How to

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

Contents

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 [System Requirements](#).
- Read about the new features available in AXIS Camera Station Pro [Here](#).
- The default ports used have changed. You can check the port settings in Service Control. Read the [Port lists in the user manual](#) for more information.
- Know what Organization you plan to onboard the system to. For more information about Organizations, read [Here.](#)

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 March 2026. For more information about AXIS Camera Station Pro licenses, see [Licenses](#) for more information.

- All client PCs which connect to this server will also need to be updated to AXIS Camera Station Pro.

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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 [Upgrading to AXIS Camera Station Pro](#).

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 Station 5 on the **new** server. This should match the version from the **old** server.

2. Go to AXIS Camera Station Service Control and click Stop to stop the service on the **old** server.

3. 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 [Database files](#).

4. 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.

5. 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.

6. If you use AXIS System Health Monitoring, Copy system-health-monitoring.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.

7. 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:
   o Regenerate the Root CA certificate. For instructions, see [Generate a root CA.](#)

   o If your recordings are on a network share, go to Configuration => Storage => Management, select the network share and click Reconnect….

   o 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.

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5. Enter the passwords for the devices in *Configuration => Devices => Management.*

6. Restore optional credentials:

   o SMTP server with password: go to *Configuration => Server => Settings*, edit the SMTP server, and re-enter the password.

   o Password-protected Send HTTP Notification actions: go to *Configuration => Recordings and events => Action rules*, edit the rules, and re-enter the passwords.

   o Scheduled exports to a password protected network share: go to *Configuration => Server => Scheduled export* and re-enter the password.

   o 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 [Axis Support](#) for help releasing your licenses so that you may upgrade your licenses to AXIS Camera Station Pro licenses.

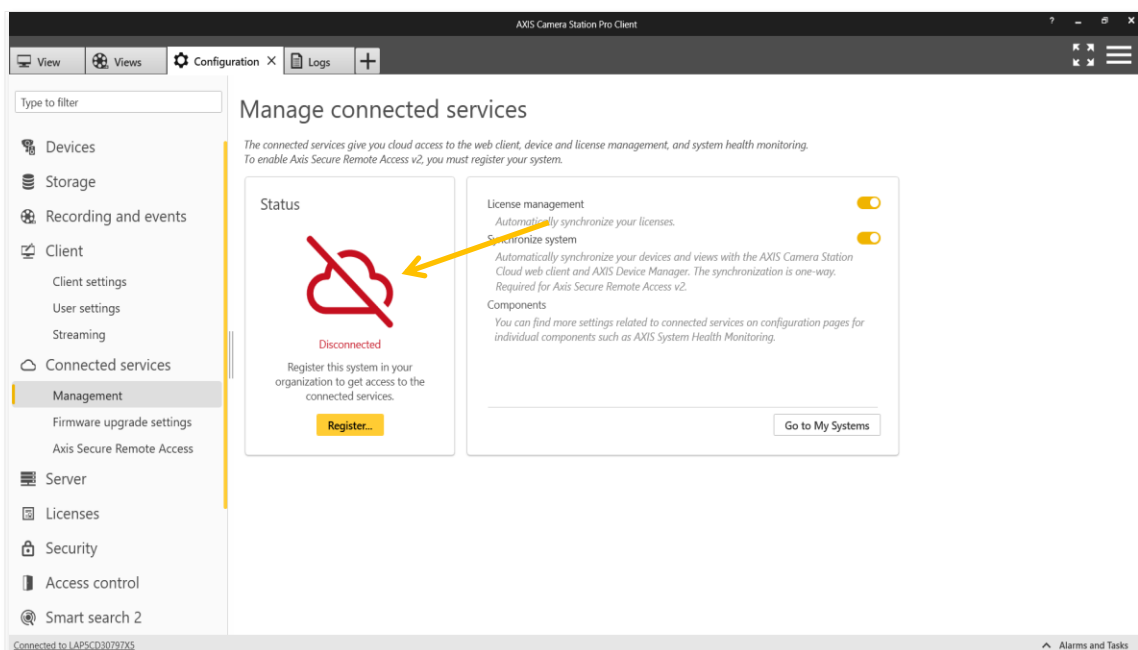# 3. Upgrading to AXIS Camera Station Pro

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 [here](#). After upgrading, you must re-license 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.](#)

1. 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.

