

HOW TO

Use AXIS Camera Station Pro from 6.19+ and Connected Services

Contents

<u>IMPORTANT! READ BEFORE UPGRADING</u>	3
<u>INTRODUCTION</u>	4
<u>AXIS CAMERA STATION PRO 6.19 AND ABOVE</u>	4
Component changes and updates	4
Connected Services tab: UI changes and updates	5
Changes in Connected Services (My Systems)	7

Important! Read before upgrading

Read this before you upgrade to AXIS Camera Station Pro 6.19

If you use Cloud Storage, multi-server viewing, or multi-server Smart Search, remain on version 6.18 until Axis confirms these are supported in a later release. Axis will continue providing security updates for 6.18 in accordance with the general license agreement, until affected services are restored in a later version. All other users are recommended to upgrade to the latest version.

To avoid accidental upgrades, the update service will stay on 6.18 until the user manually upgrades to 6.19+, or when 6.2X is feature complete and Axis merges these tracks for all.

- If you upgrade while using Cloud Storage, your existing settings will be frozen and cannot be reconfigured until support is restored, but video will continue to be sent to Cloud Storage as before. Stored and new video remains accessible through the current cloud web interface.

Note: Downgrading back to version 6.18 is an equivalent of a reinstallation.

- Remote web client access on 6.19 requires both a MyAxis account and a local Windows server account. Ensure all remote users have both configured before upgrading.
- For 6.19+ multi-server views, we recommend using the Windows client. Multi-server viewing and multi-server Smart Search in the web client will not be available after upgrading, but no data is affected.
- System Health Monitoring remains available through the current My Systems interface for 6.19+ systems.
- Device management via My Systems is not available in 6.19+ automatically. If you want the same device management functionality you must install ADMX locally on the ACS Pro server.
- Remote server updates via My Systems are not available in 6.19+. Use the local update service on the server instead.

The functionality changes from AXIS Camera Station Pro 6.19 can be seen here:

Configuring cloud service connections: <https://youtu.be/VppZpwalnZ4>

Connected services update: <https://youtu.be/mNwj11sl9c>

General prerequisites

AXIS Camera Station 6.19 or higher software upgrade file.
Internet access.
MyAxis account(s).
Server(s) registered in AXIS Connected Services and/or new
server(s) to be registered.

Introduction

This document is intended for a general audience, providing guidance on using AXIS Camera Station Pro 6.19 (and above) and explains the functionality changes regarding the Connected Services. The guide also describes the differences between AXIS Camera Station Pro versions before 6.19 and version 6.19+. It also explains the changes for users. You can use it as a self-help guide if you manage a mix of systems that run AXIS Camera Station Pro before 6.19 and 6.19+.

AXIS Camera Station Pro 6.19 and above

AXIS Camera Station Pro 6.19 changes how Connected Services are used in the application and in the cloud. These include updates to specific components and the user interface in the Connected Services tab. First, check that all components are running in AXIS Camera Station Pro. Go to Configuration -> Server -> Components -> Show components (1). The list can take a short time to load.

Component changes and updates

The component list includes the following updates:

- AXIS App Workspace (2) is a new component. It connects to your on-premises web client and handles data and layout content.
- AXIS Cloud Service (3) was formerly called AXIS Camera Station Cloud Service. It continues to manage the Connected Services components.
- AXIS Uplink (4) replaces AXIS Edge Host. It now handles connections to AXIS App Workspace.

For the port changes for these components, see <https://help.axis.com/en-us/axis-camera-station-pro/domains-and-ports-when-using-sra2>

