

THE WEB.CONFIG SETTINGS GUIDE

For HelpConnection.NET v3.5

Table of Contents

THE WEB.CONFIG SETTINGS GUIDE.....	1
Finding & Changing the Web.Config File	3
Mandatory Settings:	4
LICENSE	4
CONNECTION STRING.....	4
FULL_URL	4
FULL_URL_ADMIN	4
INSTALLPATH	5
LANGUAGE FILE	5
ERROR_FILE_PATH	5
MAGIC_WORD	5
Global & Admin Side Settings (Optional).....	5
SEND_EMAIL.....	5
COLLECT_ISSUE_HISTORY	5
EMAIL_BLOCK_SIZE.....	6
SMTP_PORT_NUMBER.....	6
CACHE_ISSUE_VIEW_PAGE	6
SESSION_LENGTH_CLIENT	6
ESCALATE_WAIT_BUFFER_DAYS.....	6
STRIP_HEADERS.....	6
REMINDER_BUFFER.....	6
POP_SSL.....	7
POP_MAIL_PORT	7
POP_ATTACHE_SAVE.....	7
ESCALATION_ON_POP.....	7
POP_STRIP_REPLY.....	7
ENABLE_COMMON_ACTIONS_AT_HOME	7
SEARCH_ON_KEYWORDS_DEFAULT	7
SEARCH_ENABLE_WITHIN.....	7
POP_REPLY_DELIMETER.....	7
LIVE_NOTIFICATION_DELAY.....	8
POP_FILE_SIZE_CHECK.....	8
AUTO_RELATE	8
FLOOD_CONTROL.....	8
FLOODING_DELAY_SEC.....	8
DATE_FORMAT.....	8
SHOW_ISSUE_CUSTOM_FIELDS_ADMIN	8
MOBILE_WORKER.....	8
SHOW_LANGUAGE_LINE_NUMBER	8
SHOW_NEWS_TICKER_ADMIN_HOME	8
USE_ISSUE_PART_CATEGORIZATION	9
TOP_MOST_CLIENT_LIST	9
CLIENT_ALLOW_RELATED_ISSUE_EDIT.....	9
TWITTER_VALIDATE_LOGIN	9
DEF_DUE_DATE	9
REPY_TO_EMAIL_PRIORITY	9
USE_EMAIL_CHECK_POP_UPDATE.....	9
EXPORT_CUSTOM_FIELDS_XML	10
ADDON_A (- P)	10
Public Side Settings (Optional):.....	10
STYLE_CATE_REPEATE.....	10
STYLE_SHOW_TOP_IMP	10
STYLE_TOPX_VISTED	10
STYLE_SHOW_IMP_ROOT	10
STYLE_SHOW_IMP_REST	11
STYLE_SHOW_NEWS_UNDER_CATE	11
STYLE_UPDATE_ISSUE_VIEW.....	11
STYLE_HIDE_COMMENT_CONSOLE.....	11
STYLE_CATEGORY_ALERT_SHOW	11

STYLE_SHOW_ALERT_CONTENT	11
STYLE_SHOW_NAVIGATIONAL_IMGS	11
SUGGEST_ON_KEYWORDS_V_TITLE.....	11
DEBUG_REDIRECT	12
INDEX_NEWS.....	12
INDEX_FILES	12
REMOVE_COMMON_WORDS_ON_SEARCH	12
ALLOW_DUPLICATE_CLIENT_EMAIL	12
CLIENT_LOGIN_SAMEUP	12
SHOW_ISSUE_CUSTOM_FIELDS_PUBLIC.....	12
SHOW_ISSUE_HISTORY_PUBLIC.....	12
USE_CAPTCHA_TEST.....	12
NEW_ISSUE_UPLOAD.....	12
SEND_NEW_ACCOUNT_EMAIL.....	13
SESSION_LENGTH_CLIENT	13
_USE_PUBLIC_PAGE_CACHE.....	13
Public Side Settings for PDA Version Only (Optional).....	13
PDA_STYLE_SHOW_NEWS_UNDER_CATE.....	13
PDA_REQUEST_REDIRECT	13
_PRE_COMPILE.....	13
_PRE_COMPILE_TIMER.....	13
HCVersion.....	13

There are a number of settings available for HC that are kept in the configuration file. The first few are mandatory, the rest are optional. (The default is already set to the most *common* setting.) This guide explains the functions of these individual settings, the available options, and the impact that each has on the HC (HelpConnection.NET) solution.

