



Administrator Guide

Foxit Admin Console

Microsoft® Partner
Gold Independent Software Vendor (ISV)

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Anti-Grain Geometry - Version 2.4

© Maxim Shemanarev (<http://www.antigrain.com>)

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About Foxit® Admin Console™ Administrator Guide

This guide covers features and functions that are only available to administrators.

Foxit Admin Console Overview

Foxit Admin Console is a Cloud-based portal that serves as a central location for administrators to manage Foxit products/services and entitled users across their entire organizations. After setting up and activating Admin Console based on the organization environment, the administrator can open the URL of Foxit Admin Console to get started. The Admin Console allows administrators to do the following:

- View the summary of the licenses and products
- Configure the license keys
- Assign license keys to users
- Manage Foxit products
- Configure the internal update of packages (on-premise environments only)
- Configure mail server (on-premise environments only)
- View the detailed reports on the uses and statistics of Foxit products
- Customize enterprise brand information
- View the administrator's action logs

Set up and activate

Foxit Admin Console can be deployed on AWS and hosted by Foxit (i.e., on-cloud), or located on the enterprise's servers and available through an internal network (i.e. on-premise) and entirely maintained by the enterprise's staff. On-cloud (Foxit-hosted) Admin Console is ready to use after the enterprise receives our email that contains the Admin Console URL and other configured information. For an on-premise Admin Console, the enterprise needs to deploy its on-premise environment, for which we provide the related deployment documentation and instructions in our email after you purchase Foxit Admin Console; after the deployment of the Admin Console, client configuration is required, and the documentation and instructions on client configuration are also included in the email sent by Foxit.

When everything is ready, you (the [super admin](#)) need to activate Admin Console

before getting started. To activate, do the following:

1. Open your web browser and visit the Admin Console URL. (For an on-cloud Admin Console, the URL has been provided in the email from Foxit after you purchased Foxit Admin Console. In an on-premise environment, the URL is created by your company during the deployment of Foxit Admin Console.)
2. In an on-cloud environment, the activation requires an internet connection. To activate, log in to the account you purchase Foxit Admin Console with. Then skip to Step 4.
In an on-premise environment, sign up for an account and log in. **Note:** *For the account you signed up for, if the email address or user name is the same as that of an SSO account (your LDAP or SAML account), you will need to click **SSO Login** on the Login page and use the SSO credential to log in after you set up LDAP or SAML in the Foxit Admin Console.*
3. There are two methods of activation: **Online Activation** and **Offline Activation**.
 - **Online Activation** requires an internet connection, and you can click **Connect** and activate by logging in to the account you purchased Foxit Admin Console with.
 - If your computer is offline, you need to complete an Offline Activation with your purchased license key file by clicking **Browse**. (If you haven't got a key file yet, click **Get One**. Then you will obtain the server ID of the Admin Console in the pop-up dialog box. You need to send the server ID to Foxit by email and Foxit's team will send the key file to you later.)
4. After successful activation, click **Get Started**. Then a wizard (a small green message box with on-screen instructions) for some items in Admin Console prompts to help you get started. There are a series of items in the left part of the Admin Console window, including **Home**, **User ID Management**, **License Management**, **Products**, and more. Select an item or a sub item to open the associated page on the right side and do the settings as needed.
5. (Optional) When you move the cursor over the administrator avatar in the top-right corner of the Admin Console window, your account information (the email address or user name, and the admin role) appears as well as a drop-down menu. Click the **Log Out** command in the menu to log out of Foxit Admin Console. Click **My Profile** to open the My Profile page, where you can view the detailed account information, change the password, and the following tasks.
 - **Transfer Admin Privilege** – As the super administrator, you can transfer your administrative privileges to another user. Under the **Transfer Admin Privilege** section, enter the email address or user name of the new super admin and click **Transfer**. (**Note:** *If you are not only the super admin but also a user in Admin Console, this operation only revokes all of the administrative control and access to the Admin Console, without removing your user account from Admin Console.*)
 - **Dissolve Company** – If your company no longer needs to use Foxit products or your Foxit Admin Console expires, you (the super admin) can dissolve your company in Foxit Admin Console to close your company's account and remove all of the associated data from Foxit. Before the dissolution, be aware of the effects or risks of dissolving a company, which you can read on the page. If you are ready to dissolve your company, check

the **I have read about the risks of dissolving a business** box, and click the **Dissolve** button. Then you need to provide your email address and the verification code you receive to complete the dissolution. Note that the operation is irrevocable. (On-cloud environments only)

Note: When you log in to Admin Console, if you are an admin for multiple organizations and use the same account to log in, a dialog pops up for you to select an organization. If you want to use another account to log in, click the **Relogin** button in the dialog box to go back to the login page and enter your account to log in.

Home

The **Home** page displays the summary of data such as product licenses and users, which allows you to take a glance at the usage of Foxit products plans within your organization. To view the statistics for the number of assigned and activated licenses, you can choose **Last 7 days** or **Last 30 days** to display the data only for the latest week/month. The **Home** page also provides enterprise data (including the number of employees, groups, and logged-in users) and enterprise information such as the Enterprise's name and logo.

Note: On the **Home** page, product admins are only allowed to view the data on the products assigned by the super/system admin.

User ID Management

Depending on the requirements or circumstances in your enterprise, you may manage users (and groups) individually or in batch by uploading CSV files in the Admin Console, or by connecting Admin Console to your enterprise account system (user directory system) by configuring Single Sign-On (SSO).

Directory settings

Single Sign-On (SSO) is a session and user authentication service that permits a user to use one set of login credentials (e.g., the user ID and password provided for authentication in a company) to access multiple applications. Currently, Foxit Admin Console supports two popular SSO methods: LDAP and SAML. After you set up LDAP or SAML in Foxit Admin Console for performing Single Sign-On, all users in your company can directly sign in with their authenticated accounts to access Foxit applications.

To connect Admin Console to an LDAP or a SAML directory, you (the super admin or a System Administrator) need to configure the user directory first on the **Directory setting** page under **User ID Management**. (**Tip:** Admins' privileges vary from their types of admin roles, so some items or functions on Foxit Admin Console may be unavailable or invisible for some admins. More information on admin roles, see also [Admin Role](#))

Management.)

Manage users with LDAP (On-premise environments only)

LDAP, Lightweight Directory Access Protocol, is an Internet protocol that email and other programs use to look up information such as users, from an LDAP server. An LDAP directory stores a collection of data about users and groups.

