

How to

Updating AXIS Camera Station 5 or earlier to AXIS Camera Station Pro June 2025

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1. Introduction

The purpose of this document is to explain the process of migrating an AXIS Camera Station 5 or earlier server to AXIS Camera Station Pro. This guide will cover two scenarios; migrating the software within the same server, and migrating the software to a new server.

Prerequisites

Before migrating:

- Update your Axis Camera Station server to the latest version of Axis Camera Station 5. It is required to update to version 5.58 or later.
- Verify your server meets the recommended <u>System Requirements</u>.
- Read about the new features available in AXIS Camera Station Pro <u>Here</u>.
- The default ports used have changed. You can check the port settings in Service Control. Read the <u>Port lists in the user manual</u> for more information.
- Know what Organization you plan to onboard the system to. For more information about Organizations, read <u>Here.</u>

Note

- If the current version of AXIS Camera Station server is earlier than 4.31.018, you must first upgrade to version 5.24 because the database is upgraded after version 5.24. Then you can upgrade to the latest version.
- If your current version of AXIS Camera Station server is 4.31.018 or later, you can directly upgrade to the latest version of AXIS Camera Station 5.
- Upgrading your licenses will be free until January 2026. For more information about AXIS Camera Station Pro licenses, see <u>Licenses</u> for more information.
- All client PCs which connect to this server will also need to be updated to AXIS Camera Station Pro.



Once you begin, the upgrade process will be irreversible. Please be fully prepared before you begin.

If you are planning to migrate only software, skip ahead to <u>Upgrading to AXIS</u> <u>Camera Station Pro</u>.

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2. Moving to new Hardware

This section will be related to if you plan to additionally move the AXIS Camera Station server to new Hardware.

2.1. Moving AXIS Camera Station related data

- 1. Install the latest version of AXIS Camera S
- 2. tation 5 on the new server. This should match the version from the old server.
- 3. Go to AXIS Camera Station Service Control and click Stop to stop the service on the old server.
- 4. Copy the main database files in *C:\ProgramData\AXIS Communications\AXIS Camera Station Server* from the old server to the same location on the new server. For details about database files, see <u>Database files</u>.
- 5. If you use AXIS Camera Station Secure Entry, copy SecureEntry.db and the Cardholder photos folder in *C:\ProgramData\Axis Communications\Axis Camera Station\Components\Axis Secure Entry* from the old server to the same location on the new server.
- If you use AXIS Smart Search, Copy smartSearch.sqlite3 and smartSearchTracks.sqlite3 in C:\ProgramData\Axis Communications\Axis Camera Station\Components\AXIS Smart Search\data from the old server to the same location on the new server.
- 7. If you use AXIS System Health Monitoring, Copy system-healthmonitoring.sqlite3 in *C:\ProgramData\Axis Communications\Axis Camera Station\Components\AXIS System Health Monitoring* from the old server to the same location on the new server.
- 8. If your recordings are stored on the old server, move them from the recording location specified under *Configuration => Storage => Management* to the same location on the new server. If you use network attached storage, this step is not necessary.

2.2. Restoring software on new hardware

On the new server:

- 1. Start the AXIS Camera Station service.
- 2. Start the AXIS Camera Station client.
- 3. Log on to the server. If you have already signed in once, this may be happen automatically.
- 4. Restore important credentials:
 - Regenerate the Root CA certificate. For instructions, see <u>Generate a</u> root CA.
 - If your recordings are on a network share, go to Configuration => Storage => Management, select the network share and click Reconnect....
 - Make sure the path to the recordings folder stays the same for the new server and re-enter the password.

Note

Since the server can't access the recordings at startup, they might have been deleted from the database. To resolve this issue, stop the service and then replace ACS_RECORDINGS.FDB again.

