

AXIS Camera Station Secure Remote Access

AXIS Camera Station Secure Remote Access is supported from AXIS Camera Station 5.12. When enabled, AXIS Camera Station client or Axis mobile viewing app can access the server located on a different network without the need of manual port-forwarding or router configuration.

When a secure peer-to-peer connection is established between the client/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.

1 Requirements for enabling Secure Remote Access

The following requirements need to be fulfilled by all AXIS Camera Station servers and clients/mobile viewing apps in a system:

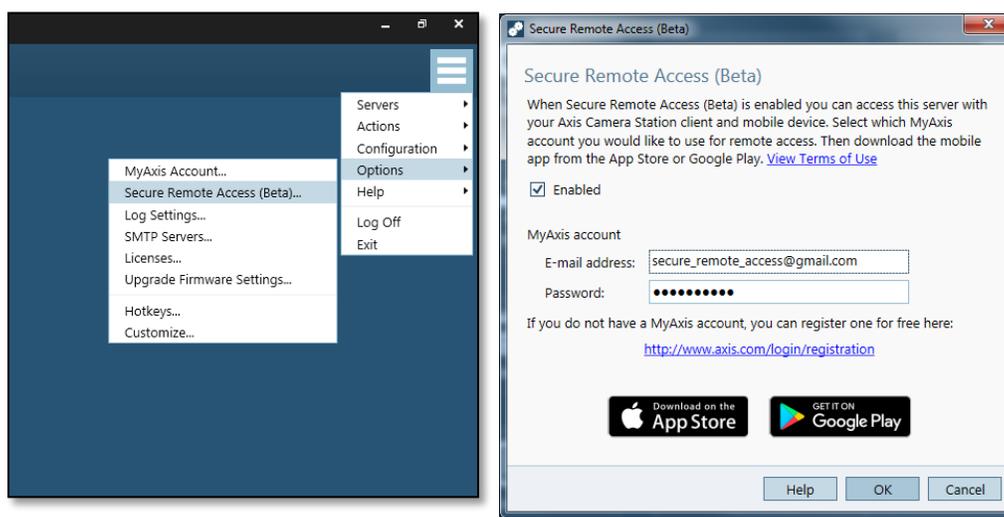
- AXIS Camera Station 5.12
- Internet access. **Note:** If the server/client is behind a proxy, you need to configure proxy settings for the server/client first, refer to this [FAQ](#) for detailed instructions.
- A joint MyAxis account. The same account must be used on all AXIS Camera Station servers and clients/mobile viewing apps in one system.

2 How to enable/disable AXIS Camera Station Secure Remote Access

This is done in two steps, firstly on the server, then on the remote client/mobile viewing app.

Step 1: Enable/Disable Axis Secure Remote Access on the server

Logon to the server via Axis Camera Station Client on the same computer. Go to Main menu > Options > Secure Remote Access. Enter MyAxis account credentials. Check “Enabled” checkbox and “OK”.



Normally it takes a few seconds before it's enabled. This step is needed only once and doesn't need to be redone if the server's network status changes, e.g. when the server's IP address changes.

Axis Secure Remote Access can be disabled by unchecking "Enabled" checkbox and "OK". If a client is currently connected to the server via Axis Secure Remote Access, it cannot be disabled.

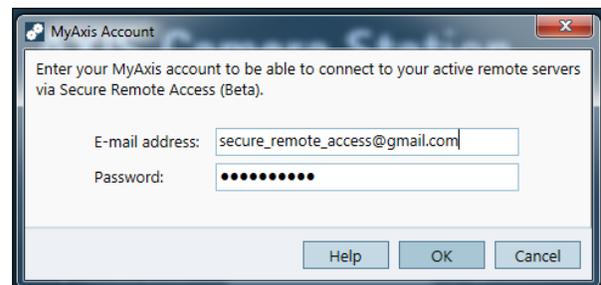
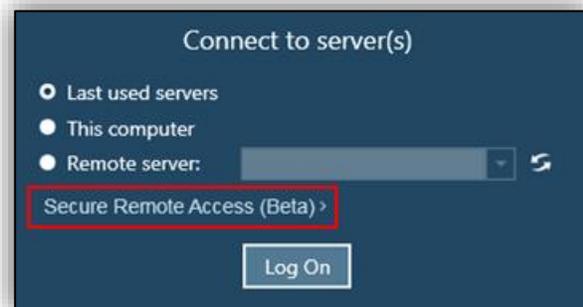
To change to use another MyAxis account or empty previously entered MyAxis account, you need to disable Axis Secure Remote Access first.

Note: Some special symbols are currently not supported in the MyAxis account password, although they are supported on www.axis.com due to a limitation. If the password containing the following special symbols (at least) are entered in Axis Camera Station, the credentials will always be considered invalid: £ ¤ Å Ä Ö.

