NewgenONE Content Cloud

Controller

Administration Guide

Version: 2024.1

Disclaimer

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Contents

Preface

This chapter provides information about the purpose of this guide, details on the intended audience, revision history, and related documents for NewgenONE Content Cloud Controller Administration Guide.

Revision history

Revision date	Description
June 2024	Initial publication

About this guide

This guide explains how to monitor the APIs running across all the tenants. It also explains how to monitor the tenants, view their enrolled subscription plan details, and view audit logs. This guide also provides step-by-step procedures to update an existing subscription plan for a tenant or add an add-on to the plan, as per the customer's request or demand.

To ensure you are referring to the latest and most recent revision of this guide, download it from one of the following locations:

- Newgen Internal Doc Portal, if you are a Newgen employee.
- Newgen Partner Portal, if you are a Newgen partner.

Intended audience

This guide is intended for NewgenONE internal audiences only. It includes system administrators who monitor and control NewgenONE Content Cloud services. It is also intended for the developers and product managers who look into the NewgenONE Content Cloud system for deeper insights. The reader must have a basic understanding of NewgenONE Content Cloud Controller terminologies and features. The reader must also have administrative rights to work with various features of NewgenONE Content Cloud Controller.

Related documents

The following documents are related to NewgenONE Content Cloud Controller:

- NewgenONE Content Cloud Administration Guide
- NewgenONE Content Cloud User Guide for Micro UI
- NewgenONE Content Cloud Developer Guide
- NewgenONE Content Cloud NCC Add-in for Office Administration Guide
- NewgenONE Content Cloud NCC Add-in for Office User Guide

Documentation feedback

To provide feedback or any improvement suggestions on technical documentation, write an email to docs.feedback@newgensoft.com.
To help capture your feedback effectively, share the following information in your email:

- Document name
- Version
- Chapter, topic, or section
- Feedback or suggestions

Introduction

With NewgenONE Content Cloud Controller, you can monitor the APIs running across all the tenants and view audit logs. This gives you a quick glance and deeper insights into the performance of the APIs. It also provides information about the tenant's subscription plan and its current status. In NewgenONE Content Cloud Controller, the key metrics are visualized graphically to understand and analyze the data easily.

Apart from this, it also allows you to update the subscription plans, add the required add-ons to the existing plans, and deactivate any tenant if required.

Getting started

This chapter gives you an overview of getting started with NewgenONE Content Cloud Controller. It includes the following topics:

- Signing in to NewgenONE Content Cloud Controller
- Exploring NewgenONE Content Cloud Controller interface

Signing in to NewgenONE Content Cloud Controller

To sign in to NewgenONE Content Cloud Controller, perform the following steps:

1. Open a web browser.
2. In the browser address bar, enter the NewgenONE Content Cloud Controller URL:
   https://ncc-qa.azurewebsites.net/newgen-admin/login
   The NewgenONE Content Cloud Controller sign-in page appears.
3. Enter the following details in the corresponding fields:

Field	Description
Email	Enter your email address.
Address	Enter the password associated with your email address.
Forgot Password	Click this link to reset your password with your registered email address. For more information, see Resetting password.

4. Click **Login** to proceed further.
5. Enter the one-time password (OTP) received on your registered email address. In case, you didn't receive any OTP, click **Resend OTP**.
6. Click **Verify OTP**.
   The NewgenONE Content Cloud Controller home page appears.