For companies that use LDAP to store employee information, follow the steps below to connect Foxit Admin Console to an LDAP directory for authentication, user and group management.

1. Click **Add directory** on the **Directory setting** page.
2. Enter the values for the LDAP user directory settings.

Server Settings:

Setting	Description
Name	Enter a name to help you identify the LDAP directory server, such as "Company Staff Directory" or "Company Corporate LDAP".
Directory Type	Select the type of LDAP directory that you will connect to.
Hostname	Enter the host name of the server running LDAP, such as "ldap.example.com".
Port	The port your LDAP directory server is listening on, such as "389".
Use SSL	If the connection to the directory server is an SSL (Secure Sockets Layer) connection, select this option. And you will need to configure an SSL certificate to use this setting.
Username	Enter the name of the user that will log in to LDAP. Here are some examples: <ul style="list-style-type: none"> • cn=user, dc=domain, dc=name • user@domain name
Password	Enter the password of the user.

LDAP Schema:

Setting	Description
Base DN	The Root node in an LDAP directory server when searching for users and groups from the server, such as "cn=users, dc=example, dc=com".

User Schema Settings:

Setting	Description
User Object Filter	The filter to use when searching user objects. Examples: <ul style="list-style-type: none"> • (objectclass=inetorgperson)
User Name Attribute Field	The attribute field to use when loading the username. Examples: <ul style="list-style-type: none"> • cn • sAMAccountName
User DN Attribute Field	The attribute field to use when loading the user's distinguished name. Examples: <ul style="list-style-type: none"> • entryDN • distinguishedName
User First Name Attribute Field	The attribute field to use when loading the user's first name, such as "givenName".
User Last Name Attribute Field	The attribute field to use when loading the user's last name, such as "sn".
User Display Name Attribute Field	The attribute field to use when loading the user's full name, such as "displayName".
User Email Attribute Field	The attribute field to use when loading the user's email address, such as "mail".

Group Schema Settings:

Setting	Description
Group Object Filter	The filter to use when searching for group objects, such as "(&(objectClass=group)(cn=*))".
Group DN Attribute Field	The attribute field to use when loading the group's distinguished name. Examples: <ul style="list-style-type: none"> • entryDN • distinguishedName
Group Name Attributes	The attribute field to use when loading the group's name, such as "cn".

Group Description Attribute Field	The attribute field to use when loading the group's description, such as "description".
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Membership Schema Settings:

Setting	Description
Group Members Attribute	The attribute field to use when loading the group's members, such as "member".
User Membership Attribute	The attribute field to use when loading the user's groups, such as "memberOf".
Group Membership Attribute	The attribute field to use when loading the group's parent groups, such as "o".

3. After configuration, click **Save** to apply the LDAP directory settings. (Or click **Reset** to clear all the data you input in the settings above.)
4. You can see the configured LDAP directory has been successfully added to the directories list. You can add more directories as needed after clicking the **Add directory** button above the directories list.
5. (Optional) In the **Action** column, you can do any of the following:
 - Disable or enable an LDAP directory by clicking **Disable** or **Enable**. After an LDAP directory is disabled, a "(inactive)" suffix will be added to the directory name and you can click **Remove** to delete the directory as needed. *Tip: To disable or enable one or more LDAP directories, you can select them and click the **Disable** or **Enable** button above the directories list.*
 - Modify the LDAP directory information after clicking **Edit**.
 - Click **Test** to test the connection to the selected LDAP directory by logging in. In the pop-up dialog box, enter the email address (or user name) and password of a user in the LDAP directory and click **Test Settings**. And then you will be prompted the login is successful, which means the LDAP connection is successful.
 - Click **Sync now** to synchronize the LDAP directory immediately. The **Status** column shows the last synchronization of the directories. *Tip: You can also specify how often LDAP directories are synchronized. To do this, select one or more directories, click the **Synchronize** button above the directories list, and then a list box appears next to the button. From the list, select **Now** or set a specific time every hour/day/week/month/year, and click **OK**. If needed, remove the synchronization setting by clicking **Cancel auto-sync**.*
6. (Optional) If you have added multiple directories, you need to define the directory order by clicking the yellow up and down arrows next to each directory. If the same user exists in multiple directories, the user can only use the credentials (password) of the first occurrence in the directories when logging in.

Manage users with SAML

SAML, Security Assertion Markup Language, is an open standard for exchanging

authentication and authorization data between parties, in particular, an identity provider and a service provider. SAML single sign-on allows your users to log in using your organization's identity provider to access all your Foxit applications.

This section describes how to set up SAML single sign-on in Foxit Admin Console. (In an on-cloud environment, you need to verify domains first before you can apply SAML single sign-on to your managed accounts. See also [Verify a domain](#).)

1. The SAML configuration requires the user's username and email attributes to be configured in your identity provider. Follow the on-screen instructions to add the user attributes to your identity provider.
2. Click **Add SAML configuration**.
3. Copy the values (about Service Provider's Entity ID and Assertion Consumer Service URL) displayed on the page and paste them to your identity provider.
4. Copy your identity provider details to the following fields, and then click **Save configuration**.

Field	Description
Identity provider Entity ID	The URL for your identity provider where Foxit applications will accept authentication requests.
Identity provider SSO URL	The URL your users will be redirected to when logging in.
Public x509 certificate	The value for this field begins with '-----BEGIN CERTIFICATE-----'. The certificate contains the public key Foxit applications use to verify that your identity provider has issued all received SAML authentication requests.

5. If you need to edit the SAML configuration, click **Edit Configuration** to edit the configuration settings, or if your company doesn't want to configure SAML for single sign-on, click **Delete Configuration** to remove the SAML configuration.
6. Do the following steps for SAML user Sync Configuration.
 - 1) Select a connector and then follow the on-screen instructions to enter details for the connector settings.
 - 2) After completing the settings, click **Authorize**.
 - 3) Click Sync Users next to the connector to synchronize user data.

Verify a domain (On-cloud environments only)

1. Navigate to the **Directory setting** page under **User ID Management**.
2. Click **Verify domain**.
3. You can verify domains in the following two methods. Select one method and follow the on-screen instructions.
 - DNS – Copy a TXT record to your domain name system (DNS).
 - HTTPS – Upload an HTML file to the root folder of your domain's website.