- 5. Enter the passwords for the devices in *Configuration => Devices => Management.*
- 6. Restore optional credentials:
 - SMTP server with password: go to Configuration => Server => Settings, edit the SMTP server, and re-enter the password.
 - Password-protected Send HTTP Notification actions: go to *Configuration* => *Recordings and events* => *Action rules*, edit the rules, and re-enter the passwords.
 - Scheduled exports to a password protected network share: go to Configuration => Server => Scheduled export and re-enter the password.

- Incident reports to a password protected network share: go to *Configuration => Server => Incident report*, re-enter the password, and click Apply.
- 7. If applicable, add additional devices to the server.
- 8. If this is an offline server, contact <u>Axis Support</u> for help releasing your licenses so that you may upgrade your licenses to AXIS Camera Station Pro licenses.

3. Upgrading to AXIS Camera Station Pro

Now that your system is the latest version of AXIS Camera Station 5, you can upgrade directly to the latest version of AXIS Camera Station Pro. Simply run the installer for AXIS Camera Station Pro, found <u>here</u>. After upgrading, you must relicense your AXIS Camera Station Pro server. If it is an online server, it must be onboarded in order to utilize Cloud Services and Secure Remote Access v2.

4. Licensing and Registration

4.1. Online installation

If you are licensing offline, you can skip ahead to Offline Installation.

 Go to Configuration => Connected services => Management, then onboard the server. Follow the prompts. Be sure you are adding the server to the correct organization. The licensing cannot be undone. If you are migrating the server on behalf of another company, use the other companies' organization.



2. Your licenses will have been migrated for you. If you are not using an AXIS NVR, you will need to click here to start your subscription.

∧ ∷	Froduct list	AXIS Camera Station Pro.	oduct overview 🕒 Product wallet 🔗 Product licensing	g 🕼 Systems setup
	AXIS Camera Station Pro Upload system file Offine products HORTCUTS G Where to buy licenses G Axis licenses guide G ACS 5 license portal	License status	Product details Reported core devices 8 Allocated licenses for current period - Next renewal date	Start your subscription AXIS Camera Station Pro is in trial mode. We hope you find the product useful. To continue to use the product after the trial period you need to start a subscription and buy licenses. It's easy to get started and will only take a minute. When you have started your subscription, a 30 days grave period begins, and you can enjoy full access to the product. Ensure to license the product during the grave period
		About Axis subscription An Axis subscription An Axis subscription license gives you the right to use the Axis product for a selected period of time. During that time, you will continuously get	Current subscription year timeline The graph shows the amount of devices reported to AXIS L	Start your subscription

3. Add any additional licenses to account for additional devices added to the server (optional).

Product list PRODUCTS	Station Pro. 🗇 🕫	Product overview 📄 Product wallet 🤄 Product licensing 🕲 Systems setup	
AXIS Camera Station Pro	This is your wallet for AXIS Camera Station Pro licenses. Add licenses to your wallet, by reedeming your license key, before you can license the product.	Redeem license key To add the licenses to the wallet, red em the license key that you have received from yo partner. Insert license key	ur system integrator or Redeem license key
Where to buy licenses Axis licenses guide Axis licenses portal	No licenses added to wallet Buying from Axis is easy. In collaboration with partner right Axis partner for you.	rs in 179 countries, we deliver leading solutions to customers all over the world. Use our partr	er locator below to find the Where to buy C

Redeem license key			×
Redeem the license key fo organization specified bel redeemed. Please check to	or your purchased licenses. The lic ow. This action cannot be undon o ensure that you have selected t	enses will be added to t e or amended once the l he correct organization.	he selected license key is
Selected organization:	Example Organization		
Product name:	AXIS Camera Station Pro		
License type:	Subscription		
License name	License period	Amount	
ACS Pro Core device 1y license	1 year	8	
		Cancel	Confirm

4. Next, allocate licenses. If you have added more licenses, click on "Go to product licensing", otherwise you can click on the product licensing tab.

