

HOW TO

**Use AXIS Camera Station
Pro to manage devices
and folders in connected
services with delete
capabilities**

Contents

1.	<u>INTRODUCTION</u>	3
1.1	Preparations before using delete device functionality	3
1.2	Using the delete functionality in Connected Services	5
1.3	Reconnect and sync to Connected Services in AXIS Camera Station Pro	6

General prerequisites

AXIS Camera Station 6.8.45 or higher.
AXIS IAM On-prem component at 6.2.5 or higher.
Internet access.
My Axis account(s).
Server(s) registered in AXIS Connected Services.

1. Introduction

This document is intended for a general audience, providing guidance on using AXIS Camera Station Pro with the new delete device functionality in Connected Services. Additionally, it serves as a self-help for resolving issues such as devices ending up in wrong folders or having empty unneeded folders. The guide covers preparation steps and explains how to use the delete functionality for devices and folders in Connected Services.

1.1 Preparations before using delete device functionality

To avoid unnecessary confusion, please keep the following in mind:

- Be patient when using the delete functionality in connected services. Deleting device(s) takes a few seconds before it is fully removed from the backend. It is best to remove devices one by one.
- Ensure that all the components in AXIS Camera Station Pro are running. Check the status of the components under Configuration => Server => Components => Show components (1). **Note!** If any other component other than AXIS Data Insights Dashboard have "Stopped", **do not proceed. Contact Axis Support to resolve the issue first.**

During the delete device operation, the AXIS Camera Station Pro may attempt to re-sync with Connected Services. To prevent this, first disconnect from the Connected Services entirely. Go to Configuration => Connected services => Management and note the organization name being used and save it for later. Click on the "Disconnect" (2) link and a disconnect server dialog will appear. Click on the Disconnect button (3) again to confirm. Once the server is disconnected, click on the "My Systems" button (4), which will lead you to <https://dm.mysystems.axis.com/>. You will be required to log in with your MyAxis account and complete a two-factor authentication.

How To

Use AXIS Camera Station Pro to manage devices and folders in connected services with delete capabilities

AXIS Camera Station Pro Client

Views Configuration × +

Type to filter

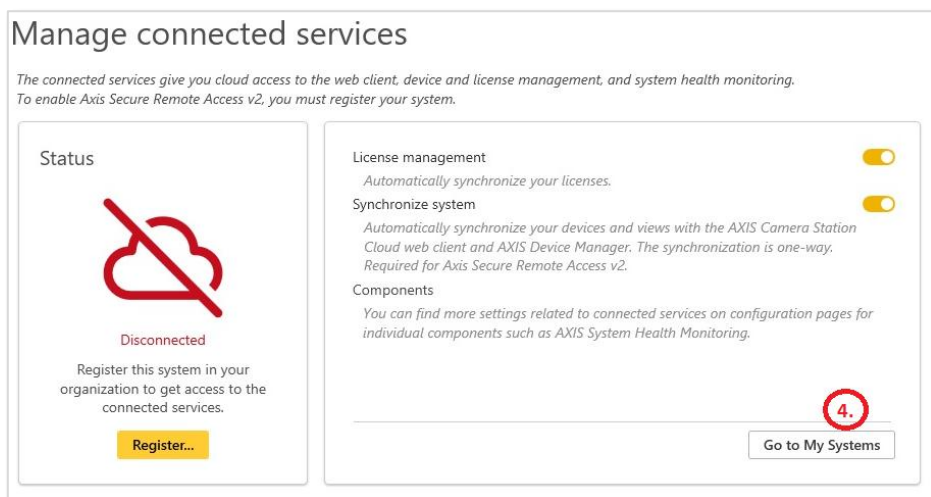
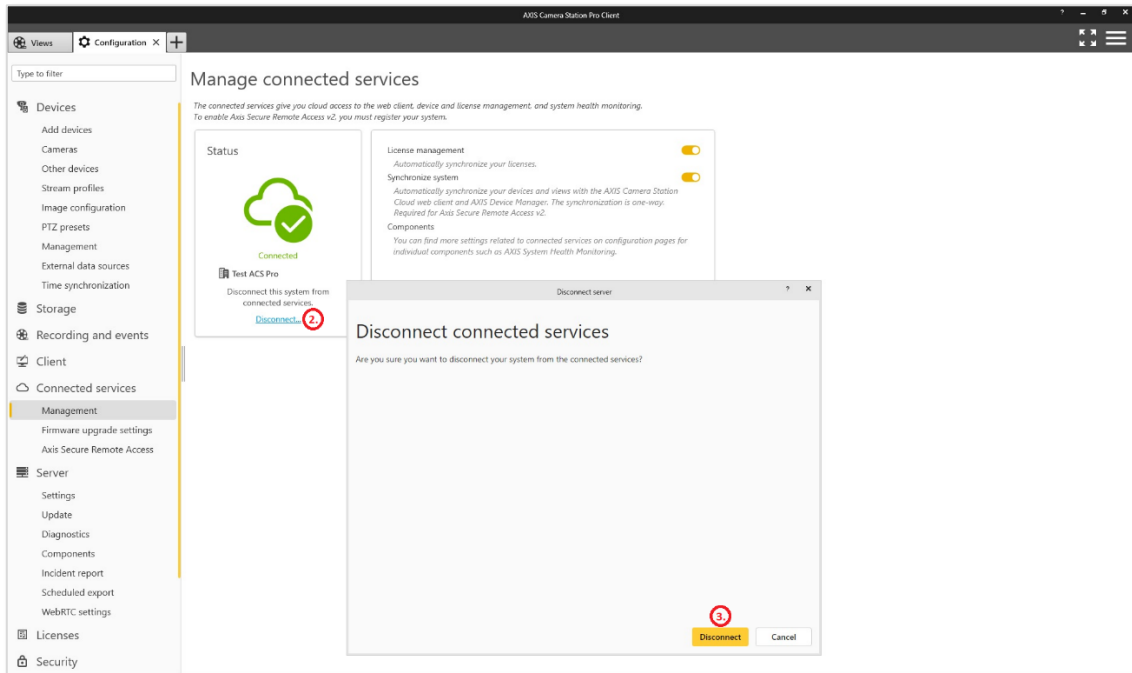
Stream profiles
Image configuration
PTZ presets
Management
External data sources
Time synchronization
Storage
Recording and events
Client
Connected services
Management
Firmware upgrade settings
Axis Secure Remote Access
Server
Settings
Update
Diagnostics
Components
Incident report
Scheduled export
WebRTC settings
Licenses
Security
Access control
Smart search 2
System Health Monitoring