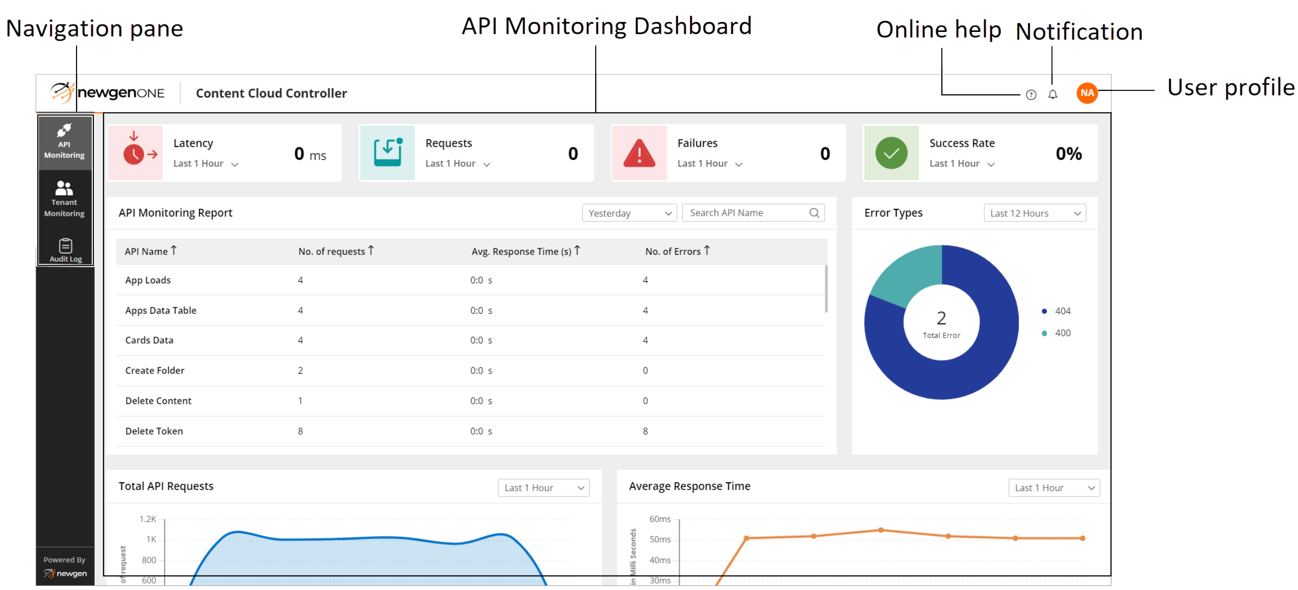
Resetting password

To reset your forgotten password, perform the following steps:

1. Click the **Forgot Password?** link on the sign-in page.
   The Forgot Password page appears.
2. Enter your registered email address.
3. Click **Get Reset Link**.
   A reset link and a set of instructions for resetting the password are shared on your registered email address.
4. Open the reset link.
   The Reset Password page appears.
5. Enter the new password and re-enter to confirm.
6. Click **Reset**.
   The password gets updated.

Exploring NewgenONE Content Cloud Controller interface

On successful sign-in, the NewgenONE Content Cloud Controller home page appears. By default, the API monitoring page appears as the home page. Here, you can view the key metrics about the APIs running across all the tenants. These metrics help to monitor and analyze the usage and efficiency of APIs.



The home page of the NewgenONE Content Cloud Controller contains the following user interface (UI) elements:

UI element	Description
Navigation pane	Allows you to switch between the different tabs available on the pane, which are as follows: • API Monitoring • Tenant Monitoring • Audit Log
API Monitoring Dashboard	Displays the key metrics for the APIs running across all the tenants in a graphical representation. It uses different types of visualizations to represent the API-related data such as charts, cards, and tables.
Online help	Opens the online help for NewgenONE Content Cloud Controller.

UI element	Description
Notification	Selecting the Notification icon displays messages triggered by certain defined events. Whenever there is any notification, the notification icon appears with a count in blue, indicating the number of notifications. Once you select a notification to mark it as read, its background changes to white. The notifications are classified into the following categories: • **Successful** — Indicates that a certain activity was implemented successfully. • **Information** — Provides general information or updates. • **Warning** — Alerts you when the subscription plan of any tenant user is about to expire or any other subscription plan expiry notifications.
User profile	Displays the current email address and provides an option to change the password. For more information, see Changing password.

Changing password

To reset your password, perform the following steps:

1. On the top right corner of the page, click **User Profile** icon.
2. Select **Change Password**.
   The Change Password dialog appears.
3. Enter your current password. You can click the corresponding eye icon to see the entered password.
4. Enter the new password. You can click the corresponding eye icon to see the entered password.

   The password must be a combination of one capital letter, one numeric letter, and one punctuation without any spaces. The password length can range from 8 to 16 characters.

5. Re-enter the new password to confirm. You can click the corresponding eye icon to see the entered password.
6. Click **Change**.
   The password gets updated.

API monitoring

On the API Monitoring page, you can monitor the APIs running across all the tenants. It provides information about the overall latency or response time, number of API requests, number of API failures, and the final success rate of the APIs. It also provides a monitoring report that lists the details about the APIs including the name, number of API requests, average response time, and the count of errors, if any.

The different types of errors faced by the tenants are visualized using the doughnut chart. Apart from this, you get details about the total number of API requests, the average response time of the APIs, top five slowest and fastest APIs used by the tenants.

API performance cards

The API performance cards provide a quick glance at the overall performance of the APIs running across all the tenants. This includes the API latency, requests, failures, and success rates.

API latency card
API latency refers to the amount of time (in milliseconds) your system takes to respond to an API request. The higher the latency, the more the delay in responding to an API request.

You can also apply the filter to view the latency for the last one hour, last four hours, last eight hours, last twelve hours, yesterday, or today. By default, its shows latency for the last one hour.

API requests card
API requests refer to the number of requests received from all the tenants. You can also apply the filter to view the API requests for the last one hour, last four hours, last eight hours, last twelve hours, yesterday, or today. By default, it shows the API requests for the last one hour.

API failures card

API failures refer to the number of APIs that do not generate a successful response to the tenant request. You can also apply the filter to view the failed APIs for the last one hour, last four hours, last eight hours, last twelve hours, yesterday, or today. By default, it shows the failed APIs in the last one hour.

API success rate card

The success rate is the percentage of successful APIs response to the total number of API requests. You can also apply the filter to view the success rate for the last one hour, last four hours, last eight hours, last twelve hours, yesterday, or today. By default, it shows the success rate for the last one hour.

API monitoring report

The API monitoring report gives a broad overview of all the APIs performance within the NewgenONE Content Cloud system. This report lists all the API names used by the tenants along with their corresponding number of request made, the average response time in milliseconds, and the number of failed attempts or errors. The average response time for an API is the total time taken to respond to an API request by the total number of responses in the chosen time frame.