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

Redeem license key ✕

Redeem the license key for your purchased licenses. The licenses will be added to the selected organization specified below. This action cannot be undone or amended once the license key is redeemed. Please check to ensure that you have selected the correct organization.

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.

Confirmation - licenses added to wallet ✕

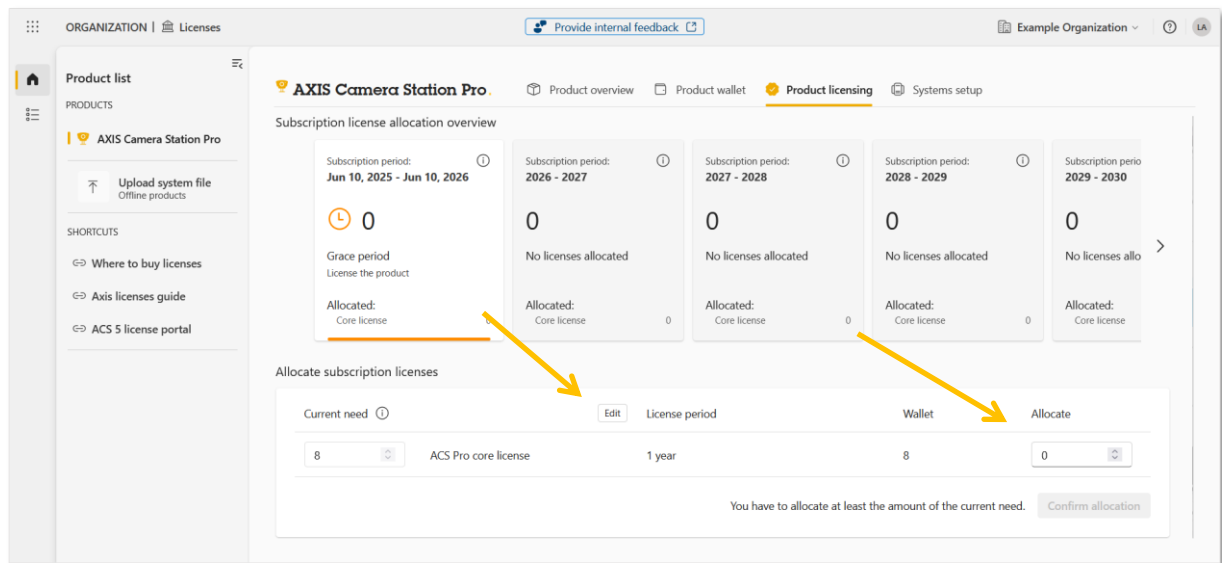✓ The licenses are now added to your wallet.

Next, go to the Product licensing tab to license the product for the upcoming subscription year.
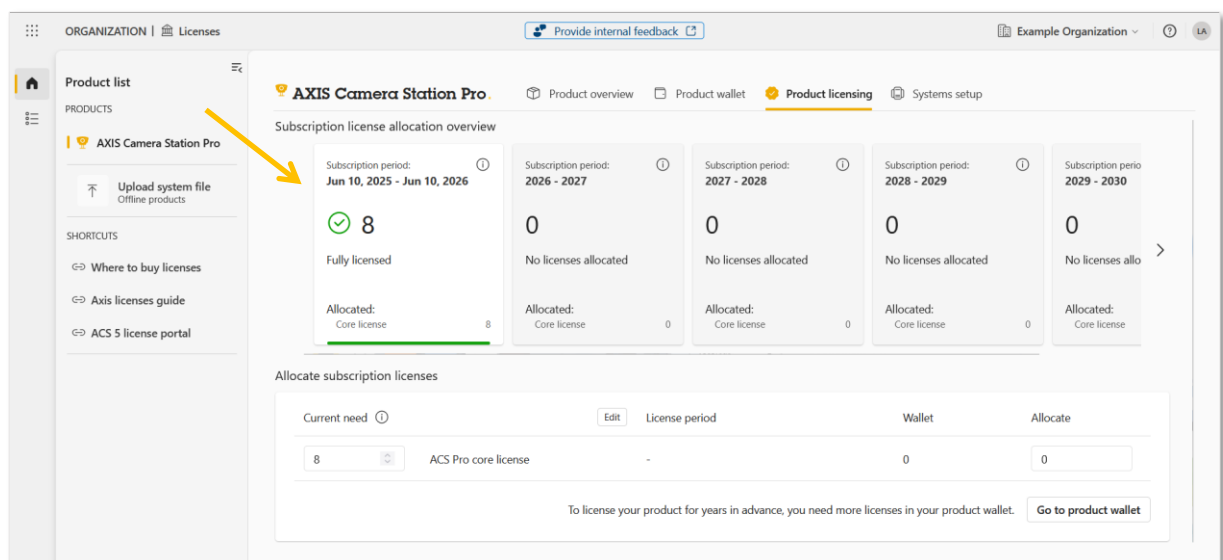
Add more licenses   **Go to product licensing**

