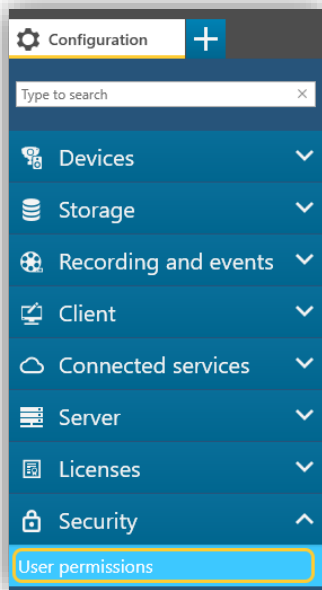


5. Click **Create.**

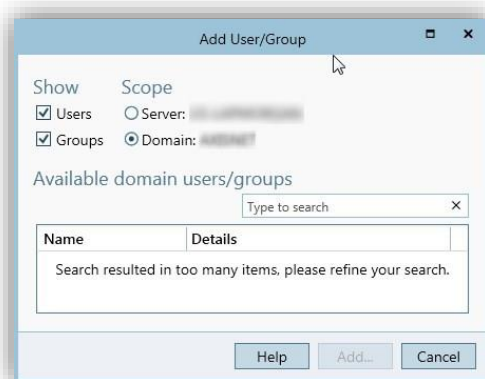
Add Windows users to AXIS Camera Station

After creating the Windows users, you must add them to the AXIS Camera Station.

1. Open AXIS Camera Station client and log in to the server with the current user.
2. Go to **Configuration > Security > User permissions**.



3. In the bottom right of the window, click **Add**.
4. Select the scope for which you want to add the account from.
 - **Server**: fetches the local users and groups.
 - **Domain**: fetches the domain users and groups.



5. Select the user and click **Add**.
6. Select the role and permission level you want for the user and click **OK**.
If you use a local account, we recommend you to login with that user as a test after adding it.

Configure the firewall on the server

During the installation, AXIS Camera Station automatically configures the Windows firewall exceptions for incoming traffic used by AXIS Camera Station. If you use a third-party firewall, you might have to request for a similar set of exceptions to be added to the configuration. In most cases only the “Inbound” port range of 55752 to 55757 requires an exception.

The following table shows the different ports being used in a typical AXIS Camera Station setup.

Port Number	Protocol	Inbound/ Outbound	Used by	Comments
80 & 443	HTTP & HTTPS	Outbound	ACS Server & Client to Internet	Activate license, download firmware, connected services, etc.
80	HTTP	Outbound	ACS Server & Device	Video stream & device data
5353	UDP	Outbound	ACS Server & Device	mDNS Discovery (Bonjour) search for cameras Multicast 224.0.0.251
1900	UDP	Outbound	ACS Server & Device	SSDP Discovery upnp search for devices Multicast 239.255.255.250
3702	UDP	Outbound	ACS Server & Device	WS-Discovery webservices discovery Onvif Multicast 239.255.255.250
55752	HTTP	Inbound	ACS Server & Client	Video, audio, metadata stream (AES encryption) If TCP fails on 55754, 55752 with HTTP is used for application data (AES encryption)
55754	TCP	Inbound	ACS Server & Client	Encrypted application data (TLS 1.2 encryption)
55755	TCP	Inbound	ACS Server & Client	Server discovery SSDP/UPNP
55756	TCP	Inbound	ACS Server & Mobile App	Encrypted application data HTTPS Video stream MP4 over HTTPS
55757	TCP	Inbound	ACS Server & Mobile App	Video stream RTSP over HTTP
*50333	TCP	Inbound	ACS Server & 3rd party application	Application data for 3rd party applications using ACS API
*50334	TCP	Inbound	ACS Server & 3rd party application	Video port used by 3rd party applications using ACS API

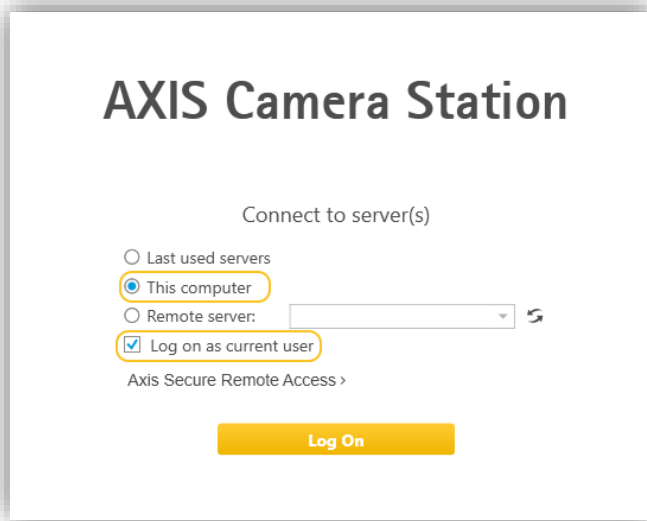
Install AXIS Camera Station mobile app

1. Go to the appropriate app store and download the app. You find links to the app stores at: <https://www.axis.com/products/axis-camera-station/overview>
2. Install the latest version.