Step 2: Access the server remotely via Secure Remote Access

A) From a remote client

Start AXIS Camera Station client at the remote location and click on "Secure Remote Access". Enter the same MyAxis account credentials as the one used to enable Axis Secure Remote Access on the remote server in the previous step.



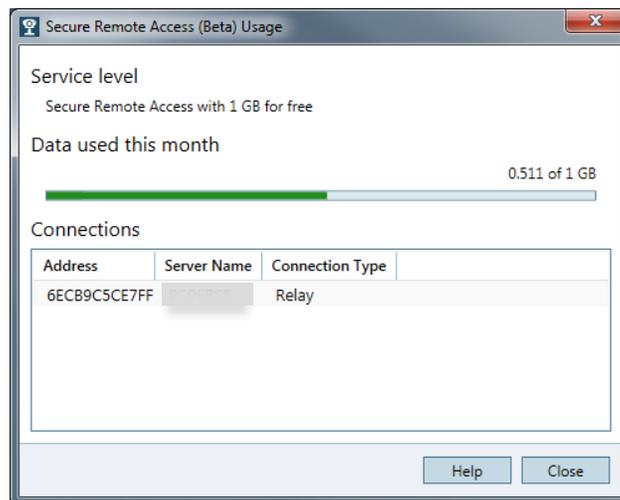
Now the remote server list will be refreshed. Choose "Remote server", the dropdown list should be populated with remote servers that have Axis Secure Remote Access enabled under the MyAxis account. Those servers have "(Secure Remote Access)" appended to their names, to separate them from remote servers accessible without using Axis Secure Remote Access. If a specific server is missing from the list, press the "refresh" button to force a server list refresh.

It is recommended to use a restricted Windows user, local or domain, when logging in via AXIS Secure Remote Access. See section: [How to create a restricted local Windows user](#) and [Add local user to the AXIS Camera Station system](#).

Choose a desired server and logon with the corresponding user credentials. When logged in, the user can see whether peer-to-peer communication or relayed data transfer is used, as well as the total amount of relayed data used by the MyAxis account since the first day of that month.

If relayed data transfer is used instead of peer-to-peer communication

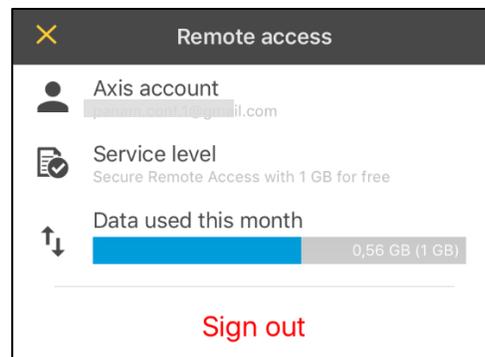
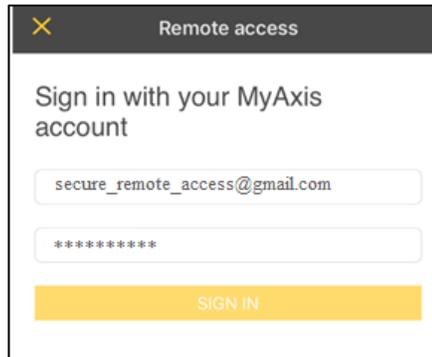
The value of relayed data consumption is refreshed every 10 seconds on the client side based on its own calculation. Every 5 minutes, the client syncs with the Axis mediator servers to get an accurate update. The Axis mediator servers have an overview on each MyAxis account's relayed data consumption. This is calculated based on the information provided by each server with Axis Secure Remote Access enabled under this MyAxis account. Every server provides an update to the Axis mediator servers every 5 minutes as well.



When the available relay data of the MyAxis account is used up, a "No Relay Data Left" message will be displayed. Live view and playback won't be available and the client will have to be disconnected from the server. A similar error message will be shown the next time a client tries to logon to this server (or another server where peer-to-peer communication can't be established) via Axis Secure Remote Access with this account.

B) From Axis Camera Station Mobile app

In Axis mobile viewing app, remote access needs to be activated first by signing in with the same MyAxis account as the one used to enable Axis Secure Remote Access on the remote server. When signed in, the total amount of relayed data used by the MyAxis account during the month will be shown.



After that, the remote server list will be updated with all remote servers that have Axis Secure Remote Access enabled under the MyAxis account. These servers have icon ☁ in front of their names, compared with servers accessible without using Axis Secure Remote Access which are identified by icon 🏠.

It is recommended to use a restricted Windows user, local or domain, when logging in via AXIS Secure Remote Access. See section: [How to create a restricted local Windows user](#) and [Add local user to the AXIS Camera Station system.](#)

Choose a desired server and logon with the corresponding user credentials.