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 [Licenses](#).

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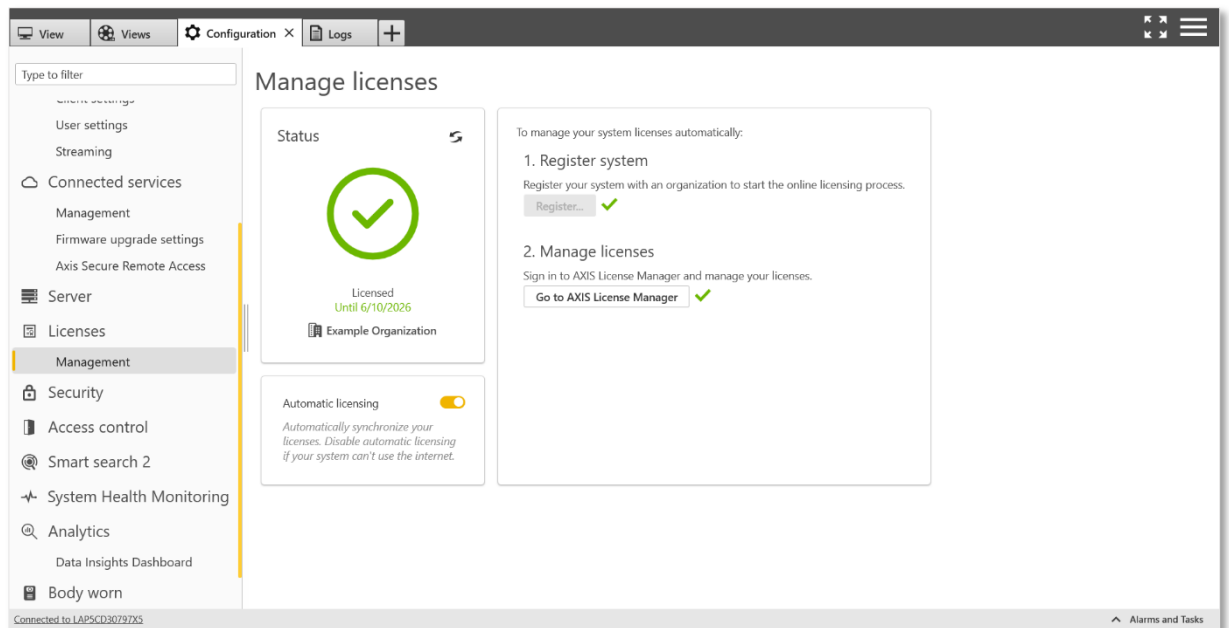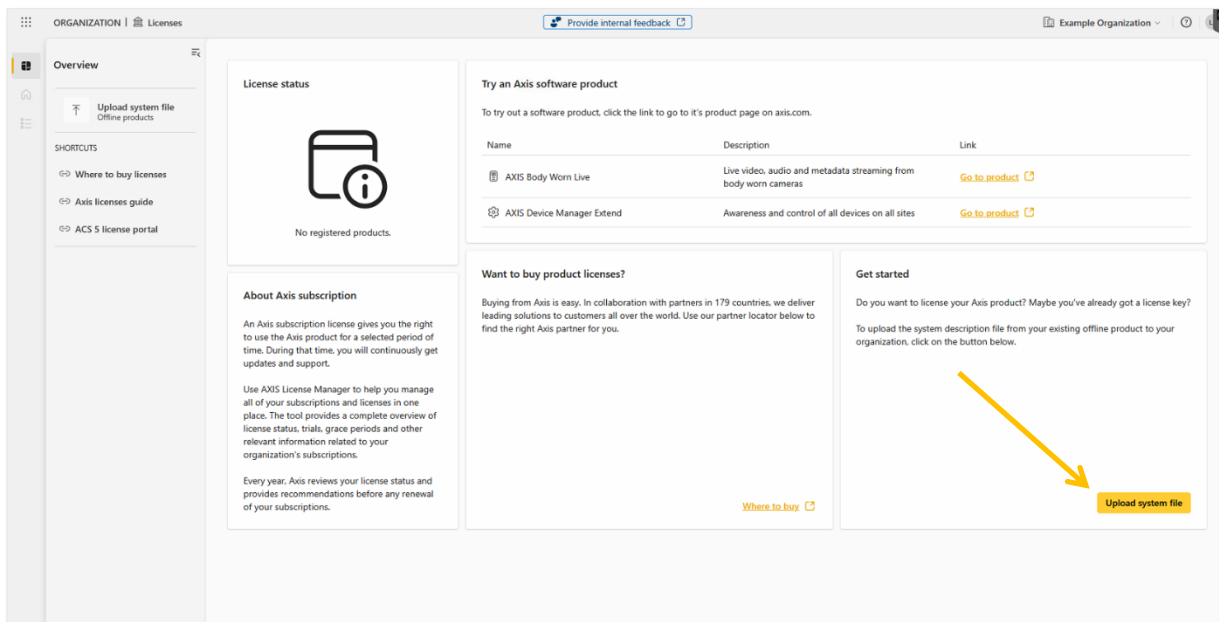