Connect to server from a local network

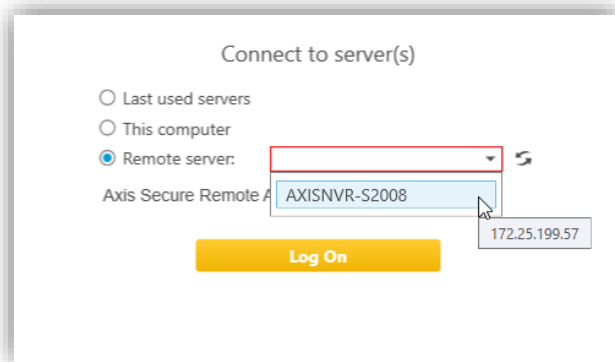
Connecting to the server while on the same Windows machine as the server requires no extra configuration past the installation.

1. Open the AXIS Camera Station Windows app on the physical machine used to run the AXIS Camera Station service.
2. Select **This computer** and **Log on as current user**.
Clear **Log on as current user** to use a different Windows user.
3. Click **Log on**.



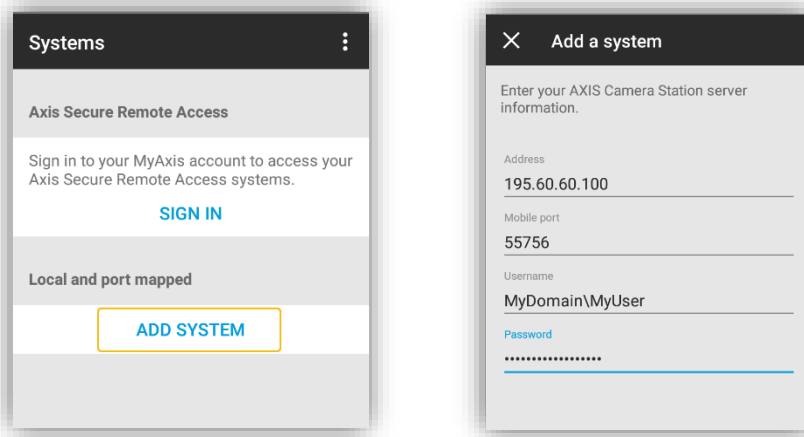
Connect from a remote Windows app (client)

1. Open the AXIS Camera Station Windows app.
2. Select **Remote server**.
3. Select a server in the list or type the IP address of the AXIS Camera Station server.
If Simple Service Discovery Protocol (SSDP) is allowed on the local network you can expand the dropdown list to view all local servers.



Connect from the mobile app

1. Open the AXIS Camera Station mobile app.
2. Click **Add system** and enter the local IP or local server name.



3. If you don't use the default values, adjust the port number accordingly.
4. Log in with the Windows account you've configured on the server. You only have to log in the first time you access a specific server. The mobile app saves your username and password.
Depending on your system configuration, you might have to use the format "domain\user" or "servername\user".

Connect to server via AXIS Camera Station Secure Remote Access

About Axis Secure Remote Access

Secure remote access allows a client or mobile app to connect a server without the need of a port forward. When a secure peer-to-peer connection is established between the client or mobile app and the server, there is no limitation in data transfer.

When direct communication cannot be established, the communication is relayed through the mediator servers. The complimentary relayed data transfer is 1GByte per month per MyAxis user.