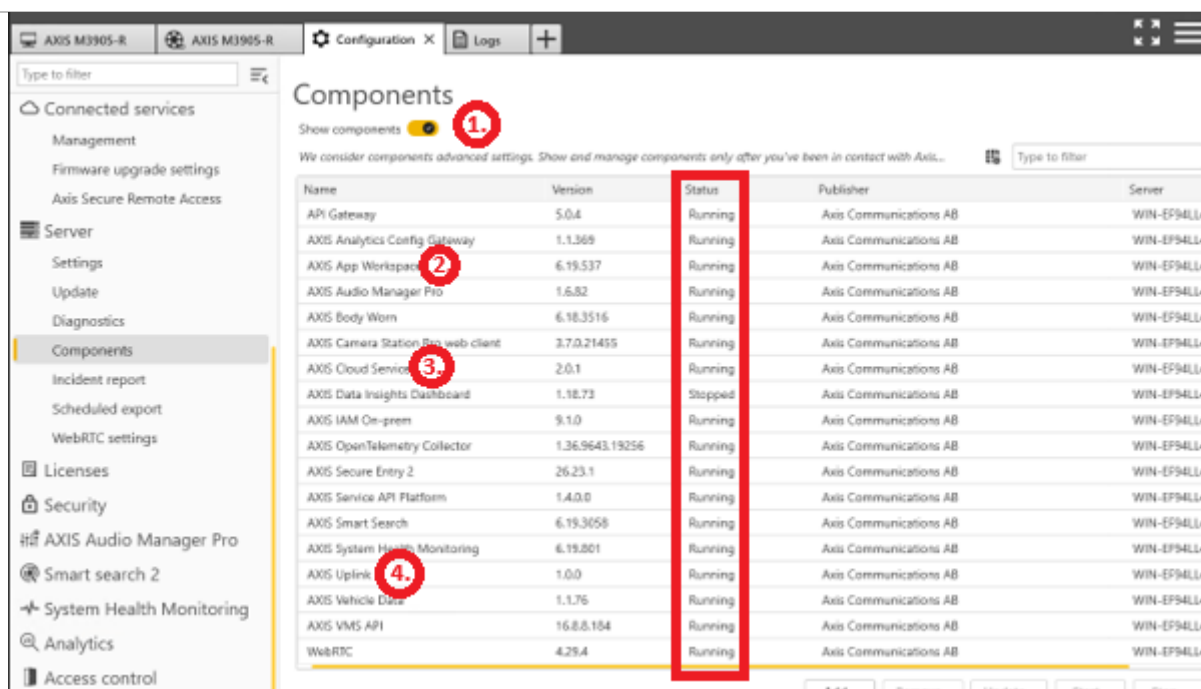


Image 1. A representative image of the new and updated components in the Server -> Components tab.

Connected Services tab: UI changes and updates

For new systems that have not been onboarded, or existing systems that have been offboarded, the page will appear blank except for a red status icon indicating disconnected and a “Register...” button (5) to the right of the status icon. During registration, you can allow or deny the Secure Remote Access v2 and web client features. The rest of the registration process remains unchanged.

When the system is registered and onboarded to Connected Services, the status icon turns green. The following sections then appear to the right:

- License management (6) contains a toggle, a description of the feature, and a link to license management in Connected Services.
- Secure remote access (7) contains toggles for “Desktop client and mobile app” and for “Web client”, and a description of the features. It provides three links, one to the remote web client, one to the local web client and one to the server directory in Connected Services.
- Advanced (8) lets you manage the region used for Connected Services with the “Swap region...” button. This section also shows the organization’s identifiers and a “Disconnect...” button to sign out.