Please ensure that you have a back up of your most recent web.config file before you make any changes.

Finding & Changing the Web.Config File

The Web.config file can be found in the root folder of the unzipped HC program folder. It must be edited either by VS.NET or the Notepad before you can use your application. Do not use any WYSIWYG editor or anything that might alter the file's content without you knowing about it. A corrupted config file will stop the HC from functioning.

****** Keep in mind that every change you make to the file will cause the application to restart, so try not to change these settings too often in a production environment. ******

How to Change Settings

Each setting is kept in an XML tag that looks similar to the one below. It consists of the setting name and the setting value. You should *only* change the **setting value**, not the name or any other part of the tag. Please be sure that the remainder of characters remain intact, particularly the `</>`.

```
<add key="SettingName" value="SettingValue"/>
```

Mandatory Settings:

These settings within the web.config file *must* be set in order for your HelpConnection.NET installation to work. Once these are done, you may begin using your application. You can fine tune the other [Optional Settings](#) at your leisure.

If you have run the automated setup utility for intranet installations, these mandatory settings will already have been modified for you. You can proceed with testing your application via the links provided at the end of the auto setup, or move on to the [optional settings](#).

In a typical intranet installation, the portion in red will be the only part that needs changing. Please see the installation guide and the footnote below for further details.

LICENSE

The license key allows you to run the HC solution on your server. HelpConnection.net emails you the license key with your purchase or trial copy. Enter the license key in the *Value* portion, between the quotes, with no spaces. Trial license can be used for 30 days after your trial request was received, and are not URL dependent. Permanent licenses *are* URL dependent. (The installation will only work on the licensed URL.)

CONNECTION STRING

The connection string holds the details used to connect the HC solution with your database. You will have to change the portions that are underscored in the example below.

```
<add key="ConnectionString" value="Provider=sqloledb;Network Library=DBMSSOCN;Data Source=127.0.0.1,1433;Initial Catalog=dbname;User ID=sa;Password=password;" />
```

The data source is the SQL server address,port. (1433 is the *typical* port) The initial catalog is the database name. The user id (username) and password is exactly that!

Hint: For typical *intranet* (localhost) installations (where the default settings have *not* been changed) the datasource and userid will be as shown in the example.

Please see the [installation guide](#) for further details.

FULL_URL

The FULL_URL value is the URL or site where the HC solution has been installed. This URL needs to include the folder where you installed your HelpConnection.net program. In the example below, the program for HelpConnection.NET was installed on an internal server, in a folder named HC.

```
<add key="FULL_URL" value="http://localhost/HC/" />
```

An example URL could be:

```
<add key="FULL_URL" value="http://www.mysite.com/HC/" />
```

Please see the installation guide for further details.

FULL_URL_ADMIN

The FULL_URL_ADMIN value is the URL or site where the HC solution has been installed. This in most cases is the same value as in FULL_URL. Setting this value different from FULL_URL allows you for example to run the public side on HTTP while admin side on HTTPS or vice-versa.

```
<add key="FULL_URL_ADMIN" value="http://localhost/HC/" />
```

An example URL could be:

```
<add key="FULL_URL_ADMIN" value="http://www.mysite.com/HC/" />
```

Please see the installation guide for further details.