For more information about Axis Secure Remote Access, go to:

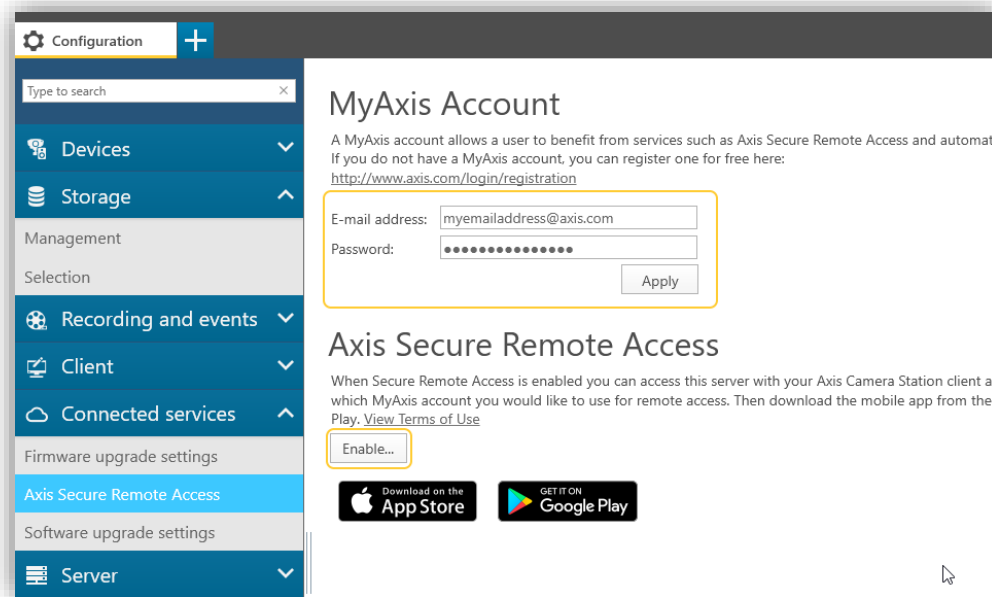
<https://www.axis.com/technologies/axis-secure-remote-access>

The requirements for AXIS Camera Station Secure Remote Access are:

- AXIS Camera Station 5.12 or higher
- Internet access (If using a proxy server, see section [Server proxy settings](#))
- A MyAxis account.
All servers, clients and mobile apps that want access to the system use this account.

Configure the server

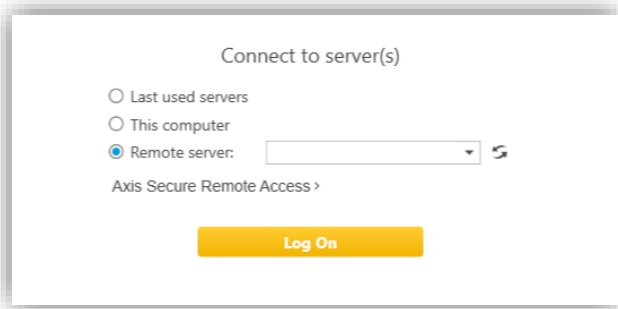
1. From the same network as the server, log on to the AXIS Camera Station server with an administrator user.
2. Go to **Configuration > Connected services > Axis Secure Remote Access**.
3. Sign in to your MyAxis account.



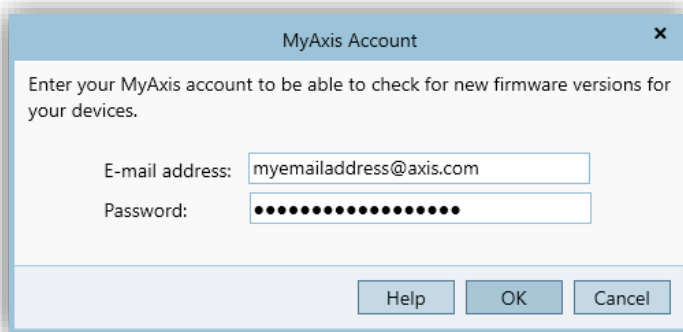
Connect from the Windows app (client)

1. Open the AXIS Camera Station Windows app.

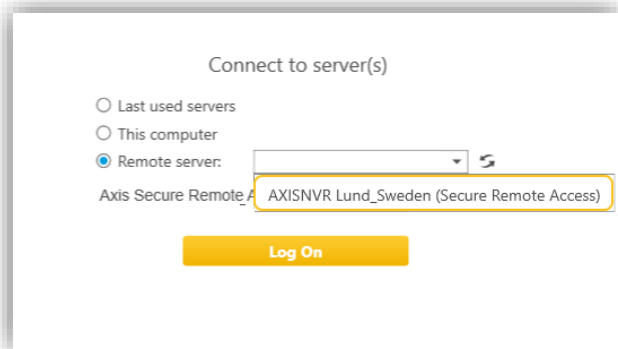
2. Click **Axis Secure Remote Access**.