4. After uploading the HTML file or adding the TXT record, click **Verify Domain**.
5. In the pop-up dialog box, select TXT Record or HTTPS correspondingly, enter the domain you want to verify in the Domain field, and click **Verify domain**.
6. Then the domain will be added to the **Verified Domains List** and you can view the verification status. The status of a domain may show Unverified. For example, verifying domains using DNS may take up to 72 hours for your domain to verify and DNS changes to take effect. Then you can click **Verify** in the **Actions** column to verify again.
7. (Optional) To remove a domain from the list, click **Remove** in the **Actions** column. When a verified domain is removed, the users with that domain are no longer managed and won't appear on your managed account page.

Users

After you have successfully connected Foxit Admin Console to your account system by configuring SSO, you can add, search, and manage user accounts on the **Users** page. These user accounts entitle the end users in your organization to Foxit applications.

The **Users** page contains two tabs in both environments:

- **Directory users** and **Added users** (in an on-premise environment)
- **Directory users** and **Invited users** (in an on-cloud environment)

User management with LDAP (On-premise environments only)

The Directory users tab

All users listed in this tab are from the LDAP directories you configured. On the left side, the hierarchical structures of the LDAP directories in your enterprise are displayed in a tree view. Select a group in the LDAP directory, and all the users in that group are listed on the right side.

The LDAP user directories are synchronized regularly to ensure the user data in the Admin Console is most up-to-date. After synchronization, the unsynchronized users who may have left your organization will be listed on the **Unsynced users** page. To view the page, click **Unsynced users** under the directory tree. To delete a user, navigate to the user in the list and click the **Delete**  icon in the **Actions** column.

You can search for a directory user (not including the Unsynced users) by entering the user's name or email address in the Search box and press **Enter**.

You can view and edit the details of each user. By clicking the **View Details**  icon in the **Action** column or by clicking on a user's email address in the user list, the User info dialog box appears on the right side, allowing you to do the following:

- Click **Edit** to assign licenses, or change/delete the user's existing license information. If the user belongs to a group, clicking the group name switches to the **Groups** page where you can remove the user from his group or move the user to another group.
- **Disable**: disables the user account to not allow the user to log in to access Foxit applications.
- **Enable**: enables the user account to allow the user to log in to access Foxit applications. And then you can assign a license to the user as necessary.

The Added users tab

For some users who are not in your account system and request access to Foxit applications, you can add them manually in the **Added users** tab. The total number of added users is displayed above the user list.

- To add users, click the **Add users** button above the user list to open the drop-down list. Then do any of the following:
 - Choose **Add users** to add one user, and assign a license to the user as needed.
 - Choose **Add users by CSV** to add multiple users by uploading a CSV file that contains the user accounts.
 - Choose **Bulk operation results** to show the results after adding users by CSV. If any users are not added successfully, they will be displayed in the results.
- To export users to a CSV file, select the users you need by checking the boxes next to the users and click the **Export Users** button above the user list. If no users are selected, clicking **Export Users** exports all users in the list.
- To remove users from the Admin Console and revoke their licenses, select the users and click the **Remove** button above the user list.
- To search for a user quickly, enter the user's name/email address in the Search box and press **Enter**. Or click the Down arrow  in the Search box to drop down the Advanced Search box to filter the users whose last login time was within a specific period, and then click **Search**. (Clicking **Clear** removes the criteria you specified in the Search and Advanced Search boxes.) Filter users as needed by selecting a type of the account status (whether their licenses are available or revoked).
- Click the **Revoke**  icon in the **Actions** column to remove the license from the user. Once the license is revoked, the user becomes unable to activate products by logging in with their accounts until they are assigned licenses again, and the **Revoke**  icon in the **Actions** column changes to the **Access**  icon. Click the **Access**  icon to enable the user to log in to access Foxit applications. See also [Disable/enable users](#).
- Click the **Details**  icon in the **Actions** column to view the details of the user and then do any of the following:
 - Click **Edit** to assign licenses, or change/delete the user's existing license information. If the user belongs to a group, clicking the group name

switches to the **Groups** page where you can remove the user from his group or move the user to another group.

- Click **Set Password** to change the password for the user account.
- Click **Revoke/Access** to disable/enable the user to log in to access Foxit applications. See also [Disable/enable users](#).

User management with SAML

The Directory users tab

The **Directory users** tab lists all users in the SAML directories in your organization and shows the details including the user email and the activation status. You can perform the following tasks:

- If you click on a user's email address in the user list, the User info dialog box appears on the right side, allowing you to do the following:
 - Click **Edit** to edit the user name, assign licenses, or change/delete the user's existing license information. If the user belongs to a group, clicking the group name switches to the **Groups** page where you can remove the user from his group or move the user to another group.
 - Click **Revoke/Access** to disable/enable the user to log in to access Foxit applications. See also [Disable/enable users](#).
- Search for a user by specifying the user's name/email address or the type of the account status (whether the license is available or revoked) above the user list in the Search box or the Advanced Search box. See also [Search for added users](#).
- Click the **View unsynced users** button above the user list to display the list of users that were not present after the last directory synchronization, such as users who may have left your organization. Click the **View synchronized users** button to return to the list of users in the SAML directories. (*Tip: Depending on your choice, the number of users displayed above the user list is the total number of synchronized or unsynced users.*)

You can also export users to a CSV file using the **Export** button. If no users are selected, clicking **Export** exports all users in the list.

The Added users tab (On-premise environments only)

See also [the Added users tab](#) in the **User management with LDAP** section.

The Invited users tab (On-cloud environments only)

For users who are not in your account system and request access to Foxit applications, you can invite them manually by email in the **Invited users** tab. The total number of invited users is displayed above the user list. (*Tip: Click the **Columns**  button above the user list to specify what details to be displayed in the user list, including users' names,*

email addresses, status, and more.)

- To invite users, click the **Invite users** button above the user list, choose **Invite users**, enter email addresses, and click **Send**. Alternatively, you can choose **Invite users with CSV file** and **Bulk operation results** to invite multiple users by CSV and view the operation results.
- To export users to a CSV file, select the users you need by checking the boxes next to the users and click the **Export Users** button above the user list. If no users are selected, clicking **Export Users** exports all users in the list.
- To remove users from the Admin Console and revoke their licenses, select the users and click the **Remove** button above the user list. The user that is removed is allowed to be invited again.
- To search for a user quickly, enter the user's name/email address in the Search box and press **Enter**. Or click the Down arrow  in the Search box to drop down the Advanced Search box to filter the users whose last login time was within a specific period, and then click **Search**. (Clicking **Clear** removes the criteria you specified in the Search and Advanced Search boxes.) Filter users as needed by selecting a type of the account status (Invited, Accept Invitation, or Deactivated).