INSTALLPATH

The InstallPath points to the drive location to the HC root folder (where the program itself is contained).

```
<add key="InstallPath" value="C:\inetpub\wwwroot\HC\"/>
```

LANGUAGE FILE

This key identifies the file path to the language file in use. The _Languages folder can be found in HC program root. This file contains all visible text that's been used in the HC, in English, and allows you to easily translate HC into another language if so desired. (Make a copy of it, rename the copy, and translate all text within this one file.)

```
<add key="LanguageFile" value="C:\inetpub\wwwroot\HC\_Languages\en.xml"/>
```

In a typical English installation on a non-shared server, the portion in red will be the only part you need to change. (Change the red portion to the name of the folder where you installed HC.)

¹See footnote for help finding the physical path. See the installation guide for further details.

ERROR_FILE_PATH

When an error occurs in the HC solution, the error message along with some other related information is logged to the error file. This key expects the path for the error file.

```
<add key="ERROR_FILE_PATH" value="C:\inetpub\wwwroot\HC\error.txt"/>
```

MAGIC_WORD

This is a unique set of 5 to 20 letters and/or numbers that are used for some of the processes that HC.NET requires and ensures greater security. Change the *word* to something very unique and difficult to guess (You won't need to remember it, it's only used internally.)

```
<add key="MAGIC_WORD" value="AA1223AFLFGJ555QQ9"/>
```

Note: The magic word shouldn't be "Please"! (Though definitely a *magic word*, it's a bit too easy to guess. :)

The remaining settings are optional, and can be changed in the same way as the mandatory settings. [[How to Change Settings](#)]

All *Optional* Settings are initially set to default settings that are the *most typical*, so they do *not* have to be changed in order for you to *run* your application. However, if there is something that you wish changed in your HC application, and you can't find a setting in the admin, this is the place to look.

Global & Admin Side Settings (Optional)

SEND_EMAIL

Turn *off* all emailing by setting the value to 0. Set to 1 to turn *on* all emailing. You might want to turn off the emailing for example when you don't need it or SMTP is not available.

COLLECT_ISSUE_HISTORY

When set to 1 the HC will keep on collecting the issue history details for the *admin* side. (Such as a record each time the issue has been updated and by whom.) Set to 0 to disable this feature. Example: You might

¹ For help determining your server's *physical* path (especially for shared hosting), you can use the setup.asp file, which was included in your download. (Upload it then call it via your browser. The path where it is installed will be shown.)

want to disable this feature if issue audit is of no use and to save some database space. Note similar setting for public side below.

EMAIL_BLOCK_SIZE

What is the maximum email BCC block size? This is used when using any of the mass emailing functions of HC. You might have to change this value depending on your server and its settings. We recommended using the default value of 20 or 50. (Note, a smaller setting won't stop larger numbers of emails from going out, it will only have to send out more *blocks* of emails. This is all behind the scenes. Change this number if you're getting errors.)

SMTP_PORT_NUMBER

Set to the default SMTP Port number; which is usually 110. Do not change this unless you are *sure* your SMTP is using another port. This is used to *send* out email messages.

CACHE_ISSUE_VIEW_PAGE

Set to the value of 1 to cache the public issue view page, and speed up the loading for the next viewer. Depending on your environment this might be unwanted, in which case set it to 0.

SESSION_LENGTH

Set to number of minutes your admin session will last. The administration will log you off after the amount of minutes entered here expires, with no activity. Do not set to a high number; keep it between 5 – 60 minutes. If you want an unlimited timeout please see the Live Issue notification under Admin > My Profile

Note: This setting cannot override the server setting. If your server is set up to allow a lower session length, you will still time out at that shorter period. If you are timing out sooner than the length shown here, please contact your server admin or host.

SESSION_LENGTH_CLIENT

Set to number of minutes your clients' sessions will last for. The default setting is 15. This value should not typically change.

ESCALATE_WAIT_BUFFER_DAYS

After the initial escalation has taken place, this setting will affect when the issue will be *re-escalated*. Default setting is 5 days.