3. Enter the same MyAxis account as you used when you configured the server.



4. Select **Remote server** and a server from the list.
The server displays as "ServerName (Secure Remote Access)".

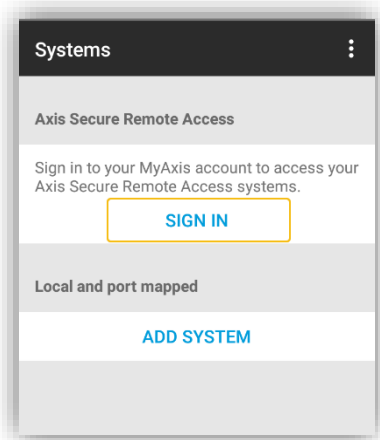


5. Click **Log on**.

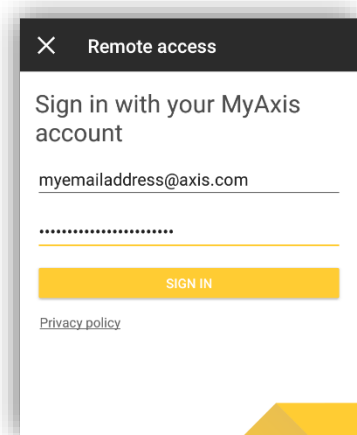
Connect from the mobile app

1. Open the AXIS Camera Station mobile app.

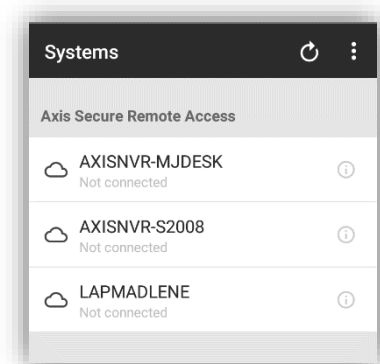
2. Click **Sign in**.



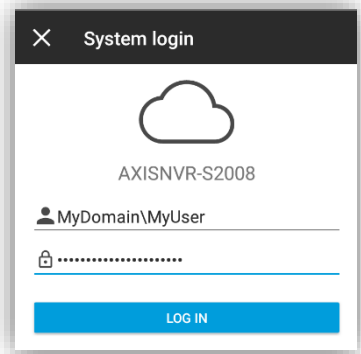
3. Enter the same MyAxis account as you used when you configured the server.



4. Select a server.



5. Log in with the Windows account you've configured on the server. You only have to log in the first time you access a specific server. The mobile app saves your username and password.
Depending on your system configuration, you might have to use the format "domain\user" or "servername\user".



Connect to server via port mapping



For cyber security reasons it is not recommend to use port mapping. Axis Communications recommend using AXIS Secure Remote Access instead. Read more about cyber security and AXIS Secure Remote Access on www.axis.com

About port mapping

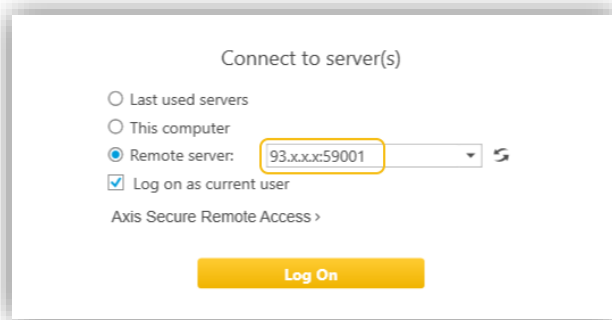
To connect to your server from a remote location you can do port mapping on your router. Depending on your network's infrastructure, you might have to involve your network administrator to perform this part of the configuration.

Configure the server

1. On the router connecting the AXIS Camera Station server to the internet, open the following ports:
 - To allow client connection: 55752 and 55754
 - To allow mobile connection: 55756 and 55757

Connect from the Windows app (client)

1. Open the AXIS Camera Station Windows app.
2. Select **Remote server**.
3. Type the public IP or fully qualified name of the network where the AXIS Camera Station server is installed.

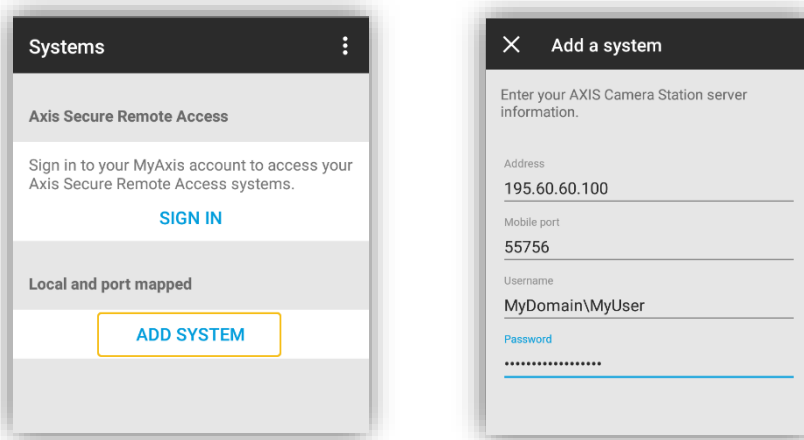


4. If your port forwarding rules don't use the default port, add “:**port#**” in the address. Example: “myserver.axis.com:60009”

