

How to

Move an AXIS Camera Station Pro system
to a new server machine

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1. Introduction

This is a guide for moving an AXIS Camera Station Pro system from one server machine to another. Please read the whole guide before beginning.

Since there are credentials stored in the database that are encrypted, the credentials will not work if the databases are simply copied to a new server machine. Therefore, all the credentials need to be re-created after moving the system to the new machine.

If you instead are looking to update from Axis Camera Station 5 to Pro, the guide you are looking for can be found [here](#).

Prerequisites

This guide is based on AXIS Camera Station Pro 6.9. If you have not yet upgraded to this version or later, do so first before you begin.

You will need the passwords to all the devices, and (if used) passwords for SMTP server, network storage, scheduled exports, incident reports, and My Axis account for Secure Remote Access.

If the old server is not available, please use the latest system backup file available. See [System backup](#).

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.

2. Prepare the new server

Before moving the system, the new server needs to have a clean installation of Axis Camera Station Pro on it.

1. Install AXIS Camera Station Pro on the new server. See [Install AXIS Camera Station](#). Choose the version that was installed on the previous server.
2. If it is not started already, start the AXIS Camera Station service from within the AXIS Camera Station Service Control.

Important: Go to Configuration > Server > Components, click “Show components” and wait until the status of all components is “Running”, except for AXIS Data Insights Dashboard, which is turned off by default. This is to make sure that the components are fully installed. If they are not installed properly, it could cause issues when moving the databases and during onboarding.

3. Go to AXIS Camera Station Service Control and click Stop to stop the service.

3. Move recordings

If the recordings are stored on the old server, copy the recordings in the recording location specified under **Configuration > Storage > Management** from the old server to the same location on the new server. If the recordings are stored on network storage, this does not apply and you will reconnect your recordings later within this guide.

4. Move main settings

If the old server is not available, use the latest system backup file or system report which contains the databases.

To move the settings, you need to have all the credentials for the system available. This includes passwords for devices, and (if used) passwords for SMTP server, network storage, scheduled exports, incident reports, and the My Axis account(s) which are used for Secure Remote Access.

If the old server is available, do the following on the old server:

1. If the server has been onboarded to My Systems:
 - Offboard the server from My Systems by clicking “Disconnect...” in Configuration > Connected services > Management.
2. Go to AXIS Camera Station Service Control and click Stop to stop the service.
3. Move the core database files in *C:\ProgramData\AXIS Communication\AXIS Camera Station Server* to the same location on the new server.
See [Database files](#).

If you're using a system backup file, do the following:

1. Copy the core database files in the “ACS” folder to *C:\ProgramData\AXIS Communication\AXIS Camera Station Server* on the new server.
See [Database files](#).

5. Move component settings

Certain components have settings that can be moved to the new server as well. These settings are located in the folder *C:\ProgramData\Axis Communications\Axis Camera Station\Components*. To move a component's settings, copy the component's folder to the same location on the new server.

Note: You may need to grant access to the components folders to be able to copy them.

Important: This is not possible for all components, and some components do not need to be moved. For the time being, only the components listed below are recommended to move.

- If you use **AXIS Camera Station Secure Entry**, copy the *AXIS Secure Entry 2* folder to the new server.
- If you use **AXIS Smart search 2**, copy the *AXIS Smart Search* folder to the new server.
 - By default, the component's data is stored in the "data" folder, but if the storage location has been changed in the Smart search 2 settings page in the configuration tab, move that folder to the same location on the new server instead.
- If you use **AXIS System Health Monitoring**, copy the *AXIS System Health Monitoring* folder to the new server.
- If you use **AXIS Vehicle Data**, copy the *AXIS Vehicle Data* folder to the new server.

6. Setting up the new server

On the new server, do the following:

1. Start the AXIS Camera Station service.
2. Start the AXIS Camera Station client and log on to the server.
3. Restoring important credentials:
 - Re-generate the Root CA certificate. See [Generate a root CA](#).
 - If your recordings are on a network share, go to **Configuration > Storage > Management**, select the network share and click on “Reconnect...”. Make sure that the path to the recordings folder will be the same for the new server and re-enter the password.
 - Due to the server not being able to access the recordings at startup, the recordings may have been deleted from the database. To remedy this, stop the service, replace ACS_RECORDINGS.FDB again, then restart the service.
 - Enter the passwords for the devices under **Configuration > Devices > Management**.
4. Restoring optional credentials:
 - If any SMTP server with password has been configured, go to Configuration > Server > Settings, edit the SMTP server and re-enter the password.
 - If any Send HTTP Notification actions with passwords have been configured, go to Configuration > Recording and events > Action rules and edit the rules and re-enter the passwords.
 - If scheduled exports to a password protected network share is configured, go to Configuration > Server > Scheduled export and re-enter the password.
 - If incident reports to a password protected network share is configured, go to Configuration > Server > Incident report, re-enter the password and click “Apply”.

5. Restore optional features:

- If Axis Secure Remote Access is used, please follow the steps on the guide [here](#).
- For any decoders (T8705 or D1110) in the system, set the views to be shown on the decoders again. See [Multiple monitors](#).
- If a body worn system has been configured, generate a new connection file and set up the system again. See [Set up an Axis body worn system](#).

6. If you are not yet running the latest version of Axis Camera Station Pro, update to get the latest available features. The latest version of AXIS Camera Station Pro can be found [here](#).

7. Licensing/My Systems

To license the devices in the system, they must be added in the License Manager. This can be done either online or offline.

To onboard the new server, do the following:

1. Go to Configuration > Connected services > Management and click "Register..."
2. In the onboarding flow, the server will not be recognized as already being registered to an organization before. Choose the option "Existing Organization." and click "Confirm".
3. Click "Go to My Systems" to see the onboarded organization.

Notes:

- Currently, there will be duplicated devices within My Systems, some of which will not be reachable (these are the old server's devices). In order to address this, please follow the guide "[How To - Manage devices and folders in connected services with delete capabilities.pdf](#)". If you do not have this yet, [Technical Support](#) can provide this for you.
- The name of the folder in My Systems will still have the old server's computer name. This name can be changed to the new server's computer name by clicking the ellipsis besides the folder name.
- You will need to contact [Technical Support](#) for help to archive the old system from the License Manager. The best practice to ensure Technical Support is able to help you in a timely manner is to upload a [system report](#) to the ticket you open with them, and note the name of the system which is now redundant.

To license the system, see [License a system online](#) or [License a system that's offline](#).