4.2. Offline installation

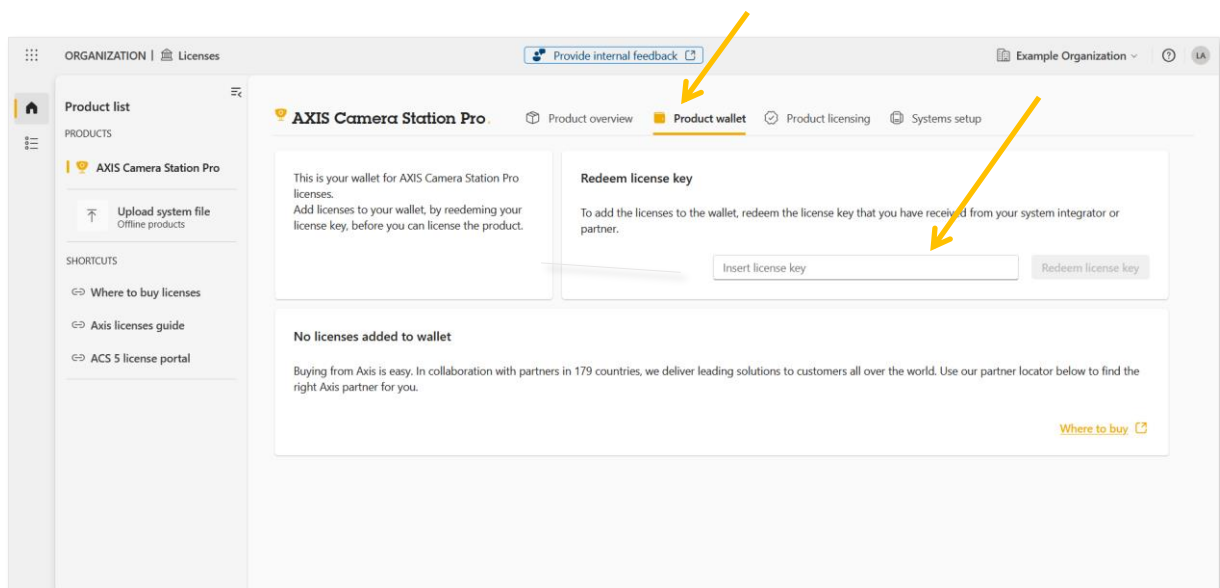If you already licensed online, you can skip ahead to [Optional Features](#).