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o your wallet.	
ab to license the product f	for the upcoming
Add more licenses	Go to product licensing
	d to wallet o your wallet. ab to license the product Add more licenses

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The current need value by default matches the current number of devices within the organization. If you already have licenses applied but the system is still within grace, click the edit button to match the difference between the already allocated licenses and the total number of devices. Then, adjust the allocation on the right, and confirm the allocation.



Note

Once your system is fully licensed, you do not need to add any more licenses until your renewal period begins. If the organization is already fully licensed, you may not need to allocate any more licenses currently. For more information, see <u>Licenses</u>.

ORGANIZATION 🗎 License.		Provide internal feedback	3		Example Organization ~	0
Product list PRODUCTS	AXIS Camera Station Pro Subscription license allocation overview	Product overview Product overview	oduct wallet 🧧 Product licensin	G Systems setup		
AXIS Camera Station Pro Upload system file Offine products SHORTCUTS Where to buy licenses Axis licenses guide AXS 5 license portal	Subscription period: Jun 10, 2025 - Jun 10, 2026 Second Second Seco	Subscription period: ① 2026 - 2027 0 No licenses allocated Allocated: Core license 0	Subscription period: ① 2027 - 2028 O No licenses allocated Allocated: Core license 0	Subscription period: 2028 - 2029 0 No licenses allocated Allocated: Core license	 Subscription perio 2029 - 2030 No licenses allo Allocated: Core license 	>
	Allocate subscription licenses	Edit License p nse - To license your product f	veriod or years in advance, you need more I	Wallet 0	Allocate 0 allet. Go to product wallet	

Now that you are fully licensed, AXIS Camera Station Pro should reflect this and will inform you of when your renewal period begins.

View 🔂 Views 🌣 Config	uration × 🖹 Logs 🕂		£3 ≡
Type to filter	Manage licenses		
User settings Streaming	Status 5	To manage your system licenses automatically: 1. Register system	
Management Firmware upgrade settings		Register your system with an organization to start the online licensing process.	
Axis Secure Remote Access	Licensed Until 6/10/2026	 Z. IManage licenses Sign in to AXIS License Manager and manage your licenses. Go to AXIS License Manager 	
 Licenses Management 	🛱 Example Organization		
🔁 Security	Automatic licensing		
 Access control Smart search 2 	Automatically synchronize your licenses. Disable automatic licensing if your system can't use the internet.		
≁- System Health Monitoring			
(Analytics			
Body worn			
Connected to LAPSCD30797X5			 Alarms and Tasks

4.2. Offline installation

If you already licensed online, you can skip ahead to Optional Features.

 Go to Configuration => Licenses => Management and Export the System file. If any devices are added to this server or removed from this server, you will need to return to this step.



- 2. Bring the System file to a PC which has internet access, and navigate to Im.mysystems.axis.com
- 3. Upload the System file. Assuming you have signed in with the same My Axis account, which is an administrator, licenses should be automatically upgraded and apply to the system.

Overview					
T Upload system file Offline products	License status	Try an Axis software product To try out a software product, click the link to go	to it's product page on axis.com.		
SHORTCUTS		Name	Description		Link
⇔ Where to buy licenses		AXIS Body Worn Live	Live video, audio and meta body worn cameras	data streaming from	Go to product
Axis licenses guide	<u> </u>	🕸 AXIS Device Manager Extend	Awareness and control of a	all devices on all sites	Go to product
ACS 5 license portal	No registered products.				
	About Axis subscription An Axis subscription license gives you the right to use the Axis product for a selected period of time. During that time, you will continuously get updates and support. Use AXIS License Manager to help you manage all of your subscriptions and licenses in one place. The tool provides a complete overview of license status, traits, grace periods and other relevant information related to your organization's subscriptions. Every year, Aris reviews your license status and provides recommendations before any renewal of your subscriptions.	Want to buy product licenses? Buying from Aris is easy, in collaboration with p leading solutions to coatomers all over the world find the right Aris partner for you.	rtners in 179 countries, we deliver Use our partner locator below to Where to buy C	Get started Do you want to licen To upload the system organization. click on	te your Axis product? Maybe you've already got a licens description file from our existing offline product to yo the button below.