STRIP_HEADERS

Set to 1 to strip the HTML header from incoming emails when doing a POP3 transfer, 0 leaves the original content intact. The default setting is 1.

Note: Setting this to 0 might break the WYSIWYG editor as the message content can and usually does include the <head> tags. These *cannot* be included in the WYSIWYG editor content.

REMINDER_BUFFER

When a password reminder is used on the client side, the link included in the reminder email message is valid for only a certain amount of minutes. This is where you can set number of minutes that the link will be valid for. The default value is 60 minutes.

POP_SSL

When using the POP3 transfer, your POP server might require an SSL layer. If that's the case, set this key to value "True". Default is "False".

POP_MAIL_PORT

When using the POP3 transfer, you might want to use a different port to connect to your POP server. This key is where you enter the port number. Set the POP3 port to 995 for the standard MS Exchange Server SSL POP3 port.

POP_ATTACHE_SAVE

You have the option to disallow email attachments by setting this key to "False". Setting it to "True" saves the attachments to upload category ID 1 (non editable category).

ESCALATION_ON_POP

Change the setting to 1 to add the issue escalation rules to the POP remote check.

POP_STRIP_REPLY

When set to 1 the application will 'try' to strip down the "reply to" section of the incoming POP3 message when using the POP transfer. This method will not always succeed as it depends on the email client that the *end user* (customer) used to send the message.

ENABLE_COMMON_ACTIONS_AT_HOME

This key, when set to 1, will enable the *Common Actions* drop down menu on the agent admin home page. Set to 0 to disable it. This menu can be used to quickly get to the admin section you need.

SEARCH_ON_KEYWORDS_DEFAULT

Here you can set how the public issue search will behave. By default the search is done on

1. Keywords
2. Title
3. All of the issue fields - title, contents, keywords.

Set the key value to 1, 2 or 3 depending on how you want the search to work by default. Recommended value is 3 when you have a small KB. Use 1 if you have a larger KB and be sure to use issue keywords, which is *strongly* recommended.

SEARCH_ENABLE_WITHIN

The public issue search has the option of "*Search Within Results*", which allows the user to make a search on the returned search results. Set the key value to 1 to enable users to use the *Search Within* feature. A setting of 0 will disable it.

POP_REPLY_DELIMETER

When using the POP transfer with the POP_STRIP_REPLY key set to 1, the HC will try to strip down the old message part and only update the HC issue with the new addition to the message (taking out the reply to part). Set this key value to what the delimiter of the message is to be. In most cases it will be "*----- Original Message -----*".

* Note: This value is case sensitive. *

LIVE_NOTIFICATION_DELAY

Every agent has the option of using the Live Notification feature (Home tab, Update My Profile area). When turned on, the agent's screen will be refreshed periodically. The period of time that should elapse before checking for new issues is set here. The default value is 60 seconds.

POP_FILE_SIZE_CHECK

Set this key value to "True" to check for the maximum allowed (Admin > Settings) file size of the email attachment on POP transfer. Set to "False" to allow *any* file size to pass despite the restrictions in your admin settings. A *False* setting is useful to avoid losing email attachments.

AUTO_RELATE

This key sets the way HC will suggest auto-related issues when doing *issue relations management*. Set to 1 to suggest related issues based on issue *title*, or set to 0 to use issue *keywords*. Recommended value is 0.

FLOOD_CONTROL

Setting this key value to 1 ensures that a user can't flood the HC by submitting new issues too fast after each other. (Example: malicious attacks) Set to 0 to disable this preventive step.

FLOODING_DELAY_SEC

When FLOOD_CONTROL is set to 1, this value controls the delay before the next new issue can be submitted to HC. The default value is 25 seconds.

Note: This setting is *only* applicable when FLOOD_CONTROL (previous setting) is set to 1.

DATE_FORMAT

At some points the HC needs to assemble a string into a date, this key value sets how the date will look. Default recommended value is "MM/DD/YYYY".