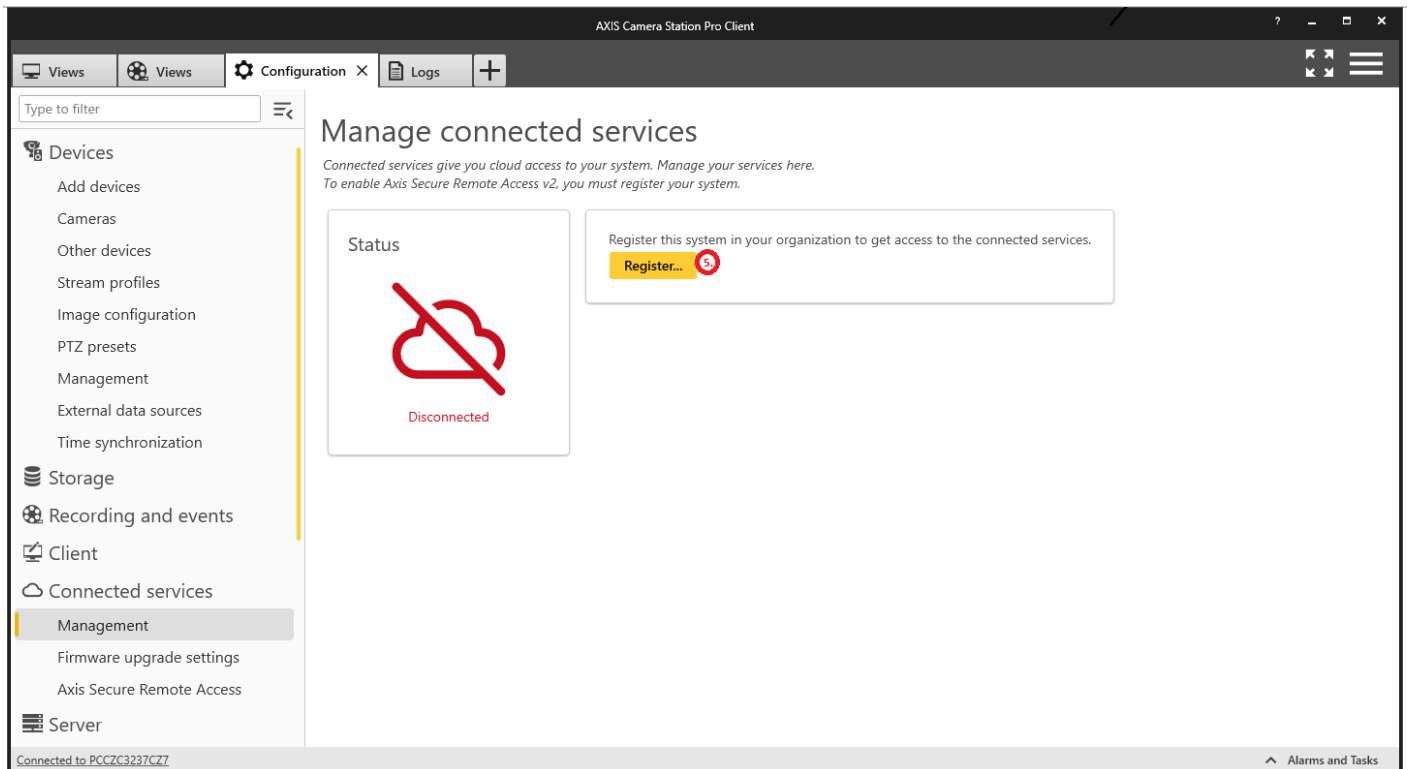


Image 2. A representative image of the updated UI in the Connected Services -> Management tab when disconnected.