The three types of account status:

- Invited: The user has received your invitation but has not accepted it yet.
 - Accept Invitation: The user has accepted your invitation and you can assign a product license to the user. See also [License Management](#).
 - Deactivated: The user has been deactivated and has no access to Foxit products.
- Click the **Deactivate**  icon in the **Actions** column to remove the license from the user. Once the license is deactivated, the user becomes unable to activate products by logging in with their accounts until they are assigned licenses again, the **Deactivate**  icon in the **Actions** column changes to the **Activate**  icon, and the status changes from Accept Invitation to Deactivated. Click the **Activate**  icon to assign a license to the user again.
 - Click the **Details**  icon in the **Actions** column to view the details of the user and then do any of the following:
 - Click **Edit** to assign licenses, or change/delete the user's existing license information. If the user belongs to a group, clicking the group name switches to the **Groups** page where you can remove the user from his group or move the user to another group.
 - Click **Reset Password** to send the user a password reset email to inform the user that he needs to change his password.
 - Click **Deactivate/Activate** to disable/enable the user to log in to access Foxit applications. See also [Disable/enable users](#).

Groups

You can manage multiple users in groups, such as departments and project teams,

without having to specify and apply your configuration to each user individually. On the **Groups** page, you can create and manage groups.

To create a group, do the following:

1. Click **Create Group**. Type the name and description for the group in the pop-up dialog box, and click **Next**.
2. Select a group on the left side of the **User List** box. Then the users of the selected group will be displayed on the right side of the **User List** box. Select the users you want to add to the group. Repeat until you add all users you want to add. **Tip:** You can add all the users in a group of your LDAP or SAML directories by clicking the  sign next to the group in the **Directory users**.
3. (Optional) In the **Added Users** box, put your cursor over a user's email address or user name, and the  sign appears. Click the  sign to remove the user from the **Added Users** box, if needed.
4. Click **Save**. The group will be added to the groups list.
5. (Optional) Click on the icons in the **Actions** column to perform the following tasks as needed:
 - To delete the group, click the **Delete**  icon.
 - To view user list in the group, click the **View users**  icon in the corresponding group.
 - To edit the group, click the **Edit**  icon. You can edit the group's name/description, and add/remove users in the group.

Do any of the following to manage groups:

- To export groups of users to a CSV file, select the group(s) you need and click the **Export Users** button above the groups list. If no groups are selected, clicking **Export Users** exports all groups in the list.
- To remove groups, select the groups and click the **Delete** button above the groups list.
- To search for a group, enter the group's name, and then press **Enter**.

Customize Organization

All users in Foxit Admin Console, including LDAP/SAML users and added users, can be added to an organizational unit (or "OU" for short). On the **Customize Organization** page, administrators can create and manage (child) organizations for their organizational units.

If you are the super admin (or a System Administrator/User Group Administrator), click on the OU name in the left part of the **Customize Organization** page, and all users are listed on the right. The default name of the OU is the company name provided when you purchase Foxit Admin Console. You can edit the OU name the same way

you edit organization names (described below). To create an organization under the OU as a child, do the following:

1. Click the **Add Organization** button in the left part of the page, where all the departments are listed. Or move the cursor over the vertical three-dot icon next to any organization, and choose **Add Organization**. (**Note:** Before adding organizations, make sure you have connected to your LDAP or SAML directories or added users on the **Users** page.)
2. In the pop-up dialog box, enter the organization name and select an organization (if any) as a parent organization that the new organization will be listed below as a child organization. Click **OK** to continue.
3. Then the new organization will be listed in the organization list. Click on the organization and click **Add users** in the right part of the page. Alternatively, you can add users by CSV and view the operation results.
4. In the pop-up **Add users** dialog box, Select a group on the left side of the **User List** box. Then the users of the selected group will be displayed on the right side of the **User List** box. Select the users you want to add to the organization. Repeat until you add all users you want to add. **Tip:** You can add all the users in a group of your LDAP or SAML directories by clicking the  sign next to the group in the **Directory users**.
5. (Optional) In the **Selected user** box, put your cursor over a user's email address or user name, and the  sign appears. Click the  sign to remove the user from the box, if needed.
6. When you're done, click **OK**. You can click the **Add users** button to add more users to the organization if needed.

After creating an organization, you can perform more actions:

- Click the **Columns**  button above the user list to specify what details to be displayed in the user list, including users' names, email addresses, status, and more. (On-cloud environments only)
- To edit an organization name or delete an organization, move the cursor over the vertical three-dot icon next to the department, and choose **Edit organization** or **Delete**.
- To remove a user from an organization, select the organization, navigate to the user and click the **Delete**  icon in the **Actions** column. To remove multiple users, select the users by checking the boxes in front of the user name and click the **Delete** button above the user list.
- To move users to other organizations, select the users and click the **Move to** button above the user list. In the pop-up dialog box, select the desired organization and click **OK**.
- To adjust the order of the organizations, drag the organization you want to move to the desired place. You can also put an organization under another organization (the parent organization). For example, to put Organization A under Organization B, drag Organization A onto Organization B and release the mouse button when the pointer is directly over Organization B.

If you are a [Product administrator](#):

- In the left part of the **Customize Organization** page, you can see an assigned “OU”, which only contains the organizations/users assigned by your super/system administrator. The names of the assigned “OU” and its organizations displayed in your Admin Console are the same as those in the super/system admin’s Admin Console.
- Any changes to the organization (including changing the organization name and adding/deleting organization members) made by the super/system admin will be synched into the organizations in the assigned “OU”.
- You are allowed to add users to the organizations in the assigned “OU”. For details on how to add users, see also [the Added users tab](#) in the **Users** section. The users you add will also be synched into the OU managed by the super/system admin. And you are allowed to delete a user you added by clicking the **Delete**  icon in the **Actions** column.

Admin Role Management

An enterprise can have one super admin and several other admins (including System Administrator, Product Administrator, Deployment Administrator, etc.) to perform management in Foxit Admin Console. The super admin sits at the top of all other admin roles, and can perform all tasks in the Admin Console.

On the **Admin Role** page, the super admin and the system admin can add admins (assign the admin role to other users), remove admins (revoke admin permissions), and search admins. (*Tip: If needed, the super admin can give the administrative privileges to another user. For details, please refer to [Transfer Admin Privilege](#).*) The following table gives a brief introduction to different types of admins. For a detailed list of permissions and privileges for each type of admin, see also [Admin Permissions Matrix](#).

