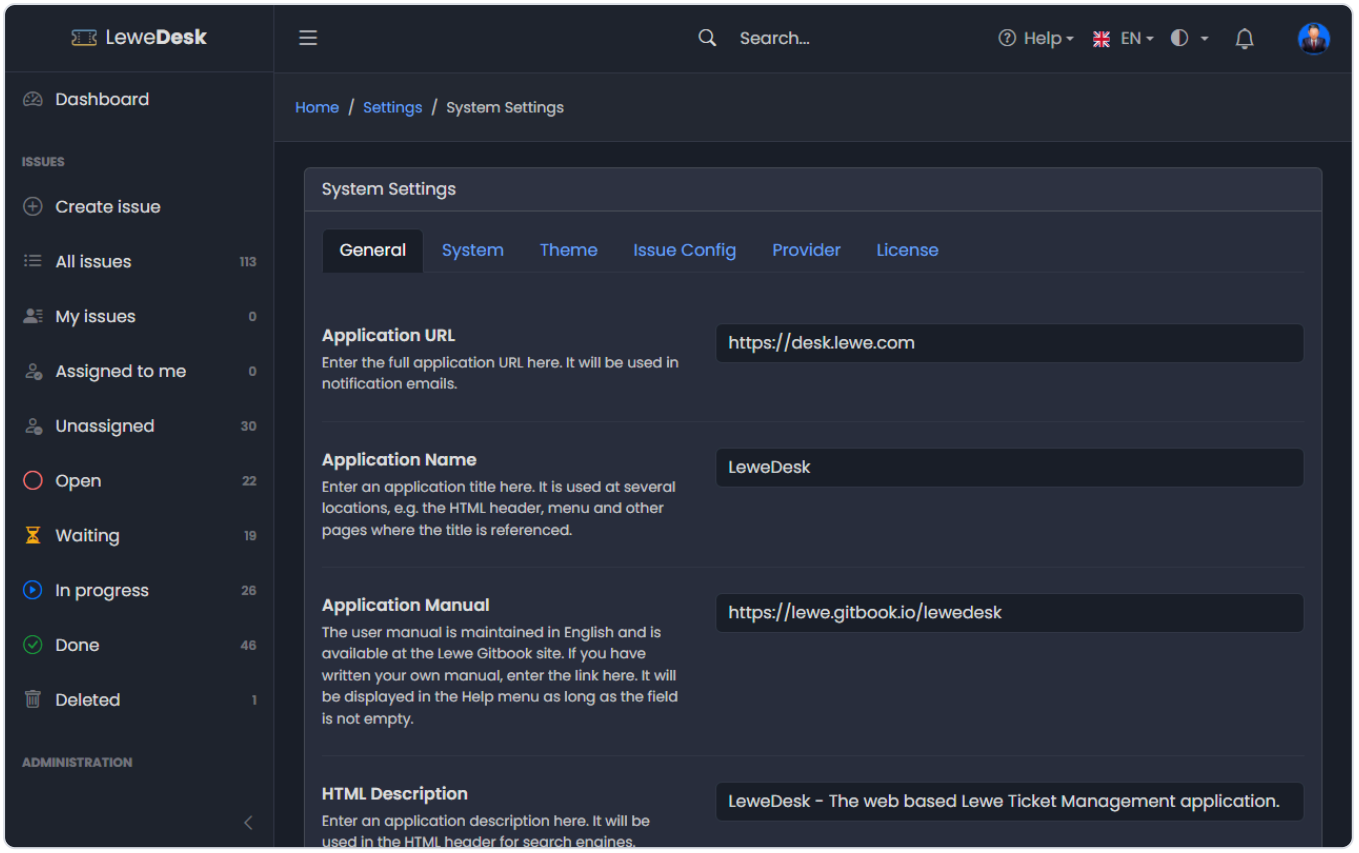
Settings



The system settings are available to users with the permission `manage_settings`. Open them from the user menu in the top bar (*Settings*) or from **Administration** → **System** → **Settings**.

The page has five tabs. Click **Save Settings** to store the changes. A setting that was never saved shows its default value.