You can click any API in the report to get its related information. The API Details dialog appears. Here, you can view the API name, the number of API requests, the average response time (in milliseconds), the number of errors that occurred, and the list of tenants using that API along with the application name, the error occurrence time, and the error code. You can also filter the tenant list based on the tenant's name, application name, and error code by clicking the filter icon.

In addition, you can also apply a filter to view the monitoring data for the last one hour, last four hours, last eight hours, last twelve hours, yesterday, or today. By default, it shows the monitoring report for the last hour. You can also use the search box to find details for a specific API. Apart from this, you can sort the table by clicking the up or down arrow next to the table headers.

- Click the up arrow ↑ to sort the table in ascending order.
- Click the down arrow ↓ to sort the table in descending order.

Error types

The Error Type graph in NewgenONE Content Cloud Controller displays the different types of errors faced by tenants while using the APIs. Each error type signifies a unique error code. These error types are visualized in a doughnut chart. You can hover your mouse cursor over a segment in the doughnut chart to view the count of a specific error type.

This chart displays a maximum of five top-most error types that occurred on the tenant side, the rest of the error types are grouped under Others. To view all the error types, select **click here**. The API Details dialog appears. Here, you can view the errors and other details for the selected API in the API Monitoring report. These details include the API name, the number of API requests, the average response time (in milliseconds), the number of errors faced, and the list of tenants using that API along with the application name, the error occurrence time, and the error code. You can also filter the tenant list based on the tenant's name, application name, and error code by clicking the filter icon .

The text in the center of the graph displays the total number of API errors. Apart from this, you can also apply the filter in the doughnut chart to view the errors for the last one hour, last four hours, last eight hours, last twelve hours, yesterday, or today. By default, it shows the error types for the last hour.

Total API requests

The Total API Requests graph in NewgenONE Content Cloud Controller displays the total number of API requests raised within the specified time frame. These API requests are raised by the tenants. The vertical axis displays the count of API requests while the horizontal axis displays the time intervals.

You can apply filters to view API requests for the last one hour, last four hours, last eight hours, last twelve hours, yesterday, or today. By default, it shows the API requests for the last hour.

Average Response Time

The Average Response Time graph in NewgenONE Content Cloud Controller displays the average time taken by all the APIs to respond to all the API requests. The vertical axis displays the average response time of APIs while the horizontal axis displays the time intervals. The average response time is calculated in milliseconds (ms).

You can apply filters to view the average response time for the last one hour, last four hours, last eight hours, last twelve hours, yesterday, or today. By default, it shows the average response time for the last hour.

Top five slowest APIs

The Top 5 Slowest API graph in NewgenONE Content Cloud Controller displays the response time of the five slowest APIs used by the tenants. The slowest APIs are the ones with comparatively higher response time than the other APIs. The vertical axis displays the top five slowest API names while the horizontal axis displays the response time.

You can apply filters to view the top five slowest for the last one hour, last four hours, last eight hours, last twelve hours, yesterday, or today. By default, it shows the top five slowest APIs for the last hour.