Components

Show components ☒ 1.

We consider components advanced settings. Show and manage components only after you've been in contact with Axis support.

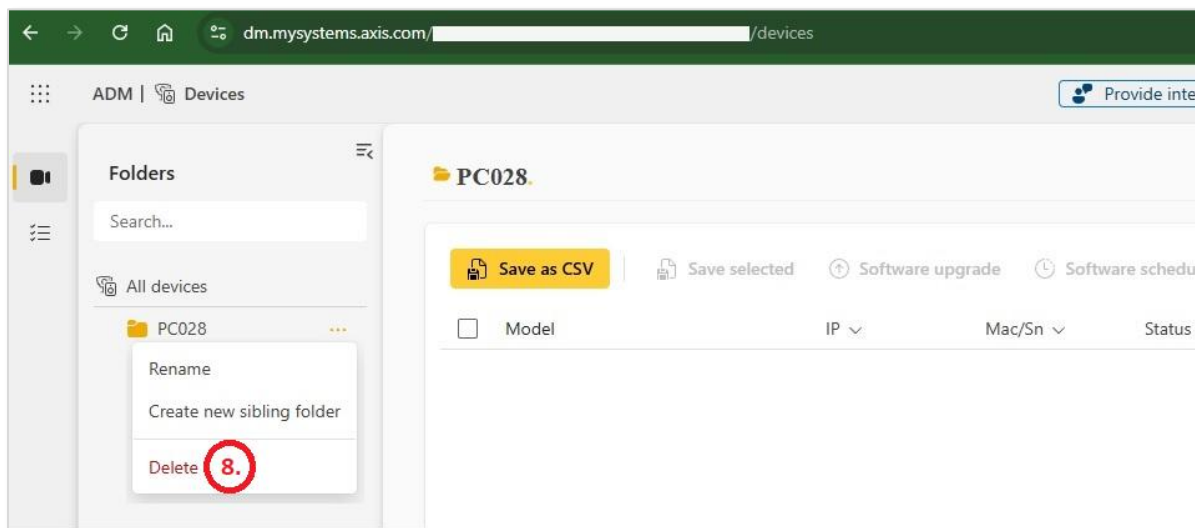
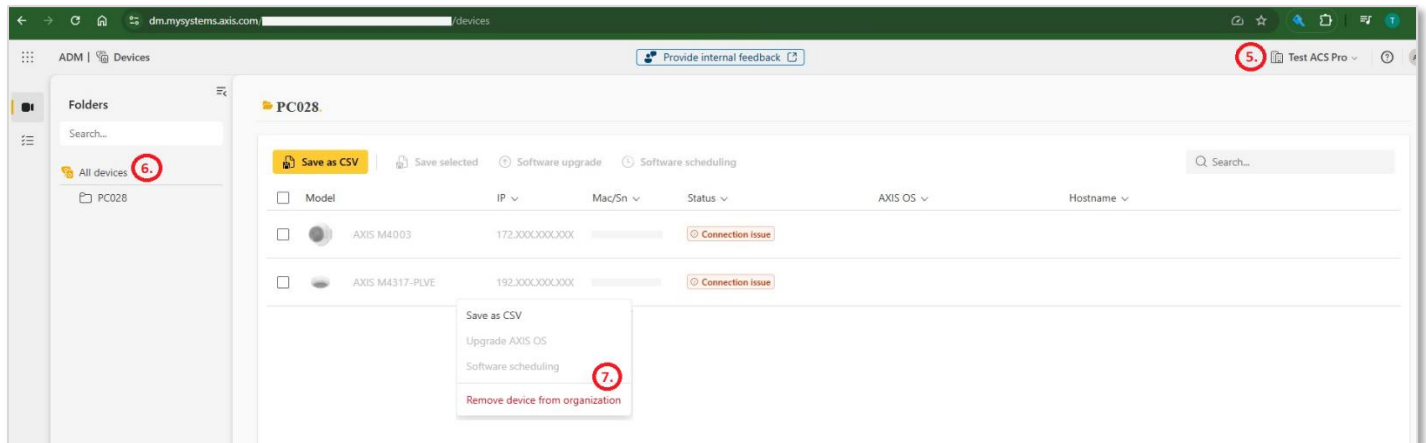
Name	Version	Status	Publisher	Sen
API Gateway	4.2.1	Running	Axis Communications AB	PCO
AXIS Analytics Config Gateway	1.0.274	Running	Axis Communications AB	PCO
AXIS Camera Station Cloud Service	1.10.0	Running	Axis Communications AB	PCO
AXIS Camera Station Pro web client	3.7.0.11075	Running	Axis Communications AB	PCO
AXIS Data Insights Dashboard	0.9.81	Stopped	Axis Communications AB	PCO
AXIS Edge Host	2.0.1	Running	Axis Communications AB	PCO
AXIS IAM On-prem	6.2.5	Running	Axis Communications AB	PCO
AXIS NATS Broker	3.4.0.0	Running	Axis Communications AB	PCO
AXIS NATS User Administration	3.13.0.0	Running	Axis Communications AB	PCO
AXIS OpenTelemetry Collector	1.23.9249.11193	Running	Axis Communications AB	PCO
AXIS Secure Entry 2	25.19.3	Running	Axis Communications AB	PCO
AXIS Smart Search	6.9.1171	Running	Axis Communications AB	PCO
AXIS System Health Monitoring	6.9.378	Running	Axis Communications AB	PCO
AXIS Vehicle Data	1.1.51	Running	Axis Communications AB	PCO
Embeddable VMS Client	8.3.0.11075	Running	Axis Communications AB	PCO
VMS API Auth	8.2.3.155	Running	Axis Communications AB	PCO
VMS API AXIS Camera Station Resolver	8.5.1.209	Running	Axis Communications AB	PCO
VMS API Core	13.7.0.346	Running	Axis Communications AB	PCO
WebRTC	4.20.0	Running	Axis Communications AB	PCO



1.2 Using the delete functionality in Connected Services

Once logged in to My Systems, ensure that the correct organization is selected (5), matching the one from the disconnected AXIS Camera Station Pro server. As a best practice, verify that there are no devices in the top “All devices” folder (6) for the selected organization. Each folder (e.g. PC028 in the image below) corresponds to an on-premises AXIS Camera Station Pro server and its devices. In My Systems, the devices related to an AXIS Camera Station Pro server should be reflected accordingly and placed inside the correct folder. To delete a device, hover over the desired device and click on the three-dot icon. A context menu will

appear and when selecting “Remove device from organization” (7), the device will be removed. If a folder is empty, it can be removed (8).



1.3 Reconnect and sync to Connected Services in AXIS Camera Station Pro

Once the user has completed the delete functionality in Connected Services, the AXIS Camera Station Pro server can be reconnected and resynced under Configuration => Connected services => Management => Register (9). If you have only removed device(s) in Connected Services, a “Register server” dialog should appear, stating that the server already exists and is registered. Select the first option, “This is the same server, reconnect it” (10). Once the server is onboarded and its status is green, locate the “Synchronize system” toggle button and toggle it off, then back on (11).

How To

Use AXIS Camera Station Pro to manage devices and folders in connected services with delete capabilities

