

AXIS Device Manager Edge

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About

AXIS Device Manager Edge provides system administrators with an interface for discovering, configuring, and operating Axis devices on their organization's networks.

Axis Device Management client

The client is a desktop app that can be used as an on-demand, or always available user interface for managing your system. It can be run on a dedicated machine together with a locally installed edge host, or separately from the edge host on a remotely connected laptop. The client presents the user with the overall status of the system and readily available management actions.

The edge host

The edge host is an always available, on-premise management service that is responsible for maintaining local devices, such as cameras. The edge host also acts as a link to the Axis remote management service, where the same API functionality supports remote administration of sites via the Axis service platform.

Note

The client is used for both AXIS Device Manager Edge and AXIS Device Manager Extend. Access to the expanded capabilities of AXIS Device Manager Extend depends on if your organization has a license for that software.

About organizations

The organization is a virtual representation of your Axis system installations, and it's at the center of your cloud services. An organization hosts all of the devices and user accounts of a company in a hierarchy that regulates access and ensures maximum security. At the same time it allows for flexible user and device management for small businesses as well as large corporations.

- When you create a new organization, you become its owner. The organization connects your system to the users of Axis cloud service.
- You can invite users to the organization. See .
- You can assign different roles to users.
- The organization contains a default folder where you can start building your organizational structure that fits your needs. You can structure the organization into folders and sub-folders. Typically, a folder represents a physical site or location of a system within an organization.
- Manage your licenses for your system within your organization.
- To create an organization, you need a My Axis account.


Get started

Register a My Axis account

Register a My Axis account at axis.com/my-axis/login.

To make your My Axis account more secure, activate multi-factor authentication (MFA). MFA is a security system that adds another layer of verification to ensure the user's identity.

To activate MFA:

1. Go to axis.com/my-axis/login.
2. Log in with your My Axis credentials.
3. Go to  and select **Account settings**.
4. Click **Security settings**
5. Click **Handle your 2-factor authentication**.
6. Enter your My Axis credentials.
7. Choose one of the authentication methods **Authenticator App (TOTP)** or **Email** and follow the on-screen instructions.

Install the client and activate your account

Go to the product page on axis.com and download the Axis Device Management client

1. Locate where you downloaded the application and click to install.
2. Select **client** and click **Install**.
3. Sign in to your My Axis account.
4. Confirm your e-mail address to complete the activation.
5. Create or join an existing organization.

Create organization

In order to add devices to your system, you need to be part of an organization. That is how you maintain and protect your devices in a secure way on one or more sites. If you're not already a member of an organization, a setup assistant will pop up and guide you through the process.

To create an organization:

1. Sign in with your My Axis account.
2. Follow the instructions of the setup assistant

To create additional organizations:

- Go to the drop-down menu with your organization's name.
- Select **+ Create new organization**
- Follow the instructions of the setup assistant.

Install the edge host

Go to the product page on axis.com and download the edge host (Axis Device Management Server)..

1. Choose a server where you want to install the edge host. We recommend you install the edge host on a server as close to your devices as possible.
2. Run the installer on the server.

Claim the edge host

To create a secure connection to your devices from the Axis Device Management client, you must first claim an edge host to your organization.

1. Click an edge host with the status **Unclaimed**
 - 1.1. Click **Add new edge host** if there is no edge host in the list
 - 1.2. Type the IP address of where the edge host is located
2. Type the name of your edge host
3. Add an optional description (recommended)
4. Click **Claim edge host**

Manage devices

Add discovered devices to your edge host

1. Go to Edge hosts.
2. Select a claimed edge host in the list you want to add devices to.
3. Go to **Devices > Discovered**.
4. Select the devices you would like to add, or select all of the devices by checking the box at the top of the selection column.
5. Click **Add devices to edge host** .

The devices are now listed in the **Managed** tab, and their status can be reviewed in **Edge host overview**.

Add devices from IP addresses

Add devices that are not automatically discovered from subnets, individual IP addresses or an IP range.

Add devices from IP range

1. Go to an edge host claimed by your organization.
2. Go to **Settings > Device discovery**.
3. Click **Add by IP**
4. Select **Manual entry**
5. Type the IP range
6. Click **Add IP addresses**
7. Go to **Devices > Discovered**
8. Select the devices you would like to add, or select all of the devices by checking the box at the top of the selection column.
9. Click **Add devices**.

Add devices from a file

1. Go to a edge host claimed by your organization.
2. Go to **Settings > Device discovery**.
3. Click **Add by IP**
4. Select **Import from file**.
5. Select the comma separated (.CSV) file with the IP addresses
6. Click **Import**
7. Go to **Devices > Discovered devices**
8. Select the devices you would like to add, or select all of the devices by checking the box at the top of the selection column.
9. Click **Add devices** .

Note

The file should have:

A header for the column of IP addresses.

A single column.

A maximum of 25,600 IP addresses.

Log in to your devices

1. Click Edge hosts
2. Select an edge host.
3. Go to **Devices > Managed**
4. Select the devices you want to access, or select all of the devices by checking the box at the top of the selection column.
5. Click **Log in** to automatically log in to multiple devices.
6. Type the username and password.
7. Click **Log in**

Note

If the username and password are correct, the **Status** will show **Reachable**

AXIS OS management

With Axis Device Management client, you can manage the operating system of multiple devices in each organization.

For a list of AXIS OS updates that are available for every device in your organization grouped by model, go to **Home > AXIS OS inventory**. For a list of AXIS OS updates that are available on a specific edge host, select the edge host and go to **AXIS OS inventory**.

Manage AXIS OS versions based on model

To manage AXIS OS by model across your organization:

1. Go to **Home > AXIS OS versions**
2. Click on the recommended AXIS OS version link. That will open up the AXIS OS upgrade options.
3. Click on the **Upgrade** to drop-down menu to see what is available. The latest AXIS OS version will be preselected.
4. Click on **Upgrade**.

Manage AXIS OS on an edge host.

To manage AXIS OS on some or all of the devices added to an edge host:

1. Go to **Edge hosts**
2. Click on the edge host you want to access.
3. Go to **Devices**
4. Select all or just the devices you'd like to manage.
5. Click the **AXIS OS** icon in the action menu
6. Check all or some of the models in the list.
7. If you'd like to change the AXIS OS version, click on the suggested version to see what is available for each device. The latest AXIS OS version will be preselected.
8. Click **Upgrade**.

View ongoing and completed AXIS OS upgrades

To view ongoing software upgrades of devices connected to a specific edge host:

1. Click **Edge hosts**
2. Click on the edge host you want to access.
3. Go to **Log**

To see ongoing software upgrades:

4. Go to **Log > Ongoing tasks**

Troubleshooting

How to configure firewall settings

The Axis Device Management client requires access to axis.com domain and any subdomain.

For the edge host to communicate with the Axis service, add the following IP addresses and ports to the allow list of the organization's firewall:

- 40.127.155.231 (EU), port 443
- 52.224.128.152 and 40.127.155.231 (US), port 443
- A public DNS server IP, port 53

Alternatively, the domain prod.adm.connect.axis.com (which is a DNS A record pointing to the above IP addresses) could be used in the firewall settings.

The edge host uses the prod.adm.connect.axis.com domain name for all outbound requests.

For this to work, the network will need to use a public DNS server and allow traffic out to the DNS server IP address (and default port 53).

Note

For more information about port configuration, check out the White Paper for AXIS Device Manager Extend: *Typical system setups*.

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