4. Add any additional licenses to account for additional devices added to the server (optional).

Product list	AXIS Camera Station Pro	Product overview Product wallet ② Product licensing	Systems setup
Question Question	This is your wallet for AXIS Camera Station Pro licenses. Add licenses to your wallet, by reedeming your license key, before you can license the product.	Redeem license key To add the licenses to the wallet, redeem the license key that you he partner. Insert license key	ave received from your system integrator or Redeem license key
Where to buy licenses Avis licenses guide ACS 5 license portal	No licenses added to wallet Buying from Axis is easy. In collaboration with partne right Axis partner for you.	rs in 179 countries, we deliver leading solutions to customers all over the	world. Use our partner locator below to find the

edeem the license key f rganization specified be edeemed. Please check	or your purchased licenses. The l clow. This action cannot be undo to ensure that you have selected	icenses will be added t ne or amended once th the correct organization	to the selected he license key is on.
Selected organization:	Example Organization		
Product name:	AXIS Camera Station Pro		
icense type:	Subscription		
License name	License period	Amount	/
ACS Pro Core device 1y	1 year	8	

5. Next, allocate licenses. If you have added more licenses, click on "Go to product licensing", otherwise you can click on the product licensing tab.

Confirmation - I	censes addec	d to wallet	>
\checkmark The licenses a	re now added to	o your wallet.	
Next, go to the Pro subscription year.	duct licensing t	ab to license the product	for the upcoming

The current need value by default matches the current number of devices within the organization. If you already have licenses applied but the system is still within grace, click the edit button to match the difference between the already allocated licenses and the total number of devices. Then, adjust the allocation on the right, and confirm the allocation.

	ORGANIZATION 🗎 Licenses		Provide internal fee	edback [2]		Example Organization ~	(
A	Froduct list	ZAXIS Camera Station Pro	Product overview	🗅 Product wallet 🔗 Pro	duct licensin. 🚇 Systems setu	р	
800 	PRODUCTS	Subscription license allocation overview					
	Upload system file Offline products	Subscription period: Jun 10, 2025 - Jun 10, 2026	Subscription period: 2026 - 2027	Subscription period: 2027 - 2028	(i) Subscription period: 2021 - 2029	(i) Subscription perio 2029 - 2030	
	SHORTCUTS	0	0 No licenses allocated	0 No licenses allocated	0 No France Most	O No licenses allo	>
	Where to buy licenses Axis licenses quide	License the product	No ilcenses allocated	NO incenses anotated	a No icenses diocat	eu incenses ano	
	G⇒ ACS 5 license portal	Allocated: Core license 0	Alocated: Opre license	0 Core license	Allocated: 0 Core license	0 Core license	
		Allocate subscription licenses					
		Current need ①	Edit	License period	Wallet	Allocate	
		8 ACS Pro core li	icense	1 year	8	0 0	

Note

Once your system is fully licensed, you do not need to add any more licenses until your renewal period begins. If the organization is already fully licensed, you may not need to allocate any more licenses currently. For more information, see <u>Licenses</u>.

ORGANIZATION 🗎 Licenses		Provide internal feedback	2	I	Example Organizat	ion ~ C
Product list PRODUCTS Question AXIS Camera Station Pro	Subscription license allocation overview	🗊 Product overview 🗔 P	roduct wallet OProduct licensi	ng 🗊 Systems setup		
↑ Upload system file Offlige products	Subscription period: Jun 10, 2025 - Jun 10, 2026	Subscription period: (j) 2026 - 2027	Subscription period: () 2027 - 2028	Subscription period: 2028 - 2029	Subscriptio 2029 - 20	n perio J 30
SHORTCUTS		0	0	0	0	
⇔ Where to buy licenses	Fully licensed	No licenses allocated	No licenses allocated	No licenses allocated	No licens	es allo >
 Axis licenses guide ACS 5 license portal 	Allocated: Core license 8	Allocated: Core license 0	Allocated: Core license 0	Allocated: Core license	Allocated 0 Core lice	; nse
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	Current need ①	Edit License	period	Wallet	Allocate	
	8 ACS Pro core lic	ense -		0	0	
		To license your product	for years in advance, you need more	licenses in your product wa	let. Go to product	wallet