1. 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.
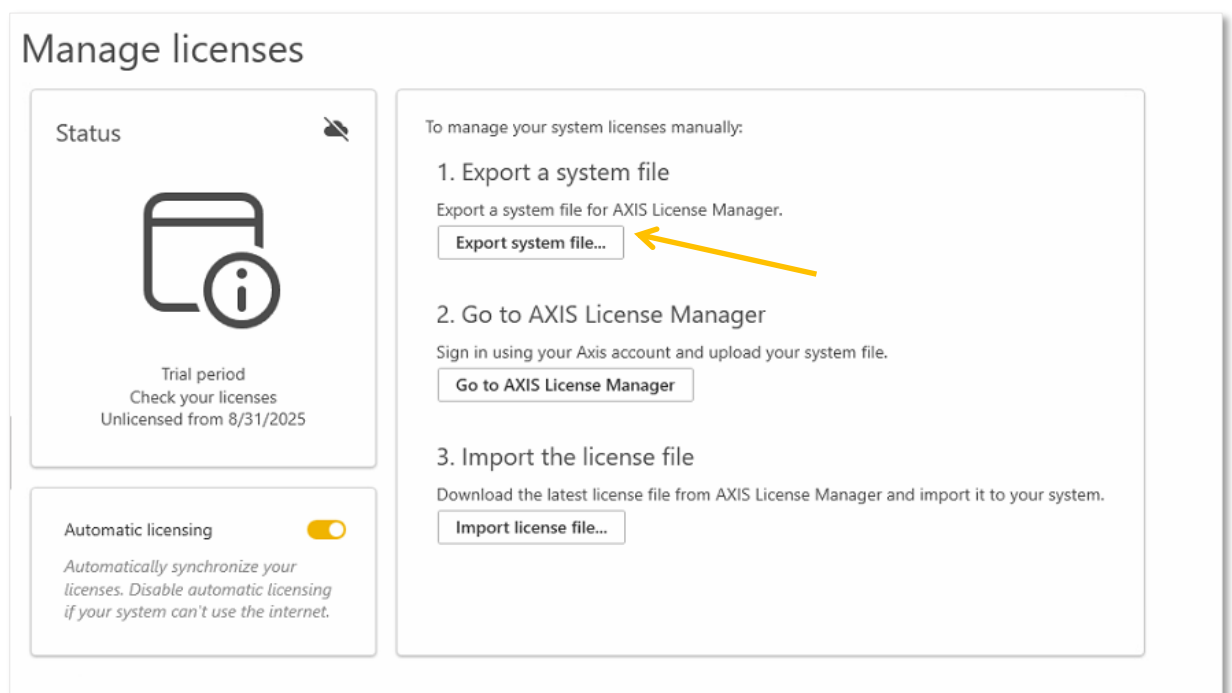
2. Bring the System file to a PC which has internet access, and navigate to lm.mysystems.axis.com

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.

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

Redeem license key

Redeem the license key for your purchased licenses. The licenses will be added to the selected organization specified below. This action cannot be undone or amended once the license key is redeemed. Please check to ensure that you have selected the correct organization.

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**

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 - licenses added to wallet
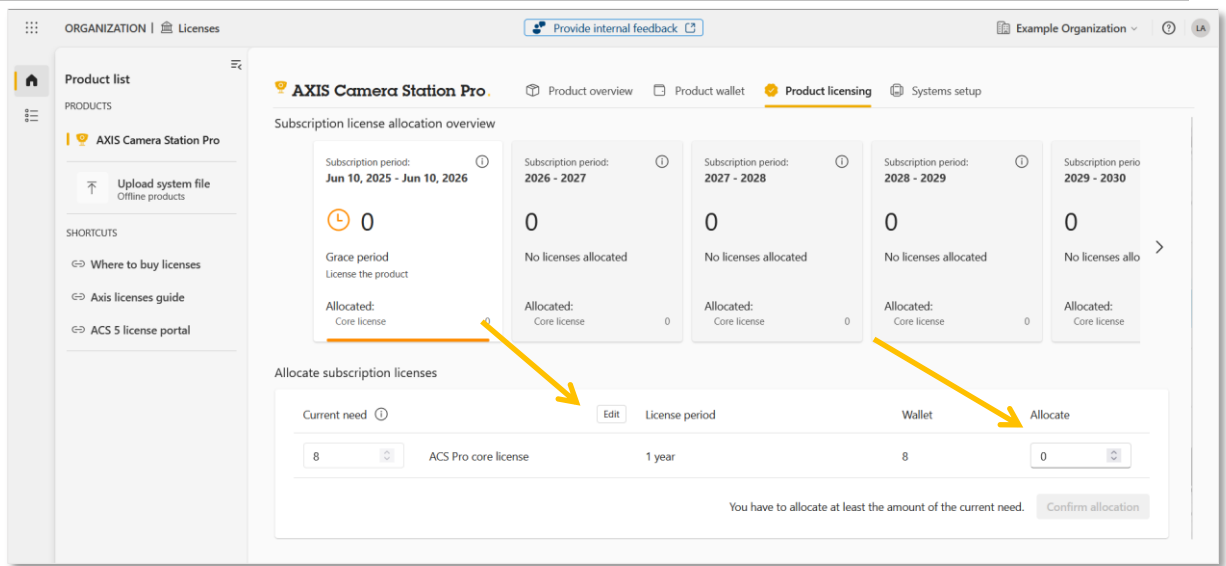
✓ The licenses are now added to your wallet.