SHOW_ISSUE_CUSTOM_FIELDS_ADMIN

Change from 1 to 0 to remove custom fields from the *Admin Side* issue view.

MOBILE_WORKER

Enable SmartPhone reply (by admin agents) to issue solutions. (Emailed updates by agents.)

SHOW_LANGUAGE_LINE_NUMBER

Temporarily change the setting to 1, to help locate visible text in the *_Languages/en.xml* file. Useful for language translations or if you just want to change the way text appears. With setting of 1, the keyword reference number will be displayed along with the text.

SHOW_NEWS_TICKER_ADMIN_HOME

Set to 0 to disable the news ticker on the admin side home page. (When off, the HC news will not be shown even if individual agent profile has news turned on.)

USE_ISSUE_PART_CATEGORIZATION

This setting allows you to further categorize individual issue parts (questions and responses). This is ideal for internal projects where you might need to set some responses for further discussions or as summary. Default recommended value is 0.

TOP_MOST_CLIENT_LIST

By default, only the most recent 100 clients are shown in the Quick Add Client page. You can increase that number by changing this setting. Please note that the longer the list, the slower the page will be to load. If you are on a hosted server, a larger setting may not be practical.

CLIENT_ALLOW_RELATED_ISSUE_EDIT

This setting will determine whether any *superior* clients can be allowed to edit the issues of their *subordinate* clients, from the public side. The default value is 0, meaning that superiors cannot edit their subordinates' issues.

TWITTER_VALIDATE_LOGIN

When modifying your own profile, if there is any content in the Twitter username and password fields, the Twitter login will be verified. (Ensures you cannot enter an invalid Twitter u/p combination in Update Profile area.) Default setting is 1. `<add key="TWITTER_VALIDATE_LOGIN" value="1" />`. To turn test off, set to 0.

DEF_DUE_DATE

This setting is used by HC and should *not* be changed unless instructed by HC Support staff.

```
<add key="DEF_DUE_DATE" value="01/01/2005"/>
```

REPLY_TO_EMAIL_PRIORITY

With the default setting of 1, emailed issues received with a *Reply To* email address in use will be matched to a client based on the *Reply To* email address rather than the sender.

This is handy when forwarding emails that were not sent to the correct support email address. It is also required for situations like Amazon vendors who receive order queries from Amazon directly with the client being the *Reply To* address. (Storefronts like Amazon sometimes use this function so that vendors will always receive the email from an approved email address... to avoid spam filters.)

```
<add key="REPLY_TO_EMAIL_PRIORITY" value="1"/>
```

Change the setting to 0 to ignore any Reply To email addresses and use the sending email address only.

USE_EMAIL_CHECK_POP_UPDATE

**** Important if using ReplyTo previous setting!**

Now that an issue can be created by email for someone *other* than the one sending the email, there could be potential for fraud, especially if your email template has the client username & password or answer tokens in it! (These tokens allow that information to be in the email content and shouldn't be sent to the wrong person.)

```
<add key="USE_EMAIL_CHECK_POP_UPDATE" value="1"/>
```

Set this to 1 (default) to ensure that issue update notification emails are *only* sent when the client's email record matches the email address being used from the incoming emailed update.

EXPORT_CUSTOM_FIELDS_XML

Set to 1 so that the .xml issues and assets exports include custom fields (Issue Fields Designer and Assets Field Designer). This will necessitate mapping the fields in the import utility... so the setting is 0 (no custom fields) by default.

If you don't *need* custom field contents in your export, then the 0 setting makes exporting much easier. Simply open the .xml file in MS Access etc. or import it into your own template. There will be only *one* record per asset/issue.

```
<add key="EXPORT_CUSTOM_FIELDS_XML" value="0"/>
```

ADDON_A (- P)

This area is for customizations and add-ons that have been developed by Expinion.net staff to enhance your HC software. The default settings are all blank with the exception of Add-on A. Should read as follows.

```
<add key="ADDON_A" value="Fk69/vrHeLQ=" />
<add key="ADDON_B" value="" />
...
<add key="ADDON_P" value="" />
```

At the time of the v3.5.0 release, most add-on modules are only in the early development stages. Add-on modules are purchased separately from the main HC product.

