

Global Variables List

The following lists detail all of the global variables. For general information about how global variables work, refer to the [Variables](#) page.

Some global variables have been relocated to the [Security](#) wizard.

Power-User Specific Global Variables List

The following list contains all of the global variables that exist only in the Power-User Interface. To access global variables within the Power-User Interface, navigate to **Setup > System > Manage Global Variables**.

Add a "cannot see - cannot search" restriction to each interactive saved search filter

Name: PrerestrictedFiltration

Description: Any search filter which uses a "closed" by permissions column (or some values) omitted.

Type: Choice

Allowed Values: Yes, No

Default Value: No

Always display visibility dependent field values in table views

Name: field_visibility_in_views

Description: If this variable is set to Yes, visibility dependent field values appear in table views and HTML reports regardless of whether the field's visibility condition is met. If this is set to No, the values appear only if the condition is met.

Type: Choice

Allowed Values: Yes, No

Default Value: Yes

Always Show Action Button in Views

Name: action_button_permission_check_on_execute

Description: Controls how action button permissions are evaluated when an action button is included in a View. If this variable is set to Yes, action buttons are shown in the table view whenever the user has View permission to the button, even if the user doesn't have Edit permission to the record. If it is set to No, buttons are shown only when the user has Edit permission to the record, or when the global variable Action Button Edits == Yes and the action button permission "Allow these groups to execute actions for any record in which the action button is visible to them, from edit or view mode" includes one of the user's groups. The advantage of setting it to Yes is performance. Depending on permission settings it can take a long time to find out what records the user is allowed to view. The advantage of setting it to No is that it avoids the possibility of the user clicking the button, just to get an error message saying that he is not allowed to edit the record.

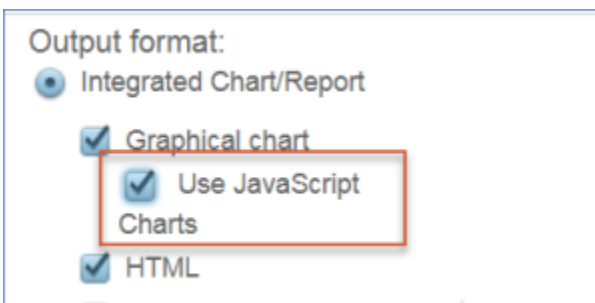
Default Value: Yes

Location: Power-User Interface

Always use JavaScript Charts

Name: force_js_charts

Description: Defines whether charts shown on the dashboard should be forced to use JavaScript rendering, even if they were not configured to use JavaScript in their setup options. If this variable is set to Yes, the charts still display on the dashboard in the interactive format even if the "Use JavaScript Charts" option has not been selected in its Output format.



This variable only affects the display of charts on the dashboard. Other outputs such as email distribution display in the non-interactive format if they have not been configured to use JavaScript charts.

Allowed Values: Yes, No

Default Value: No

Recommended Values: Yes

Location: Power-User Interface

Analyze Table Frequency

Name: AnalyzeTableFrequency

Description: Defines the frequency with which background services automatically perform table analysis. The results of the analysis can be found at `<installation>/wildfly/standalone/log/server.log`. Note that this global variable works in conjunction with the [Analyze Tables Period](#) and [Analyze table start protection period of system inactivity](#) global variables to determine when automatic table analysis occurs. By default, automatic table analysis occurs once a week between 11 pm and 4 am after a period of 180 seconds of system inactivity.

Allowed Values: hour, 4 hours, 8 hours, 12 hours, day, week, month, never

Default Value: A week

Recommended Values:

Location: Power-User Interface

Analyze Tables Period

Name: AllowableAnalyzeTablePeriod

Description: Defines the time of day (in hours) in which background services are permitted to automatically perform table analysis. For example, a value of "23-04" means between 11 pm and 4 am. Note that this global variable works in conjunction with the [Analyze Table Frequency](#) and [Analyze table start protection period of system inactivity](#) global variables to determine when automatic table analysis occurs. By default, automatic table analysis occurs once a week between 11 pm and 4 am after a period of 180 seconds of system inactivity.