General

Setting	Description	Default
Application URL	The full URL of your installation. Used for the links in notification emails.	
Application Name	Title of the application. Used in the HTML header, the menu, and as title, subject and sender name of notification emails.	LeweDesk
Application Manual	Link to a user manual. It is shown in the *Help* menu as long as the field is not empty. Enter the link of your own manual if you wrote one.	
HTML Description / HTML Keywords	Description and keywords in the HTML header, for search engines	
Default Language	Language for visitors who did not choose one. Users can switch languages in the top bar. Notification emails use this language.	English
Show Alerts	Which kinds of alerts (toast messages) are shown: Info, Success, Warning, Error	all
Close … Alerts Automatically	Whether Info, Success, Warning and Error alerts close by themselves	Info, Success: yes
Alert Autoclose Delay	Time in milliseconds after which these alerts close (e.g. 4000 = 4 seconds)	3000

System

Setting	Description	Default
Timezone	Default timezone of the application	Europe/Berlin
Matomo Analytics	Adds the Matomo tracking code to all pages. Enter the **Matomo URL** (e.g. `mysite.com/matomo`) and the **Matomo Site ID** below it.	off
Disable Search Engines	Tells search engine robots not to index the site	on
Disable Caching	Sends no-caching instructions. Try this if you see unwanted caching effects in your server environment.	off
Debug Mode	Shows debugging information in the browser console	off
Under Maintenance	Puts the application into maintenance mode. Only administrators can access it, everybody else sees the maintenance page.	off
Force Two Factor Authentication	Forces users to set up two factor authentication, e.g. via Google or Microsoft Authenticator. A user who has not set up 2FA yet is sent to the setup page after the regular login. Sessions that are already open are not affected. See Two Factor Authentication.	off

Theme

Setting	Description	Default
Color Mode	Default color mode: Dark, Light or Auto. Users can switch modes in the top bar (see Dark Mode).	Dark
Font	Font of the application: Default (your browser's sans-serif font), Poppins, Roboto, Lato, Montserrat or Open Sans	Poppins

Issue Config

Setting	Description	Default
Default Product	The product of new issues that name none, for example the issues made from mails. The key of the product is the prefix of the issue keys (see Products). It is in the Issue Config tab.	General (`GEN`)
Support Email	Address of your support team. It gets a message when an issue is created.	
Maximum Attachment Size (MB)	Maximum size of a single attachment or inline image (1-50)	2
Maximum Attachments per Issue	Maximum number of attachments of an issue (1-100). Inline images count.	10
Maximum Total Attachment Size per Issue (MB)	Maximum total size of all attachments of an issue (1-500)	10
Issues per Hour	How many issues a user may create per hour. `0` switches the limit off.	10
Comments per Hour	How many comments a user may add per hour. `0` switches the limit off.	30
Notification Retention (Days)	In-app notifications older than this are deleted	90
Notification Poll Interval (Seconds)	How often the browser checks for new notifications (10-3600)	60
Audit Log Retention (Days)	Entries of the Audit Log older than this are deleted. `0` keeps them forever (0-3650). It is in the System tab, below Force Two Factor Authentication.	365
Temporary Upload Cleanup (Hours)	Images uploaded while writing a new issue are deleted after this many hours if the issue was never	24

Setting	Description	Default
	saved	

⚠ The issue key prefix is no longer a setting. Every product has its own key, for example `LD` for LeweDesk. See Products.

ℹ The issue and comment limits do not apply to Agents and Administrators. The allowed attachment file types are fixed: pdf, txt, md, zip, jpg, gif and png. The PHP settings `upload_max_filesize` and `post_max_size` of your web server must allow the size you configure.

License

The License tab shows the license of the installation and has the license key, the buttons to activate the license and to deregister the domain, and one setting. The key and the buttons work at once; they are not stored with **Save Settings**. Everything about it is described on the page License.

Setting	Description	Default
Expiry Warning (Days)	Administrators see a banner on every page when the license expires within this many days (0-365). `0` switches the warning off.	30

Where are the email server settings?

The mail server credentials and the sender address are not part of the system settings. They are configured in the `.env` file on the server. See the installation guide.

Two factor authentication: server configuration

Two values in the `.env` file of the server belong to two factor authentication (see Two Factor Authentication):

Key	Description
`TWOFA_ENCRYPTION_KEY`	The key that encrypts the secrets of the authenticator apps in the database. At least 32 random bytes, Base64 encoded. Create one with `node -e "console.log(require('crypto').randomBytes(32).toString('base64'))"`. Without a valid key nobody can set up or use 2FA.
`DISABLE_ADMIN_2FA`	Emergency only. If `true`, all administrator accounts can log in without a code, even if 2FA is mandatory or set up. Every such login is written to the error log.

Never change or lose `TWOFA_ENCRYPTION_KEY` once users have set up 2FA. The stored secrets can no longer be read, and every user has to be reset by an administrator. Keep a backup of the key, separate from the database backup, and use a different key for every installation.

`DISABLE_ADMIN_2FA=true` removes the second factor for all administrators. Use it only to get back in, for example when the only administrator lost the device, then reset the 2FA of that account and set the value back to `false`. Every login that uses the bypass is recorded in the Audit Log (`auth.2fa_bypass`).

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