Role	Description
Super Administrator	The super admin for the enterprise with the ability to activate Foxit Admin Console, and perform all administrative tasks in the Admin Console. Also, has permissions to “ dissolve the company ” in Foxit Admin Console, transfer his administrative privileges to another user, and assign users different administrative roles.
System Administrator	Has all permissions that the super admin does except for the ones to activate Admin Console, dissolve a company, and transfer administrative privileges.
Product Administrator	Manages the products assigned by the super admin and performs all associated administrative tasks, including: <ul style="list-style-type: none"> • Add users to owned departments • Remove users (added by himself previously) from owned departments • Set or change the product strategy (See also Product

	<u>Configuration)</u>
User Group Administrator	<p>Administers the user groups assigned by the super admin and performs all associated administrative tasks, including:</p> <ul style="list-style-type: none"> • Add or delete users and user groups • Add or remove users to/from groups
Deployment Administrator (On-premise environments only)	<p>Configure the settings of Foxit product updates, which include:</p> <ul style="list-style-type: none"> • Specify the products and the version types (Major Version, Minor Version, Maintenance Version, etc.) to be updated • Set the frequency of automatic checks for software updates • Specify the users who need to update the products and set the update time • Specify the products and the versions (the specific version number) to be rolled back
Configuration Administrator	<p>Configure enterprise general settings, including:</p> <ul style="list-style-type: none"> • Set the enterprise customization • Configure a mail server • Set Windows Authentication

Tip: Admins' privileges vary from their types of admin roles, so some items or functions on Foxit Admin Console may be unavailable or invisible for some admins.

Add an admin

1. On the **Admin Role** page, click **Add Admin**.
2. Enter the user's email address (or user name) in the text box, and click **Next**.
3. Select one or more admin roles and click **Next**. (Or click **Previous** to return to the previous step.)
If you choose Product Administrator, specify the products, users (select **All users** or the specific departments), and available license quantity for those products to be administered by the product administrator.
4. Click **Save** to confirm your action. Then the user will be added to the admin list on the **Admin Role** page.
5. (Optional) You can click **Edit** icon  in the **Actions** column to modify the admin roles for the user.

Tip: After you add/edit an admin role for a user, the user will receive a notification email about the role assignment.

Remove an admin

To removing an admin, navigate to the administrator in the admin list and click on the **Delete**  icon in the **Actions** column. Removing an admin only revokes the admin privileges from the user, without deleting the user from the Admin Console. And a notification email about the role revocation will be sent to the user.

Admin Permissions Matrix

Admins' privileges vary from their types of admin roles. The following table provides a detailed list of permissions and privileges for each type of admin.

Area	Permission	Super Admin	System Admin	Product Admin	User Group Admin	Deployment Admin	Configuration Admin
Home	View the Home page	✓	✓	✓			
Identity Management	Add a domain	✓	✓				
	View domain details and domain listing	✓	✓				
User Management	Add users to org (i.e., the organization)	✓	✓		✓		
	Remove users from org	✓	✓		✓		
	View user details and user listing	✓	✓		✓		
	Edit user profiles	✓	✓		✓		
	Bulk add users to org	✓	✓		✓		
User Group Management	Create user groups	✓	✓		✓		
	Remove user groups	✓	✓		✓		
	Add users to user groups	✓	✓		✓		
	Remove users from user groups	✓	✓		✓		
	View members of user groups	✓	✓		✓		
	View the list of user groups	✓	✓		✓		
Organization Management	Create departments	✓	✓		✓		
	Remove departments	✓	✓		✓		
	Add users to departments	✓	✓	✓ ³	✓		
	Bulk add users to departments	✓	✓	✓ ³	✓		
	Remove users from departments	✓	✓	✓ ⁴	✓		

	View members of departments	✓	✓	✓	✓		
Administrator Management	Grant System Admin to a user	✓	✓				
	Revoke System Admin from a user	✓	✓				
	Grant Product Admin to a user	✓	✓				
	Revoke Product Admin from a user	✓	✓				
	Grant Deployment Admin to a user	✓	✓				
	Revoke Deployment Admin from a user	✓	✓				
	Grant User Group Admin to a user	✓	✓				
	Revoke User Group Admin from a user	✓	✓				
	Grant Product Admin to a user	✓	✓				
	Revoke Product Admin from a user	✓	✓				
	Edit roles of admins	✓	✓				
	Product License Management	Provision a product license to a user	✓	✓	✓ ³		
Deprovision a product license from a user		✓	✓	✓ ³			
Restore activation		✓	✓	✓ ³			
Assign licenses with a CSV file		✓	✓	✓ ³			
Remove licenses with a CSV file		✓	✓	✓ ³			
Export users		✓	✓	✓ ³			
Update Management	Choose packages to download	✓ ²	✓ ²			✓ ²	
	Set automatic update check interval	✓ ²	✓ ²			✓ ²	
	Automatically allow end users to download available packages (downloaded from Foxit server)	✓ ²	✓ ²			✓ ²	
	Set scheduled update	✓ ²	✓ ²			✓ ²	

	Configure rollback settings	✓ ²	✓ ²			✓ ²	
	Set up a proxy server	✓ ²	✓ ²			✓ ²	
Product Management	Update product licenses	✓	✓				
	View available products	✓	✓				
Reports Management	View the Reports page	✓	✓	✓ ³			
	Export user activation data	✓	✓				
	Export user data	✓	✓				
Settings Management	View and edit enterprise branding (such as enterprise logo)	✓	✓				✓
	Set mail servers	✓ ²	✓ ²				✓ ²
	Configure Windows Authentication	✓ ²	✓ ²				✓ ²
Product Configuration	View the Product Configuration page	✓	✓	✓ ³			
	Set or change product strategy	✓	✓	✓ ³			
Support	View the Support page	✓ ¹					
	Manage support cases	✓ ¹					
Content logs	View the Content Logs page	✓	✓				
	Search logs	✓	✓				
My Profile	Dissolve a company	✓ ¹					
	Transfer admin privileges	✓					

¹ only for On-cloud environments

² only for On-premise environments

³ only for the products or departments owned by the Product admin

⁴ only for the users added by the Product admin previously

License Management

Based on the license plans for each product you purchased, you can perform license management across your organization.

Foxit Admin Console supports **Account Mode** to manage licenses for Foxit PDF Editor. **Account Mode** is a licensing mode that enables each end user to activate Foxit PDF

Editor once they log in to their accounts, and allows administrators to apply precise and flexible control such as who are allowed to activate the application and what edition of the application they can activate. For the license management of Foxit Sign, you pre-purchase a set number of envelopes for a set number of users, who can use envelopes at their convenience after being assigned licenses. (**Tip:** An envelope allows for one or more documents to be sent within one send, even if to multiple signers.)