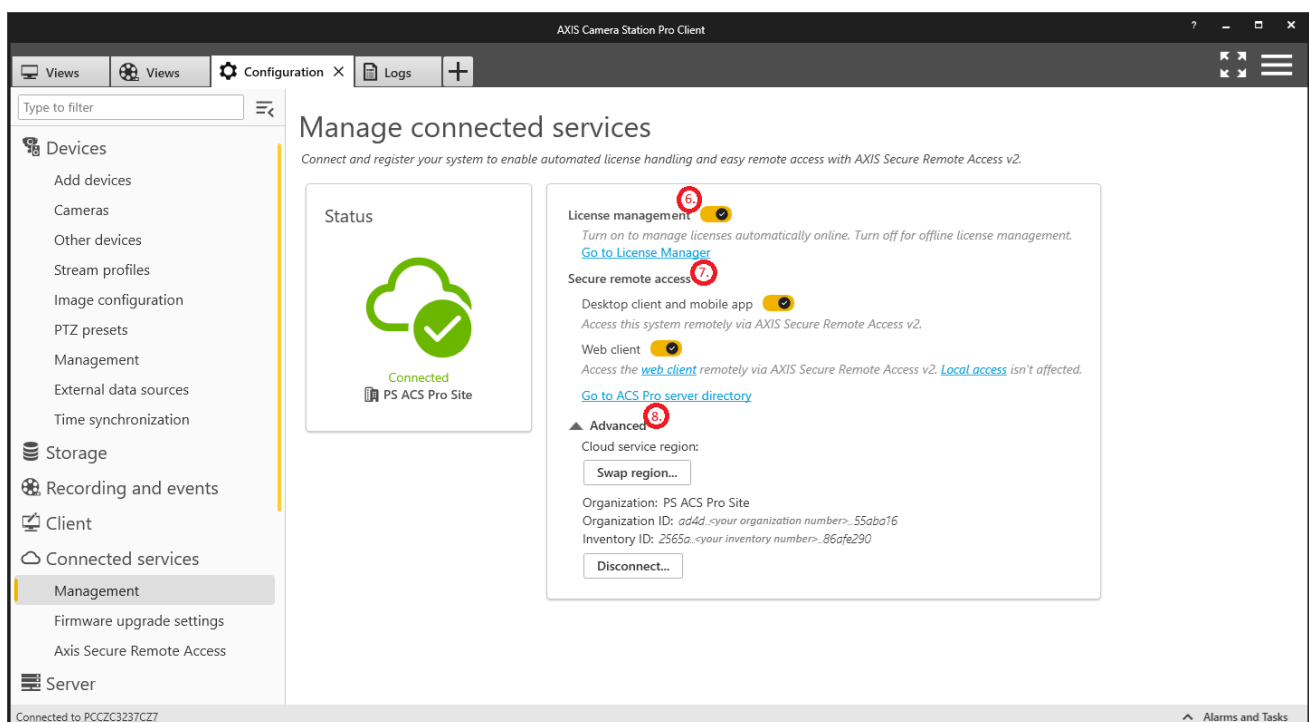


Image 3. A representative image of the updated UI in the Connected Services -> Management tab when connected to the cloud and the available toggle settings.

Changes in Connected Services (My Systems)

When you log in to My Systems, you see either a server directory (9) or a page of navigation cards. You can log in at “mysystems.axis.com” or through the links in the application. In environments with a mix of AXIS Camera Station Pro versions (before 6.19 and 6.19 or later), you can move between the old and the new web pages (10). On the server directory page, select a server. This connects you directly to that server’s local web client through Secure Remote Access version 2 (SRA v2).

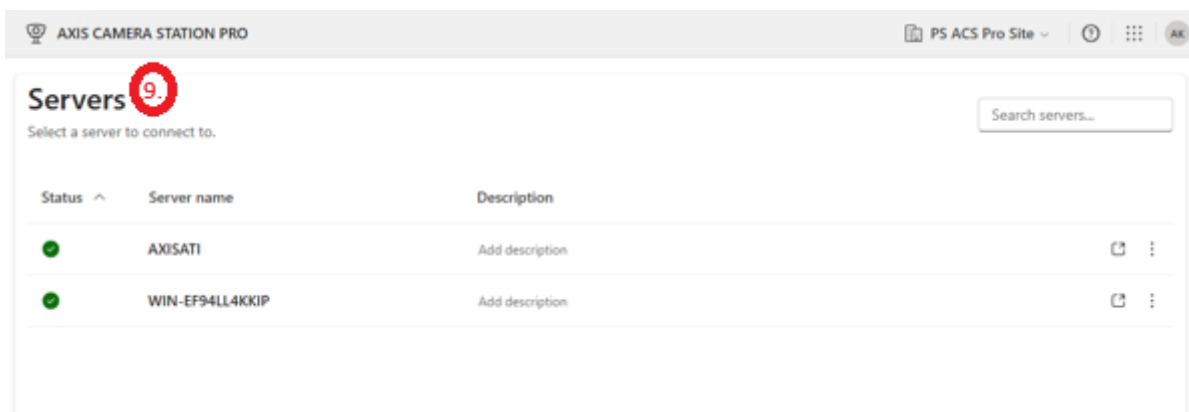


Image 4. A representative image of the updated UI in My Systems showing the server directory.