Next, go to the Product licensing tab to license the product for the upcoming subscription year.

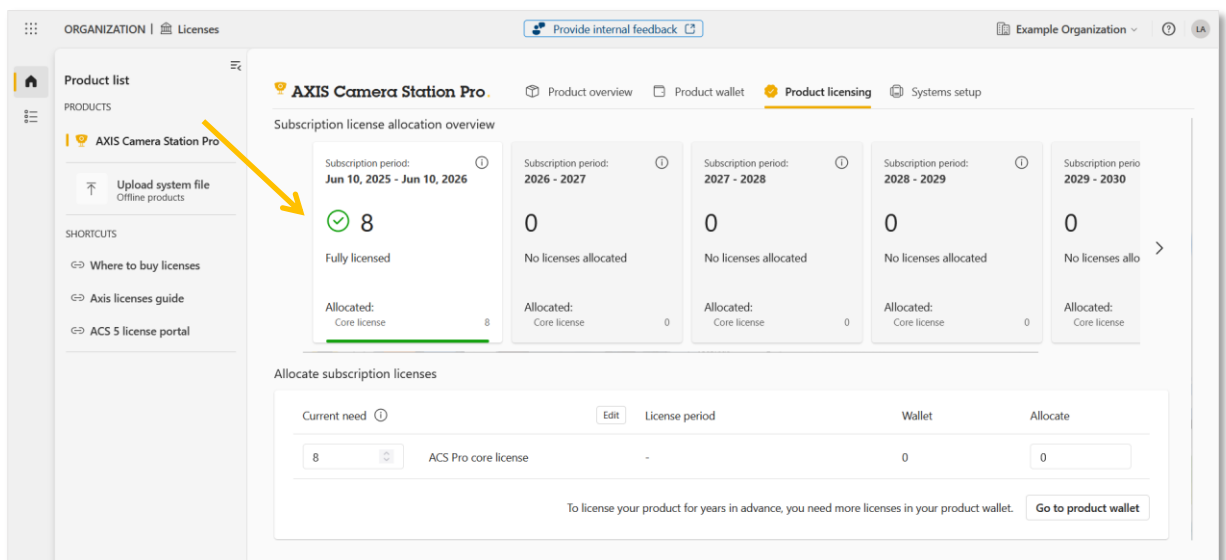Add more licenses   **Go to product licensing**

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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 Licenses.