6. Download the license file. In the future when updating the system file, do it from the same system setup location you are collecting the license file from.

ORGANIZATION 🚊 Licenses			Provide internal feedback		Example Organization ~
Product list	AXIS Camera Station Pro.	Acoduct overview	Product wallet	Systems setup	
AXIS Camera Station Pro T Upload system file Offline products	Add new system, site or update an existing system description.	g This is your AXIS C	amera Station Pro systems setup where you	add new systems and get a detailed view of the licensing	for connected systems.
SHORTCUTS	↑ Upload system	nhie			
 Where to buy licenses Axis licenses guide 	1 Systems, 9 Devices License status ↑	System name	License type	Last synced	
ACS 5 license portal	\odot	H-VIV6A5IOQCFJA	Subscription	Jun 03. 2025, 11:01 AM	

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VIS Camera Station Pro	Add new system, site or update an existing system description.	This is your AXIS Came	ra Station Pro systems setup where you add	new systems and g	AXIS Camera Sta action is require	ation Pro subscription is licensed. No d until next annual review: Jun 03, 2026
Upload system file Offline products		1			Fully licensed Annual review Jun 03, 2026	
G) Where to huy licenser					SYSTEM DETAILS	
Co Axis licenses guide	1 Systems, 9 Devices License status ↑ Sy	stem name	License type	Last s	Registration date Last sync with AXIS Camera Station Pro	Jun 03, 2025 Jun 03, 2025, 11:01 AM
ACS 5 license portal	<u>ی</u>	H-V1V6A5IOQCFJA 9 Devices	Subscription	Jun 0	Next review date Reported core devices	Jun 03, 2026 9
						/
						—

7. Bring the license file to the server and upload it. You are now fully licensed.

4.3. Optional features

1. Remoting Certificate: The remoting certificate can now be managed so that connections from client to server are handled by a certificate which is assigned by a certificate authority of your choice. To manage this certificate, go to the Service Control then to the Certificate tab. This should be renewed using the Generate option for a self-signed certificate, or it should be a certificate which you have pre-signed with your desired Certificate Authority.

➡ AXIS Camera Station Pro Service Control 6.9.47069 ×
Modify settings Restore Default Settings General Database Certificate
Server Certificate
Generate a self signed certificate or import a certificate
Generate Import
Learn more here
Current Certificate
Valid to 4/30/2035 3:18 PM ID
Subject
View Export
Status
Server: Running
Start Stop Restart
Help Save Close

2. Body Worn camera integration: If you've integrated an Axis body worn system, you must renew the certificates and apply a new connection file with the updated ports. If you have already renewed the certificate or imported your own as a part of the migration, you do not need to do so again. To generate a new connection file, In AXIS Camera Station Pro, go to => Other => Connection file...

Then, set the name as desired and export, and bring this to your Body Worn manager. Once you've applied the new connection file, your Body Worn system can reestablish its connection to your AXIS Camera Station Pro server. We recommend testing the new connection to make sure the body worn system can transfer recordings to AXIS Camera Station Pro. For more details, check the <u>Body Worn Integration Guide</u>.

3. Secure Remote Access v2: This will already be activated when you have onboarded and licensed your system. For more details and how to add more users, please <u>How to - Enable and Use AXIS Camera Station Pro</u><u>Secure Remote Access v2s.</u>

If you have further questions related to the contents of this guide, please contact <u>Axis Technical Services</u>.