Default Value: 23-04

Recommended Values: A period of system inactivity is best.

Location: Power-User Interface

CAS Server Login URL

Name: casserverloginurl

Description: Used to integrate with a Centralized Authentication Server (CAS). Defines the URL to which the Agiloft system redirects a user in order to authenticate against CAS before proceeding to login, such as `https://{yourhost}/cas/login`.

For more information see: [Single Sign-on with CAS](#).

Default Value:

Recommended Values:

Location: Power-User Interface

CAS Ticket Validator

Name: casticketvalidator

Description: Defines the CAS Ticket Validator to be used for user authentication. Choose the value depending on the CAS Server version available in your setup.

For more information see: [Single Sign-on with CAS](#).

Default Value: CAS 2.0 Service

Recommended Values:

Location: Power-User Interface

Checking frequency for inbound emails (minutes)

Name: check_inbound_each_N_minutes

Description: Controls the frequency (in minutes) that the system checks for inbound emails.

For more information see: [Checking Inbound Email Accounts](#).

Default Value: 1

Recommended Values:

Location: Power-User Interface

Cognizer response enrichment JSON

Name: cognizerAddFieldsJSON

Description: Contains JSON structure that describes additional information that formulates the response from Cognizer. This variable should not be modified unless instructed by Support.

Default Value: {"contract_id": "contractOriginalId", "contract_title": "contractOriginalTitle", "contract_status": "contractOriginalStatus", "id": "attachmentOriginalId", "contract_party_name": "contractOriginalPartyName", "title": "attachmentOriginalTitle", "hotlinks": ["contractOriginalRecordDeepLink", "attachmentOriginalRecordDeepLink", "attachmentDownloadHotLink", "attachmentOriginalDocumentViewerDeepLink", "viewAllDocumentsDeepLink"] }

Recommended Values:

Location: Power-User Interface

Custom Cipher transform for decrypting SAML Keys

Name: custom_saml_enc_key_cipher_transform

Description: SAML SSO messages sent to Agiloft by SAML Identity Providers (IdPs) are encrypted using public key cryptography. In public key cryptography, cipher transformation is the process of preparing a message for encryption or signing using a specification or scheme. By default, Agiloft supports the following standard cipher transformations :

- RSA/ECB/PKCS1Padding
- RSA/ECB/OAEPWithSHA-1AndMGF1Padding
- RSA/ECB/OAEPWithSHA-256AndMGF1Padding
- RSA/ECB/OAEPWithSHA-512AndMGF1Padding

While these cipher transformations should suffice for most commonly used IdPs, if you find that your IdP uses a special cipher transform, you can specify a Java-supported custom transform using this global variable. If your IdP uses any of the cipher transforms listed above, then those transforms take precedence over the custom transforms defined here.

For more information about configuring SAML SSO, refer to [SAML 2.0 SSO](#).

Default Value:

Recommended Values:

Location: Power-User Interface

Custom SMTP Configuration Properties

Name: mail_smtp_custom_options

Description: Enter Java Mail additional SMTP Configuration Properties (see [here](#)) in Java property format (name=value). They are applied over Agiloft defaults. For details on using this variable, see [Configure the Email SMTP Server](#).

Type: Text

Allowed Values: Any well-formed value

Units:

Default Value:

Default day/month order for date/time strings

Name: date_format_order

Description: Defines how the system parses date/time strings during record importation, email parsing, and web services calls. Allowed values:

- LOCALE – Parse dates based on the user's locale during login or REST calls.
- DMY – Parse dates in Day, Month, Year order.
- MDY – Parse dates in Month, Day, Year order.

Note that if the system detects date strings that do not fit the specified format, it automatically switches from day /month to month/day parsing as needed.

For more information about importing data or email parsing, refer to the following topics:

- Importing Record Data
- Email Parsing

Default Value: DMY

Recommended Values:

Location: Power-User Interface

Default language

Name: default_language

Description: Defines the default language if the user's Language setting is unknown.