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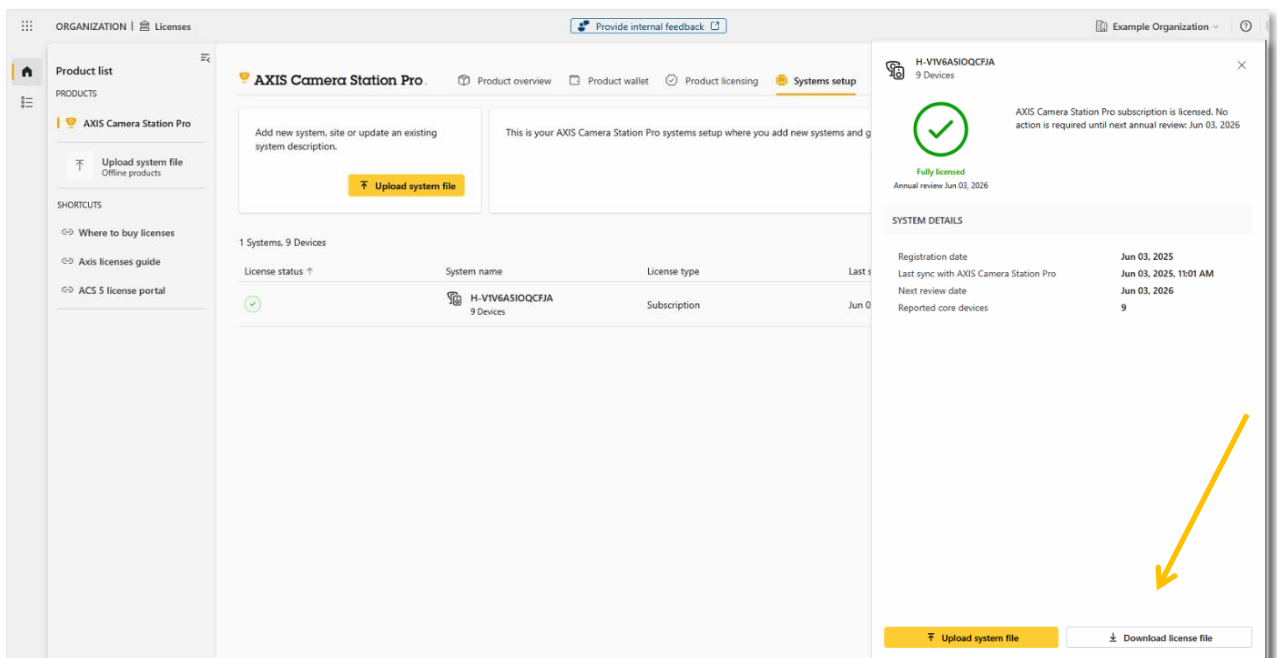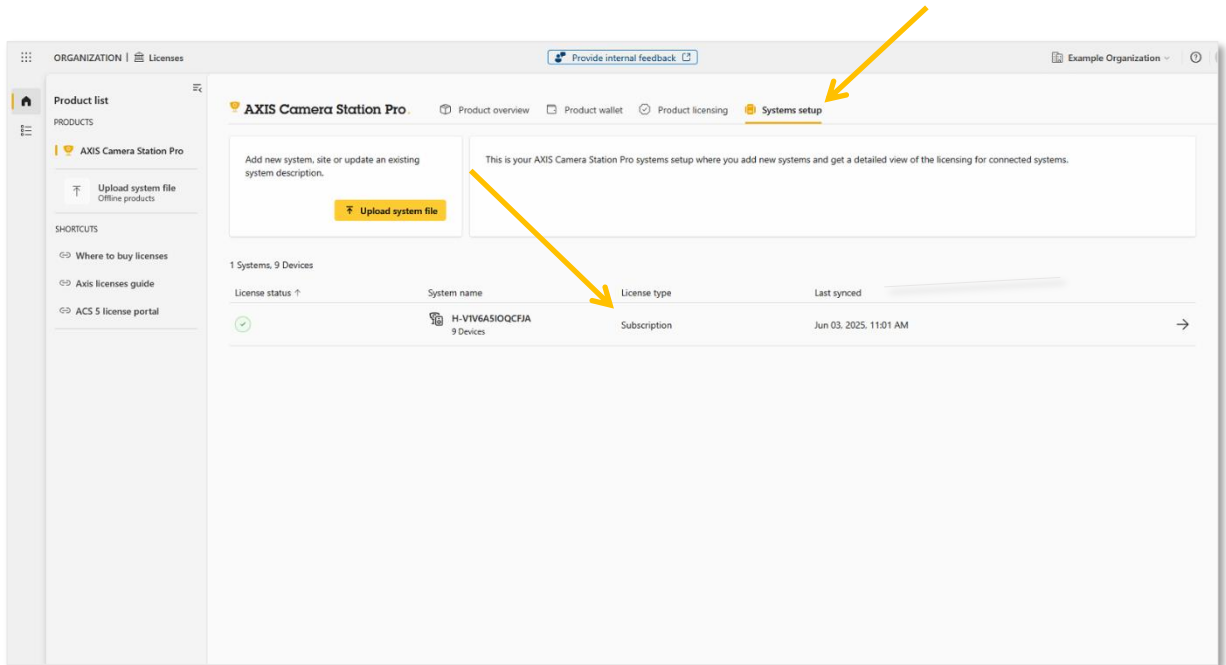
7. Bring the license file to the server and upload it. You are now fully licensed.