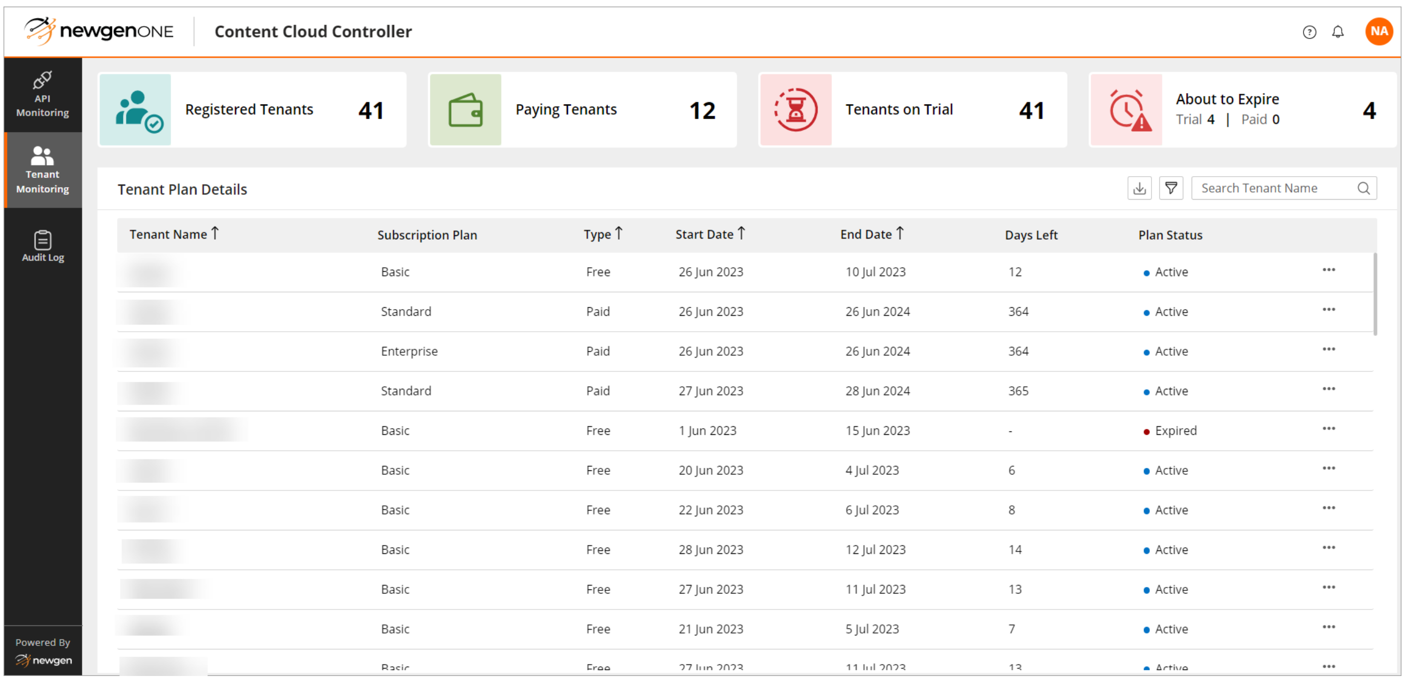
Top five requested APIs

The Top 5 Requested API graph in NewgenONE Content Cloud Controller displays the count of the five most widely used APIs by the tenants. The vertical axis displays the top five requested API names while the horizontal axis displays the count of API requests made.

You can apply filters to view the top five requested APIs for the last one hour, last four hours, last eight hours, last twelve hours, yesterday, or today. By default, it shows the top five requested APIs for the last hour.

Tenant monitoring

The Tenant Monitoring page allows you to monitor the registered tenants of NewgenONE Content Cloud and provides information about their enrolled plans. The cards on the top of the page provide a count of the registered tenants, paying tenants, tenants on trial, and about-to-expire tenants.



Apart from this, you can use the search bar and apply filters to find a specific tenant in the Tenant Plan Details list. For more information, see Filtering tenants.

To download the Tenant Plan Details list, click the download icon and select the **Download XLXS** option. The list is now stored on your local system in an Excel file.

Tenant cards

The different types of the card available on the top of the Tenant Monitoring page:

- **Registered tenants card** — It displays the sum of paying tenants and tenants on trial.
- **Paying tenants card** — It displays the count of tenants who have enrolled in a subscription plan for Newgen Content Cloud.

- **Tenants on trial card** — It displays the count of tenants availing trial period. The trial period lasts up to 14 days.
- **About to Expire card** — It displays the count of tenants whose plans are getting expired. It includes:
  - Tenants on trial that have five days remaining in their trial period expiration.
  - Paying tenants that have 15 days remaining in their subscription plan. The subscription plan also includes a grace period of one month.

Tenant Plan Details

On this page, you can also view the details about the subscription plans availed by the tenants. These details include the following:

- **Tenant name** — The name of the tenant.
- **Subscription plan** — The name of the subscription plan. It can be basic, standard, or enterprise. The basic plan is a free plan, however, the standard and enterprise plans are paid plans.
- **Type** — The type of tenant. It can be free or paid.
- **Start date** — The start date of the subscription plan.
- **End date** — The end date of the subscription plan excluding the grace period.
- **Days left** — The number of days remaining in the current plan before it expires.
  - The days left for tenants on trial period appear negative if there are only five days left in their trial. For example, it shows -4 days left if there are five days remaining before the trial period of the tenant gets expire.
  - The days left for paid tenants appear negative if there are only 45 days left in their existing plan. Tenants get 45 days to renew their subscription plan.
- **Plan Status** — The current status of the subscription plan. It can be any of the following:
  - **Active** — If a tenant is currently active on the enrolled current plan, then its status appears as Active. It means the tenant subscription plan is not yet expired.
  - **On Grace** — A tenant receives a grace period of one month on using the enrolled subscription plan for 12 months. In this grace period, the tenant can use the remaining limits for storing documents and multimedia.
  - **Not Started** — It includes tenants who have subscribed to a future activation date for the subscription plans.
  - **Exhausted** — If the tenant uses all the existing limits of the current subscription plan, then its status appears as Exhausted.

- **Expire** — If the tenant does not renew the subscription plan after using it for 12 months excluding the grace period of one month, then its status appears as Expire. The services of an expired tenant are suspended.
- **Deactivated** — If tenants breach the terms and conditions outlined in the NewgenONE Content Cloud contract, the administrator can restrict them to use the Newgen Content Cloud services.

A deactivated tenant cannot be activated again.

Filtering tenants

Apply a filter to view only the required information in the Tenant Plan Details list. You can apply a filter based on the tenant's name, start and end date, tenant type, subscription plan, and the status of the subscription plan.

To apply a filter, perform the following steps:

1. In the Tenant Plan Details list of the Tenant Monitoring page, click the filter icon .
   The Filters dialog appears.
2. Specify the filter criteria in the dialog:

Field	Description
Tenant Name	Filters the list based on the chosen tenant's name(s). Select a suitable option from the **Tenant Name** dropdown list. You can click **All** to select all the tenant names in the dropdown list.
Start Date	Filters the list based on the start date of the subscription plan. Select a suitable option from the **Start Date** date picker.
Expiry Date	Filters the list based on the expiry date of the subscription plan. Select a suitable option from the **Expiry Date** calendar picker.
Tenant Type	Filters the list based on the chosen tenant type. Select a suitable option from the **Tenant Type** dropdown list. It can either be trial or paid.
Subscription Plan	Filters the list based on the chosen subscription plan. Select a suitable option from the **Subscription Plan** dropdown list. It can be basic, standard, or enterprise.