Notes:

1. Only the clients whose IP addresses and MAC addresses are in the specified ranges are allowed to activate Foxit PDF Editor. See also [Client Activation Policy](#).
2. When assigning licenses, you will be prompted if the number of licenses you want to assign exceeds the number of purchased licenses.

Manage Licensing

On the **License Management** page, you can assign/change/unassign licenses, and view the details of assigned users. (**Tip:** You can click the **Columns**  button above the user list to specify what details to be displayed in the list of assigned users, including users' email addresses, licenses, activation status, assigned time, MAC addresses, and more.)

You can specify criteria to search for specific users. Under the **Search** box shows the license usage information such as the number of licenses used (assigned) out of the total available ones. To export users to a CSV file, select the users you need and click the **Export** button above the user list.

Assign licenses to users

1. Click the **Assign License** button. Choose **Assign License** to select users and assign licenses to the selected users.
2. In the pop-up dialog box, select a group on the left side of the **User List** box. Then the users of the selected group will be displayed on the right side of the **User List** box. Select the users you want to assign licenses to. Repeat until you add all users you want to add.
3. Select the license you want to assign to the selected users.
4. (Optional) Enterprises are enabled to purchase licenses that allow a user to activate Foxit products in multiple devices. For this type of licenses, the **Number of allowed devices** item appears in the dialog box, allowing you to specify the number of the devices that are allowed to log in.
5. Click **OK**.

You can also assign licenses to multiple users with a CSV file by doing the following:

1. Click the **Assign License** button. Choose **Assign licenses with CSV file** to assign licenses to the users listed in a CSV file.
2. In the pop-up dialog box, you can use a CSV file to assign the same type of licenses to multiple users or assign different licenses to different users.

- To assign the same type of licenses to multiple users, please click the **CSV with user** tab. Drag a CSV file to the box or click **Browse** to select a CSV file. The CSV file includes the users you want to assign the licenses to. Then select the type of licenses you want to assign. (*Tip: How to create the CSV file, click **Download sample CSV** for reference.*)
 - To assign different licenses to different users, please click the **CSV with user and product** tab. Drag a CSV file to the box or click **Browse** to select a CSV file. The CSV file includes the users you want to assign licenses to and the corresponding licenses for each user. How to create the CSV file, click **Download sample CSV** for reference.
3. Click **OK**.

Change product licenses for users

1. Click the **Detail**  icon in the **Action** column and the User info dialog box appears on the right side.
2. Click **Edit**, select a desired product license, and then click **Save**.

Remove licenses from users

To remove licenses from users, do either of the following:

- Select the users from the user list, click the **Remove License** button above the user list and choose **Remove License**.
- Click the **Remove License** button and choose **Remove Licenses in Bulk** to select multiple users from the user list in your admin console and unassign their licenses.
- Click the **Remove License** button and choose **Remove licenses with CSV file** to unassign licenses from multiple users with a CSV file. Then you can click the **Remove License** button and choose **Bulk operation results** to show the results after removing licenses. Any licenses that are not removed successfully will be displayed in the results.

When a license is unassigned from a user, the user will no longer be able to activate Foxit applications by logging in with their accounts.

Restore activation (Foxit PDF Editor Windows and Mac only)

For a license that allows a user to activate Foxit products only in one device, if the user has activated Foxit products successfully in Device 1 and needs to activate the products in Device 2 for some reason (maybe Device 1 is broken), you can restore the activation to enable the user to sign in to activate the product again. To do this, select the user and click the **Restore Activation** button above the user list.

Internal Update Configuration (On-premise environments only)

In an on-premise enterprise environment, the internal update server sends requests to the Foxit web server to get the latest versions of Foxit products, and the clients in the enterprise only get updates from the internal update server. The **Internal Update** item in Foxit Admin Console allows you to configure how to get the latest installation packages from the Foxit web server and how to deploy the package updates to the end users in your enterprise.

Configuration

On the **Configuration** page, you can specify the packages to be downloaded from the Foxit web server and the update configuration in your enterprise. After finishing the settings, click **Save** at the bottom of the page. If you want to erase all the specified settings, click **Reset**.

- **Packages to download:** Select the packages to be downloaded automatically from Foxit server. Downloaded packages can be viewed and managed in Version Management.
- **Automatic update check interval:** Specify how often the internal update server automatically checks for new product packages from the Foxit web server.
- **Automatically approve downloaded packages:** Turn on the switch to enable **Approved automatically** option to allow all end users in your enterprise to download all available packages that have been downloaded from Foxit server. This setting only applies to the packages that are downloaded from Foxit server after you specify the setting. By default, this option is disabled and you need to manually approve downloads for all packages.
- **Scheduled Update Settings:** Select the **Set a scheduled time to update specific users or groups** option to set different times for different users to install updates, which can help to relieve some of the pressure on server and bandwidth.
 - Click **Add** and select **Add user**, **Add IP Address**, or **Add MAC address** to add emails or user names, IP, or Mac addresses you want to set a scheduled time for. All the users you added will be included in the list below. (If you choose **Add MAC address**, you can click **Add multiple MAC addresses** in the pop-up dialog box to add multiple MAC addresses at once by importing a CSV file with a list of MAC addresses you want to add.)
 - Click **Edit time** to select the scheduled time for selected users.
 - To delete the scheduled update settings for users, select the users from the list and click **Delete**.
- **Roll Back Setting:** Sometimes you might find issues in an update or the end users are having problems with it. In these cases, administrators can configure

rollback settings to force clients to temporarily roll back one or more versions to an earlier version. For example, check the **Roll back Foxit PDF Editor versions** option, and select the rolled back versions and the available versions to roll back to. **Note:** Only main packages support rollback. Rolling back to an earlier version installs the version and the default components, but the data in the registry and the GPO template will be retained.

- **Network proxy configuration:** Set up a proxy server to connect to Foxit server as needed.

Version Management

The **Version Management** page in Admin Console lists all main packages and plug-in packages that have been downloaded, are being downloaded, and were not downloaded successfully from Foxit server. You can filter/delete packages, and restrict which packages are available to end users by approving distribution.