Default Value: English

Recommended Values:

Location: Power-User Interface

Deprecate Old File Options

Name: deprecate_old_field_options

Description: Defines whether or not the system hides several deprecated options when creating or editing a File with versioning field. Select Yes to hide the following options:

- Display changes to .docx files

- OCR
- PDF Searchable
- Document Title

Default Value: No

Recommended Values:

Location: Power-User Interface

Disable Marketing Email Image Tracking

Name: disable_marketing_email_image_tracking

Description: Determines whether the email marketing functionality is disabled. Select Yes to disable the functionality. For more information, see [Email Marketing](#).

Default Value: No

Recommended Values: We do not recommend disabling the email marketing functionality. However, doing so can reduce warnings from the email client.

Location: Power-User Interface

Disable email loop detection

Name: disable_email_loop_detection

Description: Determines whether Agiloft filters emails that are sent to one of the inbound emails accounts of the current KB as a result of a rule. Select Yes to disable email loop detection.

Note that loop detection distinguishes between two types of loops:

- **One table loop:** when one of the recipients has the same email address as the inbound email address configured for the table from which the email is sent.
- **Complex loop:** all other cases. For instance, an email sent by a rule from table A to an inbound account specified for table B, then table B has a rule that sends an email to the inbound account configured for table A.

In the case of a one table loop, the problem email is removed from the recipients list. In other complex cases, a warning is put into the logs.

For information about configuring your inbound emails for further loop protection, refer to the [Inbound Email Accounts](#) topic.

Default Value: No

Recommended Values: We do not recommend disabling loop detection.

Location: Power-User Interface

Display Database Update Warning

Name: warn_on_record_changed

Description: Determines whether a warning appears when users are editing a record and the system updates the value of a field within that record.

Value	Behavior
Yes	When the user finishes editing the record: <ol style="list-style-type: none">1. A warning appears at the top of the page.2. The system-updated data populates the record, overriding any user-entered data.3. The record returns to editing so that the user can check to see if they believe any of the system-updated values must be changed.4. Upon finishing, the record saves as usual.
No	When the user finishes editing the record: <ol style="list-style-type: none">1. The system-updated data populates the record, overriding any user-entered data.2. The record saves as usual.

Default Value: Yes

Recommended Values:

Location: Power-User Interface

Do not resend old letters

Name: stop_resend_to_broken_smtp

Description: Defines the maximum number of days that Agiloft attempts to resend an email that originally failed to send as a result of a broken SMTP connection. Note that this global variable works in conjunction with the [How many minutes to wait before resending failed letters](#) global variable. For example, if this global variable is set to 3 and the [How many minutes to wait before resending failed letters](#) is set to 30, the system attempts to resend the email every thirty minutes until either the email is sent or, if the SMTP connection remains broken, the email is 3 days old.

For more information about configuring the email SMTP server, see [Configure the Email SMTP Server](#).

Default Value: 5

Recommended Values:

Location: Power-User Interface

Dummy Communications

Name: create_dummy_communication_records

Description: Determines whether the system creates a Communication record even if an email fails to send because the "To" or "From" fields are blank. Select Yes to create a Communication record for this type of unsent email. Note that the behavior defined here also applies to emails received by Agiloft where the "To" field is blank. This means that if this global variable is set to No, a Communication record is not created if Agiloft receives an email where the "To" field is blank and the inbound email address for a table is included in the "BCC" field.

Default Value: No

Recommended Values: In most cases, the default value of No is recommended as it can help prevent your Communications table from bloating. However, if your organization regularly receives emails in which the "To" field is blank because the inbound email address for a table was included in the "BCC" field, selecting Yes might be useful.

Location: Power-User Interface

Email Marketing's URL Age

Name: link_age

Description: Determines how many days hotlinks sent in marketing emails are kept active in the database. Effectively, this serves as an expiration date for hotlinks in marketing emails for which an expiration date was not specified during creation. For more information about hyperlinks in emails, see [Sending Emails](#). If you want to create an age limit for all hotlinks, regardless of whether they are in marketing emails or not, use the [Hotlink Age](#) global variable.