Field	Description
Status	Filters the list based on the current status of the subscription plan. Select a suitable option from the **Status** dropdown list. It can be active, on grace, deactivated, expired, or exhausted.

Click **Clear** to remove all the field values in the Filters dialog.

3. Click **Apply** to save the changes.
   The list now displays those tenant records that match the specified filter criteria.

Update subscription plan

There are three subscription plans to use the Newgen Content Cloud services. They are basic, standard, and enterprise. You can change the current plan based on the tenant’s request.

To update the subscription plan, follow the below steps:

1. Under the Tenant Plan Details section of the Tenant Monitoring page, click the ellipsis icon ••• next to the specific tenant.
2. Select **Manage** from the list.
   A new page appears displaying the current subscription plan details of the tenant. These details include the plan name, type of tenant, start date, expiry date, total limit, used limit, and add-on.
3. Click **Update Plan**.
   The Change Plan dialog appears.
4. Select the required subscription plan based on the tenant's request.
5. Specify the start date of the subscription plan using the date picker.
   The expiry date of the subscription plan gets automatically filled based on the chosen start date.
6. Click **Update Plan**.
   The Update Plan dialog appears.
7. Enter the invoice ID of the tenant transaction.
8. Click **Update**.
   The subscription plan gets updated.

Add-on

NewgenONE Content Cloud Controller allows you to avail add-ons to the tenant's existing subscription plan for storing documents and multimedia. The add-on has the same validity as the current subscription plan of the tenant.

To add a new add-on, perform the following steps:

1. Under the Tenant Plan Details section of the Tenant Monitoring page, click the ellipsis icon ••• next to the specific tenant.
2. Select **Manage** from the list.
   A new page appears displaying details of the tenant's current subscription plan, including the name of the plan, type of tenant, start date, expiry date, total limit, used limit, and add-on.
3. Click **New Add On**.
   The Select Add On dialog appears.
4. Select the required add-on based on the tenant's request. It can either be documents or multimedia.
5. Specify the quantity of the add-on. You can also use the minus or plus icons to decrease or increase the add-on quantity.
6. Specify the start date of the add-on using the date picker.
   The expiry date of the add-on gets filled automatically based on the chosen start date.
7. Click **Add**.
   The Update Plan dialog appears.
8. Enter the invoice ID of the tenant transaction.
9. Click **Update**.
   The selected add-on gets added to the current tenant subscription plan.

Deactivating tenant

An administrator can deactivate any tenant if they do not abide by or violate the terms and conditions outlined in the NewgenONE Content Cloud agreement.

To deactivate a tenant, perform the following steps:

1. Under the Tenant Plan details section on the Tenant Monitoring page, click the ellipsis icon ••• next to the specific tenant.
2. Select **Deactivate** from the list.
   Alternatively, you can select **Manage** and then click **Deactivate** on the new page that appears. This page displays the details of the tenant's current subscription plan, including the name of the plan, type of tenant, start date, expiry date, total limit, used limit, and add-on.
3. In the Deactivate dialog that appears, click **Deactivate** to confirm.

   - You cannot undo the deactivate action.
   - A deactivated user cannot be activated again.

   The tenant gets deactivated.
   The status of the tenant is now changed to deactivated.

Enabling NCC Add-in for a tenant

NewgenONE Content Cloud allows tenants to upload documents and emails to its repository using the NCC Add-in, which is available for both Office 365 and Microsoft Office. The Newgen Admin can enable or disable the NCC Add-in for tenant users through the NewgenONE Content Cloud Controller module. By default, the NCC Add-in is disabled for tenants.

To enable NCC Add-in, perform the following steps:

1. Under the Tenant Plan Details section of the Tenant Monitoring page, click the ellipsis icon ••• against a specific tenant.
2. Select **Manage** from the list.
   A new page appears displaying details of the tenant's subscription plan.

3. Turn on the **Enable Add In** toggle to enable the NCC Add-in for the selected tenant. A message confirming successful enablement appears.
   Once NCC Add-in is enabled, the selected tenant can upload documents and emails to the NewgenONE Content Cloud repository using both Office 365 and Microsoft Office.