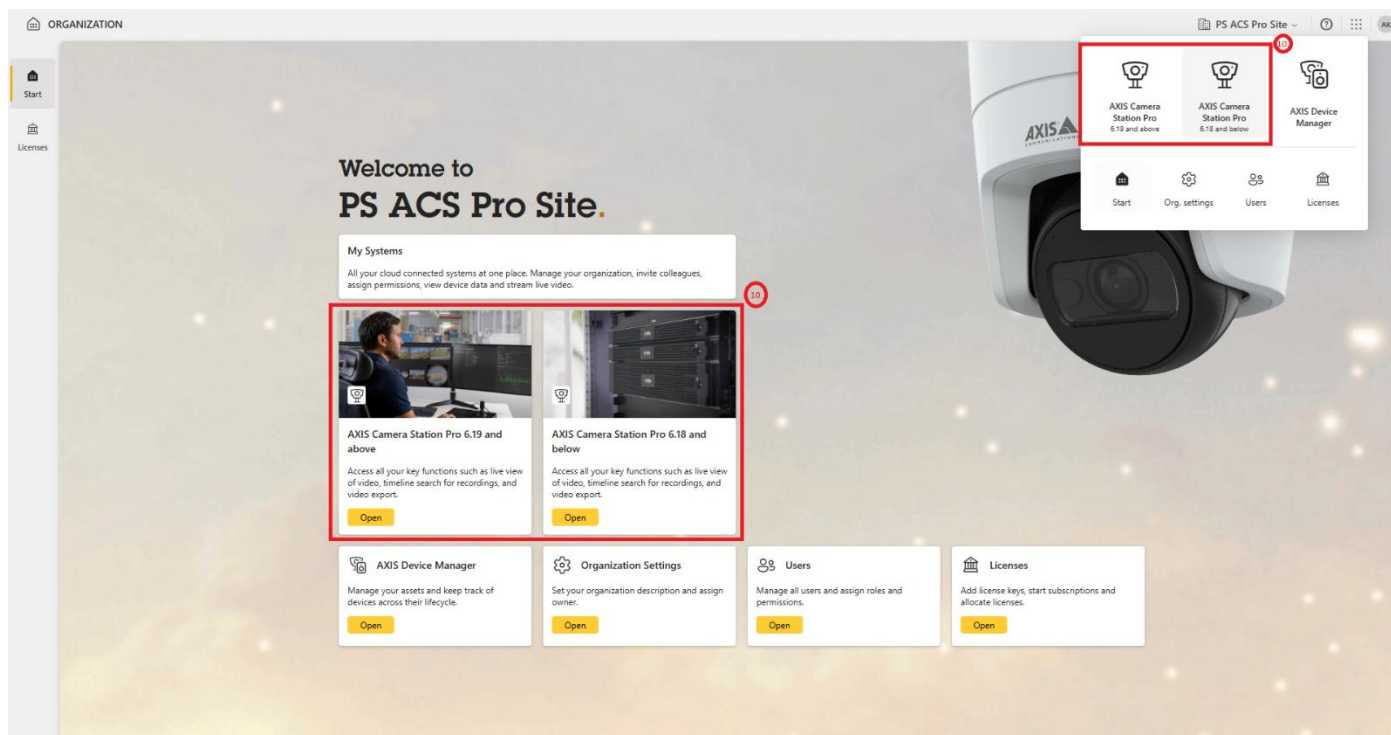


Image 5. A representative image of the updated UI in My Systems showing the ACS Pro Site page.

When you select a server, you are prompted to sign in with your Active Directory (AD) or Windows login (11). After you sign in, the following tabs are available:

- Live view (12) shows live streams for specific devices or in a split-view layout.

- Smart Search 2 (13) searches for objects, people, attributes, and other scene data.

You only need to sign in with your MyAxis account occasionally, for example when you have not connected for a long time and the session has expired.

TIP! Go straight to your server — skip My Systems

Once you have signed in to a server from the server directory, save that page as a bookmark in your browser. The bookmark takes you straight to that server's local web client over Secure Remote Access v2, so you do not have to go via My Systems each time.

You are still prompted for your AD/Windows login and on occasion your MyAxis login. The bookmark keeps working for as long as the server stays registered in Connected Services.