Example: Chat Module, SLA/Advanced Escalations...

Customizations and/or add-ons that have been purchased may have additional files, and may also have add-on module code values to be added here in order to verify your purchase.

Public Side Settings (Optional):

STYLE_CATE_REPEAT

This key affects the way categories are displayed on the public side. Set the key value to the number of columns to render on the category listing. Default recommended value is 2.

STYLE_SHOW_TOP_IMP

When browsing the categories in the Knowledgebase (on the public side), you have the option to show *important issues* below the category listing. This key value sets the *number* of important issues that will be shown. The default number of important issues is 3.

Note: *Only* applicable if STYLE_SHOW_IMP_ROOT or STYLE_SHOW_IMP_REST is also "True".

STYLE_TOPX_VISTED

When the user logs in to his/her account, a list of *recently visited issues* is available. This key's value sets the *number of issues* to remember for this list. Default recommended value is 5.

STYLE_SHOW_IMP_ROOT

This setting can be used to allow the *Important Issues* to be shown in the public side knowledgebase, at the higher category root level - even if the *Important Issue* resides at a sub-category level. The default setting is "False", which *doesn't* show the issue in the category root.

Change this setting to "True" to show the *Important Issues* listing at the *root* of the category display, as well as in the appropriate sub-category.

Note: See the next setting as well. They are related.

STYLE_SHOW_IMP_REST

Set to “False” to hide the *important* issue listing under any sub-category *except* the category root. Default recommended value is “True”, which allows the *Important Issue* to be shown in any sub-category levels as assigned.

Note: See the previous *related* setting. If the defaults are kept for both of these settings, the *Important Issues* will be shown under only the exact categories/sub-categories that the issue is assigned to.

STYLE_SHOW_NEWS_UNDER_CATE

Set to “False” to hide the *Recent News Articles* from under the root of the Categories display on the public side of HC. Default recommended value is “True”.

STYLE_UPDATE_ISSUE_VIEW

Set to “True” to increase views count by 1 each time the issue is viewed by the user on the public side. Set to “False” to stop the issue views count. Default recommended value is “False”, since frequent database updates will make caching less effective, and slow down the application.

STYLE_HIDE_COMMENT_CONSOLE

Not applicable in this version, please ignore, keep set to “False”.

STYLE_CATEGORY_ALERT_SHOW

You have the option for admin to create category alerts (warnings or news related to this category), that you want your clients to know about *before* they submit an issue.

Example: “Cable down – Affecting 33X phone numbers...”

When a category alert is assigned to a category the HC can show a link to it under the category name on the public side. Set to “True” to *show* a link to the category alert. Set to “False” to *disable* the alert link. Default recommended value is “True”.

STYLE_SHOW_ALERT_CONTENT

You have the option for admin to create category alerts (see above). When a category alert is assigned to a category, the HC can show the alert content when the category is selected by the user on the HC public side. Set to “True” to show category alert content under the issue listing - only where available. Set to “False” to disable this option. Default recommended value is “True”.

STYLE_SHOW_NAVIGATIONAL_IMGS

The HC can show descriptive images next to its main title on the public side, set this value to “True” to show the images. If you don’t want the images, set to “False”. This option is completely up to you, as its use depends on your site design. Default recommended value is “False”.

SUGGEST_ON_KEYWORDS_V_TITLE

When the user is about to submit a new issue, the HC will present issues that are related to the *title* of the new issue. Setting this key value to “True” will base the suggestions on the *keywords* field rather than issue title field. Default & recommended value is “False” for suggestions based on issue title, as keywords are not a *required* field.