- To view the details of a package, click the **Details**  icon in the **Action** column. The details panel appears in the right of the Admin Console window. Click the **X** button in the upper right corner of the panel to close the panel.
- To filter packages, specify the package's name/version/size, or select the approval status or Download Completion Time in the Search box or the Advanced Search box as needed. See also [Search for added users](#).
- To delete packages, select the package(s) and click the **Delete** button above the packages list.
- To give users access to packages or if the approval status is unapproved currently, select the package(s) and click the **Approve**  icon in the **Action** column (or click the **Approve** button above the packages list). In the pop-up dialog box, do any the following:
 - Select **Approve package for all clients to update** to allow all clients in the organization to download the package, and click **Approve**.
 - To allow some specific clients to download the package, select **Approve package for specific clients to update** to add specific clients by selecting user emails or user names, IP address ranges, or MAC addresses (You can also add multiple MAC addresses at once by importing a CSV file with a list of MAC addresses you want to add.). Then click **Approve**.
 - (Optional) For a package with significant changes or security updates, you can select the **Force clients to install update package** option for a mandatory update. Then the package status shows **Pushed** and all the selected clients have to download and install the package.
- To not allow users to download a package, select the package and click the **Cancel**  icon in the **Actions** column. Or select the package(s) and click the **Unapprove** button above the packages list to disable downloading. After a package is approved/unapproved, **Approved** or **Unapproved** is shown respectively in the **Status** column.
- (Optional) For a package whose approval status is **Approved** or **Pushed**, you can click the **Edit**  icon in the **Action** column to modify the approval settings.

Both main packages and add-on packages are categorized into three tabs: **Downloaded**, **Download failed**, and **Downloading**. Here take main packages for example:

- In the **Downloaded** tab, you can view each package's name, version number, Download completion time, size, approval status, and the actions you can perform. Depending on the package's approval status, the available actions vary in the **Action** column.
- The **Download failed** tab lists the packages that were not downloaded successfully, and the time and reason for the failure. To delete a package, select it and click the **Delete** button (which appears above the package list when you select the package); to start the download again, select the package and click the **Retry** button.
- The **Downloading** tab displays the list of packages that are being downloaded at present. You can view the details of each package including the package name, version number, and Start Time (when the download began).

Products

The **Products** page lists all the products and licenses your company has purchased. If your company has purchased more licenses or products, you can update the products and their license information displayed in this page by doing the following:

1. Click **Update Licenses** at the top of the **Products** page. In an on-cloud environment, once you click **Update Licenses**, the updating process starts and just wait for the updating to complete; in an on-premise environment, follow Step 2 to complete the updating.
2. In the pop-up dialog box, choose **Online updating** or **Offline updating**.
 - For **Online updating**, an internet connection is required. Click **Connect** to sign in with your account to update licenses.
 - If you don't have internet access, click **Browse** to select key files for the products. (If you haven't got a key file yet, click **Get One**. Then you will obtain the server ID of the Admin Console in the pop-up dialog box. You need to send the server ID to Foxit by email and Foxit's team will send the key file to you later.)

On the **Products** page, you can view the detailed information for the admin console and each product, including the expiration time, the software version number, and the number of licenses used (assigned) out of the total available ones.

If you move your cursor over a product, the orange arrow  icon appears. Clicking on the  icon opens the **License Management** page to view and manage licenses.

You can also click **Product Configuration** or click the cog  icon under each product to configure the product on the **Product Configuration** page. For details, see also [License Management](#) and [Product Configuration](#). (**Note:** For Foxit Sign, you will be

switched to the **Settings** page of the Foxit Sign website when clicking **Product Configuration**.)

Reports

The **Reports** page shows the summarized and detailed statistics about the license usage, including the number of total licenses, assigned licenses, activated licenses, and active users. Administrators can specify what statistics to be displayed or export desired data as needed.

Click the **Licenses Usage** tab on the **Reports** page, and you can see charts that deliver the summarized data about the license usage.

- To display specific statistics you need in the chart, do any of the following:
 - ✧ Select a product to display the statistics related to the product.
 - ✧ Select the time period for which you want to view statistics.
 - ✧ Select the statistics you need: the number of total licenses, assigned licenses, activated licenses, and active users.
- To export data you specified to a CSV file, do any of the following:
 - ✧ To export data to a CSV file, click the **Export Data** button in the upper right corner of the page, and choose **Export Data Locally**. Then save the file.
 - ✧ To export and send data (in a CSV file) to your account by email, click the **Export Data** button, and choose **Send Data via Email**.

In the **Usage Details** tab, you can view and export the detailed usage data, including users' Name, Email Address, license types, MAC and IP addresses, status, and more.

Note: When you export detailed user data, all instances of users that meet the specified criteria will be exported, including the users that have been removed from the Admin Console.

Settings

Authentication Settings

On the **Authentication Settings** page, administrators (Super Admin, System Admin, and Configuration Admin) can select or change a level for the password authentication policy to apply to all users across your organization.

Mail Servers (On-premise environments only)

Enterprise administrators can configure an SMTP mail server used by Foxit Admin Console to send end users email messages such as update notifications and reports. Generally in an on-premise environment where the enterprise itself is responsible for any notifications, it is a must to configure an SMTP mail server. On the **Mail Servers** page, you can configure a mail server and then test the configured mail server.

Configure a mail server

To configure a mail server, navigate to the **Mail Servers** page, click **Configure** and fill in the following fields as required and click **Save** after you complete editing. After a mail server is added, you can click the **Edit**  icon on the **Mail Servers** page to modify the server information, or click the **Delete**  icon to remove the mail server.

SMTP server details

- Name – Enter a name to identify the mail server in Foxit Admin Console.
- From address – Enter the email address that will be used by Foxit Admin Console to send notification emails.
- From name – Enter the name that will be displayed in notification emails.
- Subject prefix – Enter the text that you want to appear at the beginning of the subject line of notification emails.

Tip: You can customize more information for email templates. See also [Enterprise Brand Customization](#).

Server hostname

- Server hostname - Enter the host name of the mail server or the JNDI location of a javax.mail Session object.
- Server port – Enter the port the mail server should use.
- User Name – Enter the username that will be used to connect to the mail server, and then specify the password below.
- Use TLS - Select this option if the SMTP server uses the Transport Layer Security (TLS) protocol.

Test a mail server

To ensure the mail server is correctly configured, you can click the **Test** button to send a test email. In the pop-up **Send test email** dialog box, specify the recipient, and enter the subject, message type, and messages. Then click **OK** to send the email. A text message will appear in the **Log** box in the **Send test email** dialog box, telling you whether the email has been sent successfully.

Enterprise Brand Customization

On the **Enterprise Customization** page, administrators can customize or modify the logo of Foxit PDF Editor's login window on clients and email templates that are used for sending emails to end users, to match your company's brand.