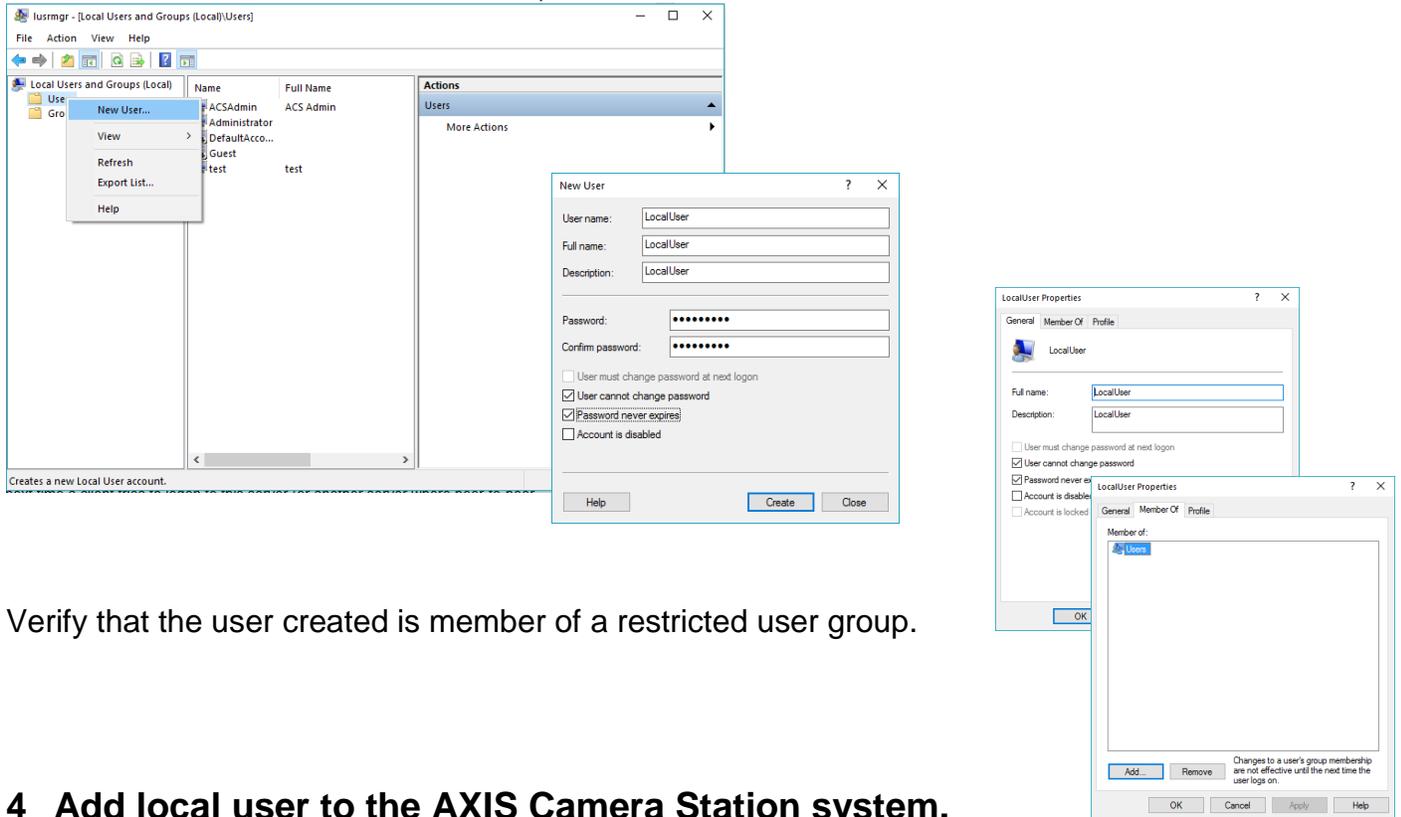
If relayed data transfer is used instead of peer-to-peer communication

A message “This stream is limited by your service level” will be shown during video streaming. When this MyAxis account’s relayed data runs out, a “No data left” message will be shown while streaming and when the user tries to logon to the site again (or another site where peer-to-peer communication can’t be established) via Axis Secure Remote Access with this account.

3 How to create a restricted local Windows user

Open the Edit local users and groups (Control Panel -> Administrative Tool -> Computer Management -> Local Users and Groups OR search for Edit local users and groups)

Select New User and enter username, credentials etc.



Verify that the user created is member of a restricted user group.

4 Add local user to the AXIS Camera Station system.

For information on how to add a user account to AXIS Camera station, read more at "User Permissions" in AXIS Camera Station help.

See this [video](#) to learn how to assign different user right to an user account in AXIS Camera Station.

5 Frequently asked questions

- [How to configure AXIS Camera Station in order to use Secure Remote Access if I have proxy servers in my network?](#)
- [When is the relayed data for AXIS Camera Station Secure Remote Access renewed every month?](#)
- [When can peer-to-peer communication not be established?](#)
- [What to do if I run out of my complimentary relayed data?](#)

For more information, please refer to Axis Secure Remote Access white paper and datasheet on [Axis Secure Remote Access page](#).