ALLOW_RSS_OUTOUT

The HC features extensive output to RSS for categories and other items. Setting this key value to "True" will allow RSS output application wide (individual category setting will override this setting). Setting this value to "False" will disable all RSS output application wide, regardless of other RSS settings.

DEBUG_REDIRECT

Set to 1 to turn on debugger, and disable redirects. Default value is 0.

INDEX_NEWS

Default value is 1, which will turn *on* links to the *news* section from the public index page.

INDEX_FILES

Default value is 1, which will turn *on* links to the *downloads* section from the public index page.

REMOVE_COMMON_WORDS_ON_SEARCH

To improve the public issue search you have the option to ignore common words in the search phrase (such as 'the' or 'when' etc.). Set this key to 1 to remove search stop words on public search. Set to 0 to *allow all words* without any filtering.

ALLOW_DUPLICATE_CLIENT_EMAIL

Setting this value to False will enable a HC check for duplicate client email address on client signup/update. Default recommended value is False. Do not change this value unless you absolutely have to.

CLIENT_LOGIN_SAMEUP

Set this key value to 1 to allow the users to have the same username and password. (example: both username and password could be: *carpie2*. Recommended setting is 0 to *disallow* same username and password.

SHOW_ISSUE_CUSTOM_FIELDS_PUBLIC

Change from 1 to 0 to remove custom fields from the KB issue view.

SHOW_ISSUE_HISTORY_PUBLIC

With default setting of 1, clients will be able to view issue activity logs on the public side, from the *My Issues* section.

USE_CAPTCHA_TEST

Captcha is the graphic character display that is often used to ensure that issues are submitted by a real *human* being, and to foil automated spammers. (Type the characters shown within the image...) Change from default of 1 to 0 to turn this feature off.

NEW_ISSUE_UPLOAD

Set to 1 to allow clients to upload files from the public side submit form. 0 will disable uploading from the public side new issue form. (This setting does not affect the issue update form on the public side.)

SEND_NEW_ACCOUNT_EMAIL

When set to "True" HC will send an *Account Creation* email on Issue Add Full (client) and POP3 transfer (new client) mode to the client. When set to "False" this email won't be sent. Recommended value is "True".

SESSION_LENGTH_CLIENT

Set to number of minutes that client sessions should last. Default is 20. Note that if settings last a shorter duration than this setting, then you should check your server settings. The lowest of the two settings will take priority.

_USE_PUBLIC_PAGE_CACHE

Public pages will be cached for 15 minutes if this setting is kept at the default of 1.

Public Side Settings for PDA Version Only (Optional)

PDA_STYLE_SHOW_NEWS_UNDER_CATE

When viewing the HC public side on a mobile device such as PDA the recent news can be shown under root of the categories. Set to 1 to show the recent news, 0 to show nothing. Default recommended value is 0.

PDA_HEADER_REDIRECT

This key allows you to define words that are going to be compared with the header string (HTTP_USER_AGENT). When one of the words defined in this key is detected in the HTTP_USER_AGENT the request will be redirected to the PDA friendly version of HC. A good review of available tokens can be found here: http://www.zytrax.com/tech/web/mobile_ids.html

PDA_REQUEST_REDIRECT

This key will decide what to do with a mobile/pda request. Set to a value of 1 to redirect all requests from the HCBase/index.aspx page only. Set to 2 to redirect all requests from all pages of HC.NET public side. Set to 3 to disable mobile device redirection and use regular HC version. Default recommended value is 2.

_PRE_COMPILE

Not applicable in this version, please ignore, keep set to "False".

_PRE_COMPILE_TIMER

Not applicable in this version, please ignore, keep set to 15.

HCVersion

This key indicates your current version number. It is here for information only. HC support personnel may use this number for support purposes. Changing the value does not actually change the version number.

Questions?

We can usually help from [our own service desk implementation](#).

Or, [contact us](#) via phone, email or post.