Customize the client's login page: (On-premise environments only)

Click **Browse** to select an image for the logo and enter the server name in the box. Both the logo and the server name will appear on the Foxit PDF Editor's login window on clients.

Customize email templates:

Click **Browse** to select an image for the logo in emails and enter the company name that appears at the bottom of the email messages sent to your end users.

After completing the settings, click **Save**. Or click **Reset** to return to the default settings.

Customize Foxit PDF Editor Cloud: (On-cloud environments only)

Customize the company logo and the company name that appear on the Foxit PDF Editor Cloud webpages.

Windows Authentication (On-premise environments only)

[Integrated Windows authentication](#) enables users to log in applications with their Windows credentials. For companies that have enabled Active Directory (AD) domains, administrators can configure their AD domain information in the Admin Console to allow the AD users to automatically activate products by logging in with their AD accounts.

Overall, two key steps are needed for Windows authentication: configuring settings in the Admin Console and on clients.

Configure settings in the Admin Console

Navigate to the **Windows Authentication** page under **Settings**, and enter the information of the AD domain your organization uses.

- Domain name - The Windows AD domain name.
- IP Address - The IP address of the AD domain controller.
- Hostname - The hostname of the AD domain controller.
- Computer Account - The computer account of the domain controller. If you haven't created a computer account for the domain controller yet, click **How**

to get the above configuration at the bottom of the page to create an account and password.

- Password – The password of the domain controller.
- Domain of Email – The domain of your email. If you leave this field empty, the system will use the domain name of the Computer Account.
- Reset – Click **Reset** at the bottom of the **Windows Authentication** page to clear all the data you entered above.

After completing the settings, click **Save and Test**. You will be prompted if the configuration is successful and then you can go to the next step to configure settings on clients.

Configure settings on clients

Configure Internet Explorer on the client devices in your AD domain by doing the following.

1. Open Internet Explorer.
2. Click Internet Options > Advanced > Settings > Security > select **Enable Integrated Windows Authentication**.
3. Restart Internet Explorer.
4. Click Internet Options > Security > Local Intranet > Sites > Advanced. Copy the URL provided on the **Windows Authentication** page to the **Websites** box. (*Note: The URL is generated automatically after the Admin Console is set up in your organization.*)
5. Internet Options > Security > Local Intranet > Custom Level > User Authentication, select **Automatic login in intranet zone only**.

Product Configuration

To apply better and more precise control on the access to Foxit applications, you can do more configuration on the **Product Configuration** page such as the Foxit PDF Editor's activation policy on clients. Clicking on each product opens the corresponding configuration page and you can do settings as necessary. (**Note:** Clicking on Foxit Sign opens the homepage of the Foxit Sign website portal, where you need to do the configuration settings after logging in to Foxit Sign. For details, please refer to Foxit Sign Manual.)

Client Activation Policy (for Foxit PDF Editor)

Licensing Model: shows the current licensing mode your company uses to control product licenses. (On-premise environments only)

Authorization Model: Select an authorization model to assign licenses to users. This setting is only available for on-premise environments with LDAP set up in the Admin Console.

- **Manual authorization:** With this model selected, administrators can specify which users to assign licenses to. Only the assigned users can activate Foxit PDF Editor successfully after logging in with their accounts. This model is selected by default.
- **Automatically authorize:** Select this model, and each user will be allowed to activate Foxit PDF Editor once they log in with their accounts as long as there are available licenses.

For the **Automatically authorize** model, if there are more than one license type for the same product, you need to specify the priority of how clients obtain authorization. Clients will automatically activate the product with the available licenses in the specified priority. Higher priority licenses are used before lower priority licenses.

IP address range restriction: Specify IP addresses or ranges to allow only the clients whose IP addresses are in the specified ranges to activate Foxit PDF Editor. (On-premise environments only)

Offline available time: Select the **Allow users to use Foxit PDF Editor when offline for: n days** option, and specify a time period after which Foxit PDF Editor on the devices will be automatically deactivated if those devices do not connect to the Admin Console server (e.g. devices are switched off or do not connect to the Internet). Generally, if deactivated because of the failure to connect to the server, Foxit PDF Editor can be activated again once users connect their devices to the server, unless the licenses are revoked or expire.

Automatic deactivation: Users who do not launch Foxit PDF Editor for a specified time period will have their licenses automatically revoked. You can specify the time period as necessary. The minimum is 90 days.

Mac address range restriction: Specify MAC addresses to allow only the clients with the MAC addresses specified to activate Foxit PDF Editor. You can also add multiple MAC addresses at once by importing a CSV file with a list of MAC addresses you want to add.

Integrated network drives configuration (for Foxit PDF Editor Cloud)

You can specify which network drives to be integrated with Foxit PDF Editor Cloud, which allows users to open or save PDF files from/to those network drives.

Log Cleanup Settings

As needed, you can purge old logs to reduce the amount of disk space that the log data occupies. To do this, on the **Log Cleanup Settings** page, turn on the **Log auto-cleanup** process and specify a time period (N days) to delete the log data older than N days.

Support (On-cloud environments only)

Feel free to contact us should you need any information or have any problems with our products. We are always here, ready to serve you better. To get support, you can do any of the following on the **Support** page:

- Click **Create a ticket** to submit a support ticket to us.
- Click **View issues** to view and search all the tickets you have submitted.
- Click **View** to open the administrator guide and find the answers you need.
- Contact us via email or phone.

Content Logs

Keep track of administrators' actions on the Admin Console and the user data collected from clients. **Content Logs** provides three types of logs: Admin Operation Logs, Internal Update Logs, and Rolled Back Logs.

Administrators' actions on the Admin Console are recorded in Admin Operation Logs and Internal Update Logs. From the lists on the pages, you can see details like when an action is performed, the action type (event type), the status (whether the action is performed successfully), and the operator (which administrator performs the action).

Rolled Back Logs records the events that users or devices roll back a version, including the rollback time, the user email or user name, the associated product, the version they roll back to, the user's MAC address, and more.

- Admin Operation Logs - Records all the actions performed by the administrator.
- Internal Update Logs - Records the administrator's operation history in internal update configuration. (On-premise environments only)
- Rolled Back Logs - Records the events that users or devices rolled back a version successfully. (On-premise environments only)

To filter log data, specify the criteria and click **Search**. You can also export and download log data to CSV files.

Contact Us

Feel free to contact us should you need any information or have any problems with our products. We are always here, ready to serve you better.

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