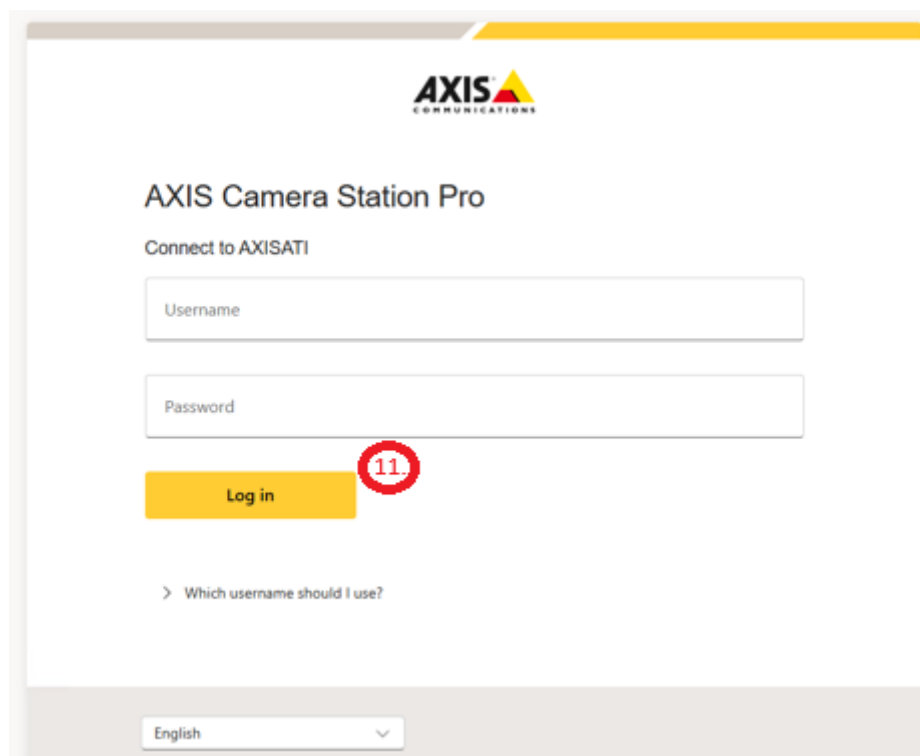


Image 6. A representative image of the transition from the server directory to the server sign in page.