Default Value: 365

Recommended Values:

Location: Power-User Interface

Enable Chinese Word Segmenter

Name: ChineseWordSegmenter

Description: Determines whether the Chinese Word Segmenter is enabled. The Chinese Word Segmenter sequentially consumes third-party library objects meant for splitting Chinese text without spaces into words.

Default Value: No

Recommended Values: Set this variable to Yes to enable CWS if you need full-text searching over Chinese words.

Location: Power-User Interface

Enable Expand All Sections Links

Name: show_expand_collapse_links

Description: Determines whether the system shows shortcuts to expand and collapse all sections when viewing or editing records. Select No to hide these shortcuts.

Value	Behavior
Yes	<div><div>Save ▾Cancel ▾Task Details</div><div>Expand All Collapse All Default View</div><div>ID1133</div><div>Related ToChoose one ▾</div></div>
No	<div><div>Save ▾Cancel ▾Task Details</div><div>ID1133</div><div>Related ToChoose one ▾</div></div>

Default Value: Yes

Recommended Values:

Location: Power-User Interface

Enable Hotkeys

Name: hotkeys_enabled

Description: Determines whether Hotkeys (also called keyboard shortcuts) are enabled. Select No to disable Hotkeys. For more information about hotkeys, see [Keyboard Shortcuts](#).

Default Value: Yes

Recommended Values:

Location: Power-User Interface

Enable Japanese Word Segmenter

Name: JapaneseWordSegmenter

Description: Determines whether full text searching supports Japanese text and documents, including morphological parsing and equivalent Kanji and Kana search capabilities. When enabled, this allows Japanese search results for equivalent Japanese words even when different characters are used.

Default Value: No

Recommended Values:

Location: Power-User Interface

Enabled Non-versioned File and Image Fields

Name: oldFileNewMenuItemEnabled

Description: Determines whether non-versioned file and image fields can be created. Select Yes to enable these types of fields. Note that File with versioning and Image with versioning fields have the option to disable or limit versioning. For more information about these data types, see [List of Data Types](#).

Default Value: No

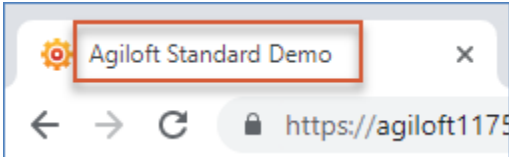
Recommended Values: Because you have the option to disable or limit versioning in File with versioning and Image with versioning fields, it is unlikely that you would need to enable non-versioned file and image-type fields.

Location: Power-User Interface

Enduser Title

Name: enduser_title

Description: Defines the strings that appear as the title in the browser tab when logged in to the Legacy End-User interface. Note that the Legacy End-User Interface is deprecated.



Default Value:

Recommended Values:

Location: Power-User Interface

Force use sub-selects rather than temp tables for complex filters

Name: force_avoid temptables

Description: Determines whether the system only uses sub-selects to display the results of complex filters and saved searches. Sub-selects and temporary tables are techniques that MySQL uses to respond to requests for complex saved searches. Using temporary tables often negatively effects performance.

Note that this global variable relies on the [Use sub-selects rather than temp tables](#) global variable. If the Use sub-selects rather than temp tables global variable is set to:

- No, then this global variable has no effect.
- Yes, then the value of this global variable is used to determine whether the system can use temporary tables.
 - If this global variable is set to No, then the system prefers using sub-tables but can still use temporary tables.
 - If this global variable is set to Yes, then the system cannot use temporary tables.

Default Value: Yes

Recommended Values: Due to the performance implications, we recommend using sub-selects rather than temporary tables.

Location: Power-User Interface

Header Text

Name: swheader_text

Description: Defines the text that appears in the header to the left of the KB name and to the right of the search box.