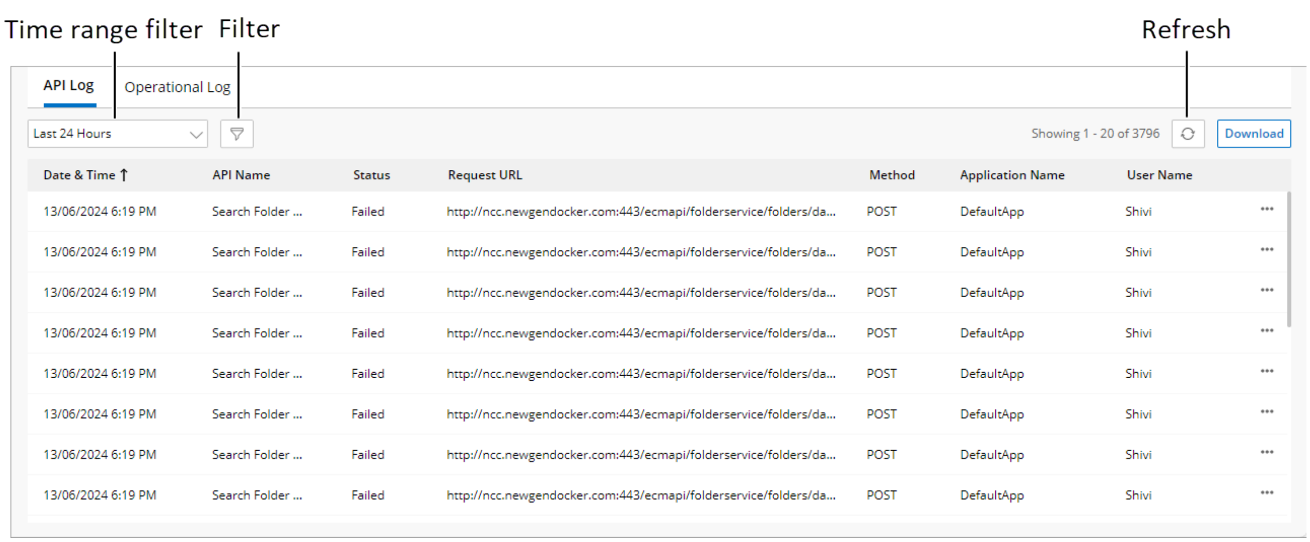
Viewing tenant audit log

Audit Log allows you to track and monitor tenants' API consumption and actions performed using the NewgenONE Content Cloud Controller module.

For example, the Newgen admin can leverage the Audit Log feature to view log invoice approvals and payment processing activities of an accounts payable department of an organization, providing a clear audit trail.

To view the audit log of a tenant, perform the following steps:

1. Under the Tenant Plan Details section of the Tenant Monitoring page, click the ellipsis icon ••• against a specific tenant.
2. Select **Audit Log** from the list. The Tenant Audit Log page appears.
   The Tenant Audit Log page contains the following tabs:



- **API Log** — This is a default tab that opens while selecting the Audit Log option for the selected tenant. This tab displays the following details:

Option	Description
Date & Time	Displays the list of the date and time when the specific APIs were called.
API Name	Displays all the API names that are consumed.
Status	Displays the success or failure status of all the consumed APIs.
Request URL	Displays the list of request URLs for all consumed APIs that includes the request parameters of each APIs. You can copy the request URL by hovering over a specific URL and then clicking the copy icon against the URL.
Method	Displays the list of API methods depending on the request type. The following are the API methods: • GET — To request data from a specified resource. • PUT — To send data to a server to create a resource. • POST — To send data to a server to update a resource. • DELETE — To delete the specified resource.
Application Name	Displays the list of application names associated with the specific APIs.
User Name	Displays the list of users who have consumed the specific APIs.

- **Operational Log** — Selecting this tab displays the following details:

Option	Description
Date & Time	Displays the date and time of the action performed.
Tenant Name	Displays the tenant name for whom the activity is performed.
User Name	Displays the username of the tenant who has performed or approved any action.
Action Performed	Displays the action or activity performed by a user.
Description	Displays a brief description of the action performed.

Following are the additional options available on the Tenant Audit Log page:

- **Filters** — This option allows you to filter the audit log for the specified period. For more details, see Filtering audit logs.
- **Download** — Selecting this option downloads audit logs to your local machine. The audit logs are downloaded in the *CSV* format.
- **Refresh** — Selecting this option refreshes the list of generated audit log.

Filtering audit logs

You can filter the API Log or Operational Log for a specified period, such as the last 24 hours, the last 48 hours, or any specific date range. Additionally, you can filter the required audit log results based on API details such as status, method, API name, user name, and application name. The filter results appear in batches of 20 logs at a time.

You can filter the audit logs on the following bases:

- Based on time period
- Based API details

Filtering audit logs based on time period

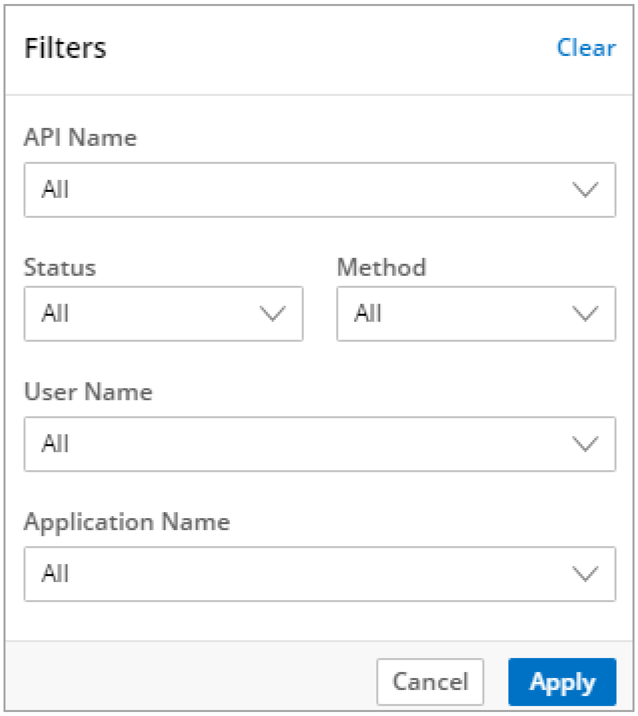
To filter audit logs based on time period, perform the following steps:

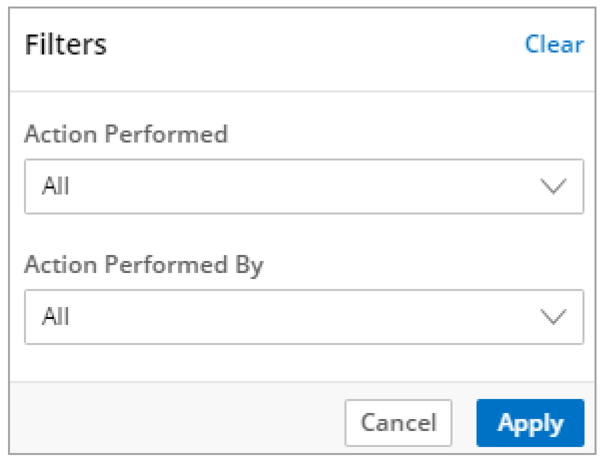
1. From the API Log or Operational Log tab, click the time range filter dropdown.
2. Select one of the following options:
   - **Last 24 Hours** — Selecting this option displays the audit logs of the last 24 hours.
   - **Last 48 Hours** — Selecting this option displays the audit logs of the last 48 hours.
   - **Custom Range** — Selecting this option allows you to filter audit logs for a specific date range as follows:
     a. From the time range filter dropdown options, select the **Custom Range** option.
     b. In the **From** and **To** fields, select the calendar icon and specify a required date range.
     c. Click **Apply**. The audit logs for the selected date range appear.

Filtering audit logs based on API details

To filter audit logs based on API details, perform the following steps:

1. From the API Log or Operational Log tab, click the filter icon . The Filters dialog appears.





API Log Filter **Operational Log Filter**

2. Specify the following details:
   - In case of applying filter query for API Log:

Field	Description
API Name	Allows you to set a filter query by selecting the specific API.

Field	Description
Status	Allows you to set a filter query by selecting one of the following API status codes: • 200 — OK: The request was successful. • 201 — Created: The request was successful and a new resource was created. • 400 — Bad Request: The server does not understand the request due to invalid syntax. • 500 — Internal Server Error: The server encountered an unexpected condition that prevented it from fulfilling the request. • 404 — Not Found: The requested resource is not available on the server.
Method	Allows you to set a filter query by selecting one of the following API methods: • GET — To request data from a specified resource. • POST — To send data to a server to update a resource. • DELETE — To delete the specified resource. • PUT — To send data to a server to create a resource.
User Name	Allows you to set a filter query by selecting the specific username.
Application Name	Allows you to set a filter query by selecting the specific application name.

- In case of applying filter query for Operational Log:

Field	Description
Action Performed	Allows you to set a filter query by selecting the specific action performed.
Action Performed By	Allows you to set a filter query by selecting the specific username.

You can reset or clear the selected fields of the Filter dialog by clicking the **Clear** button**.**

3. Click **Apply**. The filter results appear.
   You can review and then download the filter result in the *CSV* format by clicking the **Download** button.

Viewing API Log details

API Log allows you to view the detailed summary, request body, and response body of the specific API call.

To view API log details, from the API Log tab, click the ellipsis icon ... against the required API and select **View Details**. The Detailed Info screen appears displaying the following information:

Tab	Description
Summary	Displays a detailed summary of the selected API. It contains the following information: • Date & Time • API Name • Method • Status • Application Name • Application ID • User IP Address • User Name • Tenant ID • Request URL • Response Time (ms)
Request	Displays the request body of the selected API. You can copy the request body by clicking the **Copy** button.
Response	Displays the response body of the selected API. You can copy the response body by clicking the **Copy** button.

Audit Log

The Audit Log page allows you to monitor the actions performed by the NewgenONE Admin in the NewgenONE Content Cloud Controller module.

For example, the accounts payable department of an organization can use the Audit Log to monitor and manage tenant subscription plan activities, ensuring accurate billing and subscription compliance.

To view the audit log of NewgenONE Admin, from the home page, click **Audit Log** from the navigation bar in the left pane. The Audit Log page appears displaying the following details:

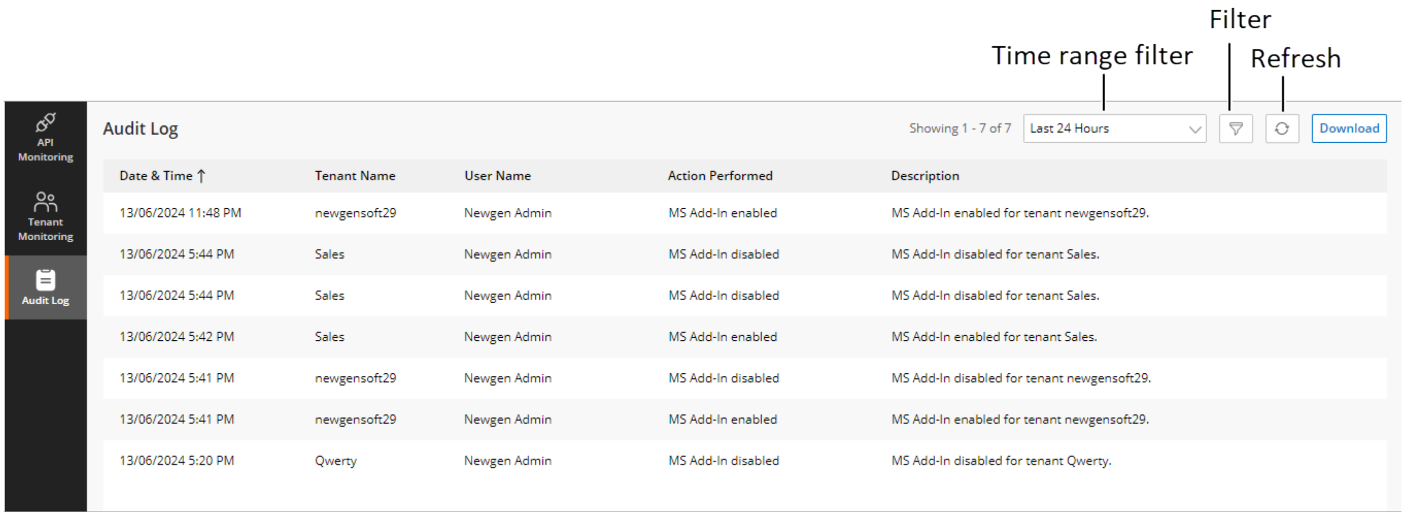
Option	Description
Date & Time	Displays the date and time of the action performed.
Tenant Name	Displays the tenant name for whom the activity is performed.
User Name	Displays the username of the NewgenONE admin who has performed or approved any action.
Action Performed	Displays the action or activity performed by Newgen admin.
Description	Displays a brief description of the action performed.

Following are the additional options available on the Audit Log page:

- **Filters** — This option allows you to filter the audit log for the specified period. For more details, see Filtering audit log for NewgenONE admin.
- **Download** — Selecting this option downloads audit logs to your local machine. The audit logs are downloaded in the *CSV* format.
- **Refresh** — Selecting this option refreshes the list of generated audit log.

Filtering audit log for Newgen admin

You can filter audit logs of Newgen admin for a specified period, such as the last 24 hours, the last 48 hours, or any specific date range. Additionally, you can filter the required audit log results based on certain activities such as tenant name, action performed, and user name. The filter results appear in batches of 20 logs at a time.



You can filter the audit logs on the following bases:

- Based on time period
- Based API details

Filtering audit logs based on time period

To filter audit logs based on time period, perform the following steps:

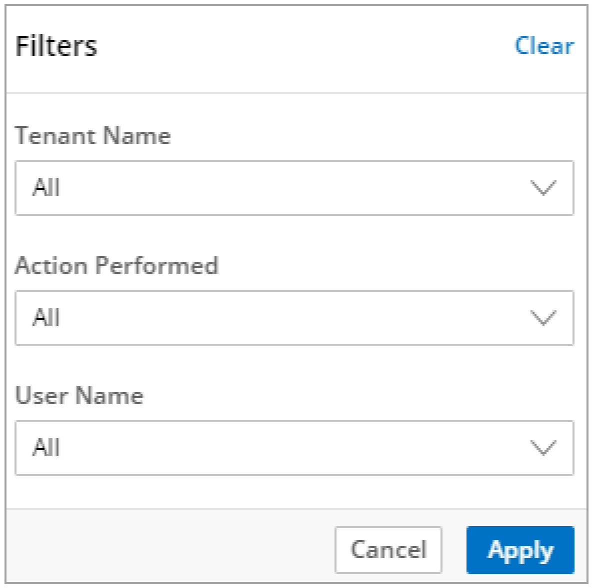
1. From the Audit Log page, click the time range filter dropdown.
2. Select one of the following options:
   - **Last 24 Hours** — Selecting this option displays the audit logs of the last 24 hours.
   - **Last 48 Hours** — Selecting this option displays the audit logs of the last 48 hours.
   - **Custom Range** — Selecting this option allows you to filter audit logs for a specific date range as follows:
     a. From the time range filter dropdown options, select the **Custom Range** option.
     b. In the **From** and **To** fields, select the calendar icon and specify a required date range.

c. Click **Apply**. The audit logs for the selected date range appear.

Filtering audit logs based on API details

To filter audit logs based on API details, perform the following steps:

1. From the Audit Log page, click the filter icon . The Filters dialog appears.



2. Specify the following details:

Field	Description
Tenant Name	Allows you to set a filter query by selecting the tenant name for whom the activity is performed.
Action Performed	Allows you to set a filter query by selecting the specific action performed by the Newgen admin.
User Name	Allows you to set a filter query by selecting the specific Newgen admin.

You can reset or clear the selected fields of the Filter dialog by clicking the **Clear** button**.**

3. Click **Apply**. The filter results appear.
You can review and then download the filter result in the *CSV* format by clicking the **Download** button.