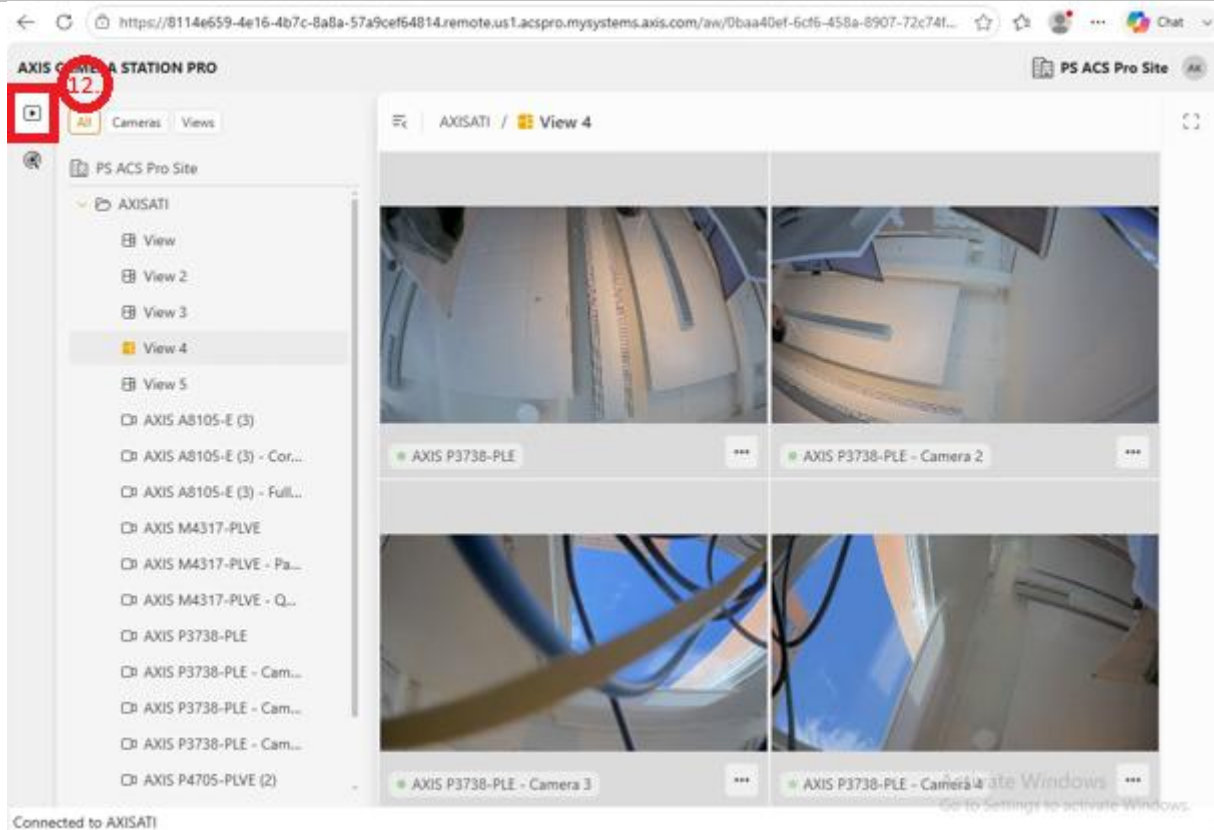


Image 7. A representative image of the live stream in a split-view after signing into a server.

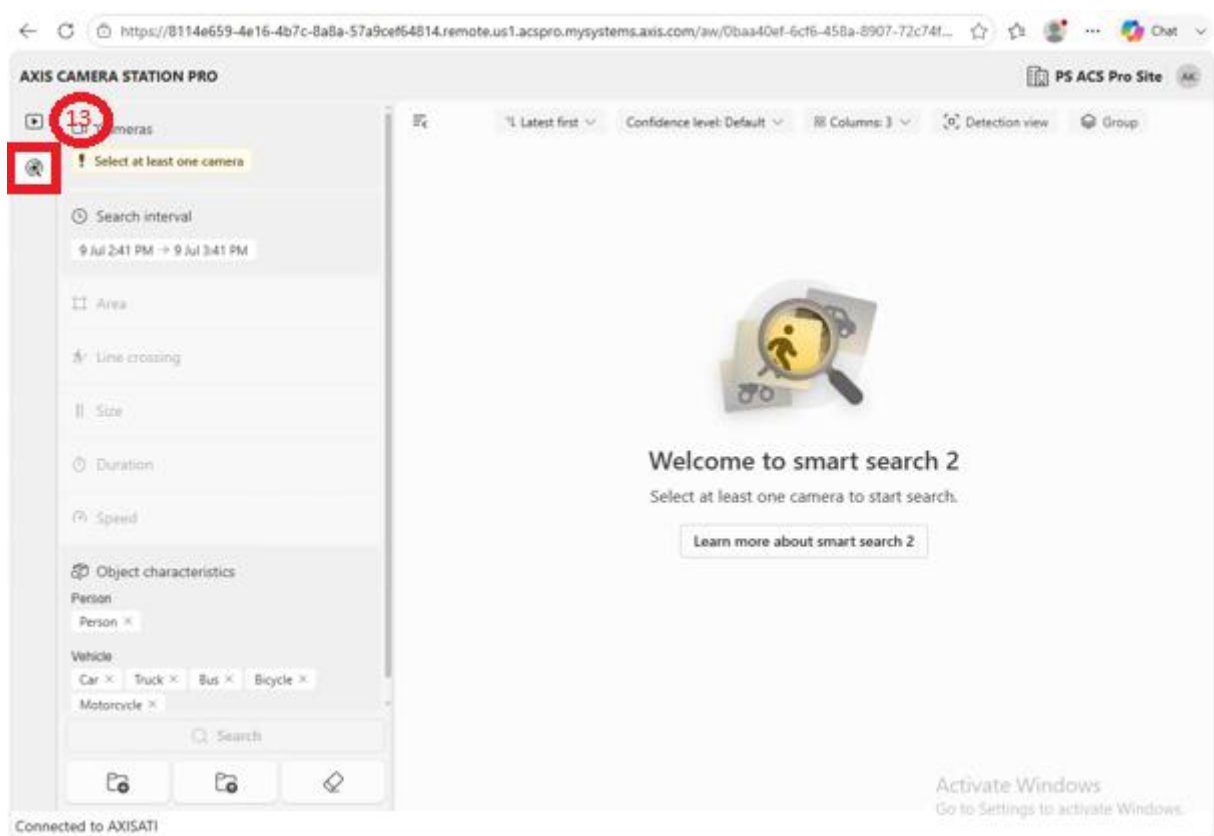


Image 8. A representative image of the Smart Search 2 tab after signing into a server.