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.
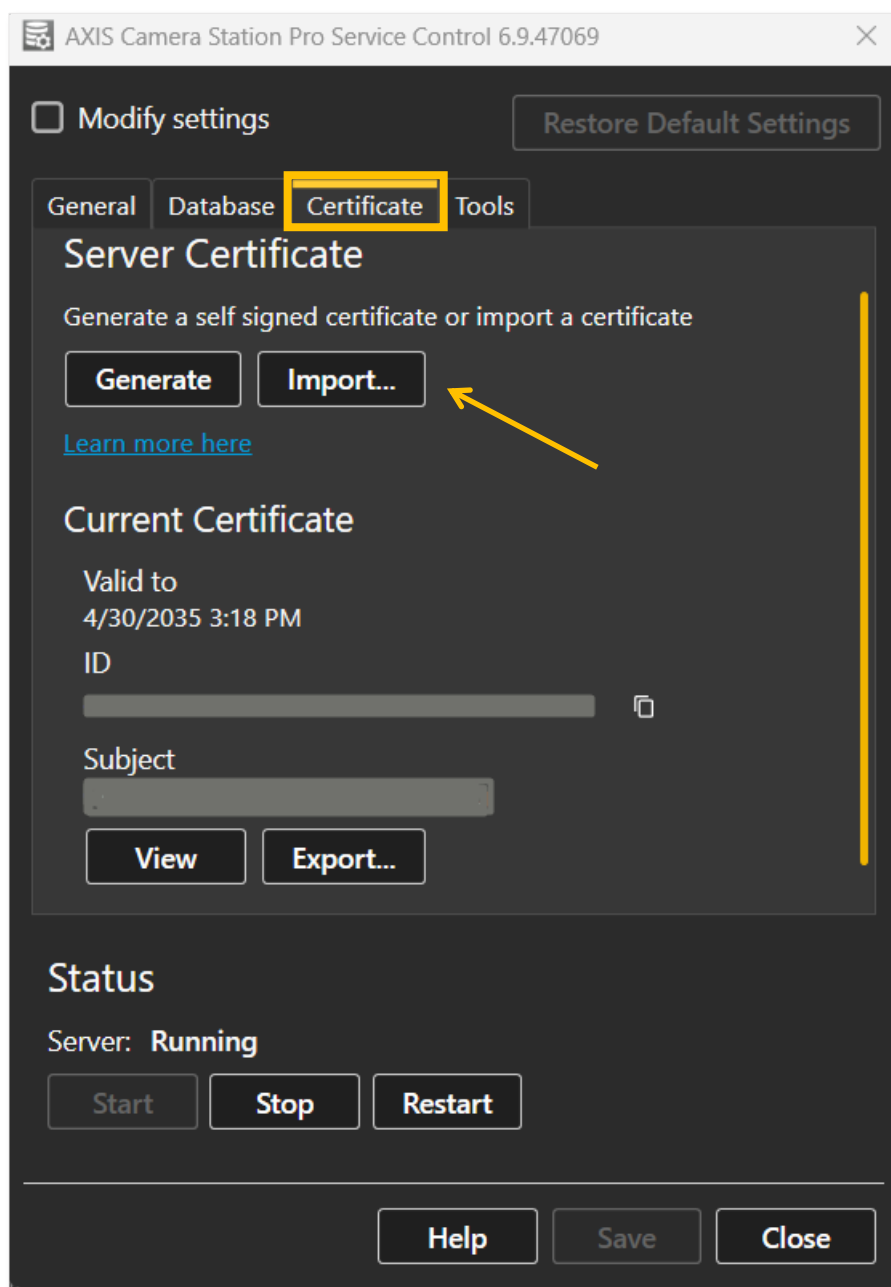
2. **Body Worn camera integration**: If you've integrated an Axis body worn system, you must renew the certificates and apply a new connection file with the updated ports. If you have already renewed the certificate or imported your own as a part of the migration, you do not need to do so again. To generate 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 Body Worn Integration Guide.

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 How to - Enable and Use AXIS Camera Station Pro Secure Remote Access v2s.

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