Default Value:

Recommended Values:

Location: Power-User Interface

Hotlink Age

Name: hotlink_age

Description: Determines how many days hotlinks sent in emails are kept active in the database. Effectively, this serves as an expiration date for those hotlinks for which an expiration date was not specified during creation. For more information about hotlinks in emails, see [Hyperlinks in Emails](#). To only set an age limit for hotlinks in marketing emails, use the [Email Marketing's URL Age](#) global variable.

Default Value: 100

Recommended Values:

Location: Power-User Interface

Hotlink Length

Name: hotlink_length

Description: Defines the number of characters contained within hotlinks created by Agiloft. The maximum length is 255 characters.

Default Value: 128

Recommended Values: We recommend having hotlinks between 128 and 255 characters in length.

Location: Power-User Interface

How many minutes to wait before resending failed letters

Name: try_resend_to_broken_smtp

Description: Defines the frequency (in minutes) at which the system tries to resend emails that failed due to a broken SMTP connection. Note that this global variable works in conjunction with the [Do not resend old letters](#) global variable. For example, if this global variable is set to 30 and the Do not resend old letters global variable is set to 3, the system attempts to resend the email every thirty minutes until either the email is sent or, if the SMTP connection remains broken, the email is 3 days old.

For more information about configuring the email SMTP server, see [Configure the Email SMTP Server](#).

Default Value: 30

Recommended Values:

Location: Power-User Interface

How to update a record locked by a user

Name: process_email_when_record_locked_by_user

Description: When someone submits an update to a record by sending an email, and that record is currently locked by a user, this variable determines what happens. Set this to -1 to wait until the record is unlocked, then update it. Set this to 0 to update the record immediately. Set it to a positive integer to set the number of seconds to wait until updating the record, while it is still locked.

Default Value: -1

Recommended Values:

Location: Power-User Interface

Inbound letters limit

Name: inbound_processing_count_limit

Description: Defines how many emails can be received during one pop3/imap session. The value contained in this variable must be less than the specified total system value defined in wildfly.local.properties as mail.incoming.session.limit (by default this value is 100).

For more information about inbound emails, see [Inbound Email Accounts](#).

Default Value: 50

Recommended Values:

Location: Power-User Interface

Iterative resolving variables and formulas in the email body

Name: iterative_email_body_formula_resolver

Description: Adds a second cycle of variable resolution for the body and subject of an email when the value is Yes. For example, if a Service Requests email template includes \$solution, which adds the resolution to the email body, and the Resolution field includes "Working Hours to Close: \$working_hours_to_close" at the end, by default, that text is included in the email body without inserting the actual value of the Working Hours to Close field. With this global variable set to Yes, this is first resolved to the text of the Resolution field, and then checked a second time to resolve the value of the number of working hours entered.

Default Value: No

Recommended Values:

Location: Power-User Interface

Keep slash prior escaped dollar sign

Name: keep_slash_in_escaped_dollar_sign

Description: Determines whether the system keeps a backward slash (\) inserted into a print template before a dollar sign (\$) after formula processing.

Normally, when using dollar signs in a print template to format values in a number field, the dollar sign is eliminated because the system expects it to be part of a formula. One workaround is to put a backward slash (\) in front of the dollar sign. This retains the \$ sign in the output of the template and removes the slash. This variable, if set to Yes, does not remove the slash from the output. The result:

Value	Result
No	\\$25,000 - result: \$25,000
Yes	\\$25,000 - result: \\$25,000

Default value: No

Recommended Values:

Location: Power-User Interface

Layouts in EUI

Name: eui_layout

Description: Determines what record layout is used when power users access a record from the EUI. When set to "Based on user group," the system checks whether the user belongs to any power user groups. If they do belong to at least one power user group, they are shown the power user layout instead of the end user layout.

Default Value: End user layouts

Recommended Values:

Location: Power-User Interface

LDAP Read Timeout

Name: ldap_read_timeout

Description: Changes the timeout for running queries via Active Directory. For example, if the LDAP Filter uses a complex search, it will timeout if it runs over the 10 second default timeout restriction.