Connect from the mobile app

1. Open the AXIS Camera Station mobile app.

2. Click **Add System** and enter the public IP or public fully qualified name



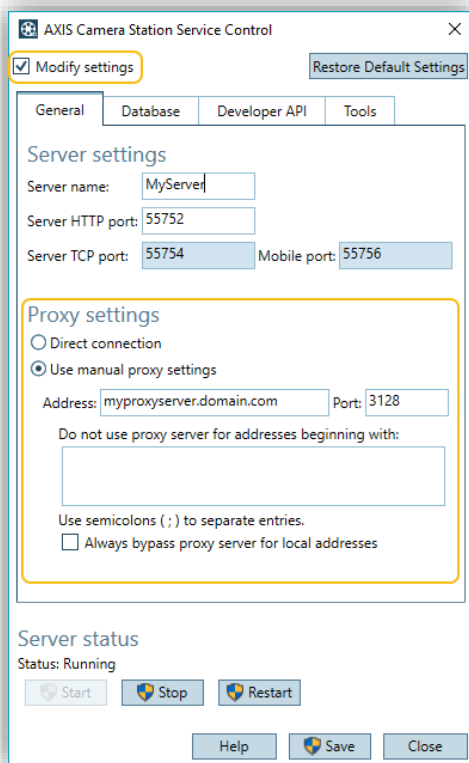
3. If you don't use the default values, adjust the port number accordingly.
4. Log in with the Windows account you've configured on the server. You only have to log in the first time you access a specific server. The mobile app saves your username and password.

Advanced settings

Server proxy settings

If your server is on a network requiring proxy setting to get out to the internet you may need to add the proxy information to the service.

1. Open AXIS Camera Station Service Control.
2. Stop the service.
3. Select **Modify settings**.
4. Adjust the proxy settings.
5. Click **Save**.
6. Start the service.

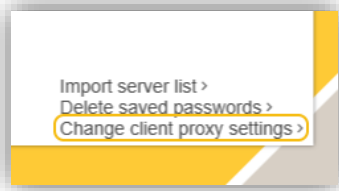


Client proxy settings

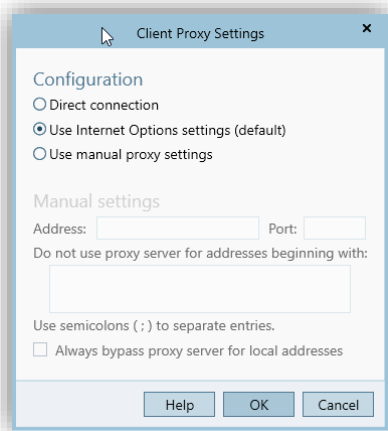
If you use an Windows app that requires a proxy to access certain websites you need to configure the AXIS Camera Station client to use the same proxy server.

1. Open the AXIS Camera Station Windows app.

2. Click **Change client proxy settings**.



3. Adjust the settings as required and click **OK**.

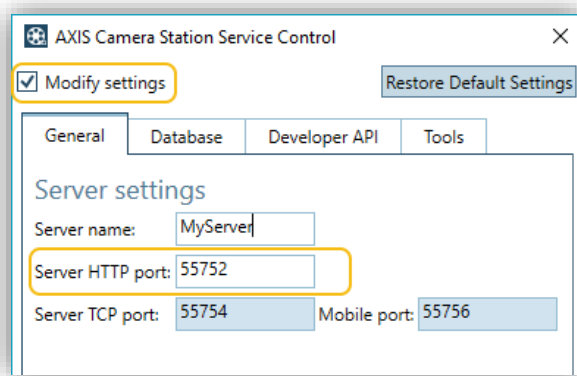


Port mapping more than one server

If you run more than one server on the same network requiring port mapping, you must change the AXIS Camera Station default port (55752). Each server must have a unique port.

For each server do the following:

1. Open AXIS Camera Station Service Control.
2. Stop the service
3. Select **Modify settings**.



4. Edit the HTTP port, all other ports adjust to their expected number.
5. Save and start the service again.
6. Use the new port range for the port forward.