Allowed Values: Any integer

Default Value: 10 seconds

Recommended Values:

Location: Power-User Interface

Login URL

Name: LoginURL

Description: Determines the location to which the system directs users when they are logged out automatically from Agiloft due to a system timeout. This URL also determines where users are directed if they enter an incorrect login or password when attempting to login manually.

This URL can be overridden by parameters in a custom login block or hyperlink. For more information see:

- [How do Users Access the System?](#) for creating custom login blocks.
- [Hyperlinks](#) for creating and using custom hyperlinks.

Default Value: /gui2/login.jsp

Recommended Values: In conjunction with the [Exit URL](#) global variable, define this global variable to ensure that users never see the default system login screen.

Location: Power-User Interface

Max Email Attach Size

Name: max_size_of_email_attachments_in_kbytes

Description: Defines the maximum size of attachments (in kilobytes) that Agiloft is able to send. If the cumulative size of any attachments exceeds this amount, the sender receives an error message and the email is not sent. See [Outbound Email Settings](#) for more information about configuring outbound emails.

Default Value: 7500

Recommended Values: There are two things to consider if configuring this global variable:

1. Even if an email contains attachments whose cumulative size falls within the limit defined in this global variable and its body size falls within the limit defined in the [Max Email Body Size \(without attachments\)](#) global variable, your email cannot successfully send if its overall size (body and attachments) exceeds the limits set by your SMTP.
2. Allowing Agiloft to send very large files can lead to slower performance.

Location: Power-User Interface

Max Email Body Size (without attachments)

Name: max_size_of_email_body_in_kbytes

Description: Defines the maximum body size (in kilobytes) that Agiloft is able to send. The body size of an email does not include attachments. If the body size of an email exceeds this amount, the sender receives an error message and the email is not sent. See [Outbound Email Settings](#) for more information about configuring outbound emails.

Default Value: 5000

Recommended Values: There are two things to consider if configuring this global variable:

1. Even if an email body size falls within the limit defined in this global variable and it contains attachments whose cumulative size falls within the limit defined in [Max Email Attach Size](#) global variable, your email cannot successfully send if its overall size (body and attachments) exceeds the limits set by your SMTP.
2. Allowing Agiloft to send very large emails can lead to slower performance.

Location: Power-User Interface

Maximum allowed recursion depth for rules

Name: rules_recursion_depth

Description: Asserts a limit on how many recursive changes can be made based on a single trigger point. For example, if a user edits a record, and that triggers a rule, and the rule runs a record update that triggers another rule, this variable controls how many subsequent triggers are followed before the system stops processing.

Default Value: 10

Recommended Values:

Location: Power-User Interface

Maximum Number of External Records to Cache

Name: max_LF_records_cached_for_quick_search

Description: Defines the maximum number of external linked field records to cache for fast searches.

Default Value: 100

Recommended Values:

Location: Power-User Interface

Maximum number of large files attached to a record to be indexed.

Name: max_large_files_to_fts_index

Description: Defines the maximum number of large files attached to a record that the system can full-text index. Once this limit is reached, full-text indexing stops for all remaining large files. For full-text indexing, a file is considered “large” if it is bigger (in kilobytes) than the value set in the Maximum size of file to be fulltext indexed global variable.

Default Value: 5

Recommended Values: Dangerous if too high.

Location: Power-User Interface

Maximum size of archive to be fulltext indexed.

Name: max_archive_size_to_fts_index

Description: Defines the maximum archive size (in kilobytes) that the system can extract files from for full-text indexing.

Default Value: 200

Recommended Values: Very dangerous if too high.

Location: Power-User Interface

Maximum size of file to be fulltext indexed.

Name: max_file_size_to_fts_index

Description: Defines the maximum file size (in kilobytes) that the system can extract text from when creating the full-text search index. If the file size exceeds the value defined in this global variable, the first x kilobytes of the file are indexed with a "strings" extracting algorithm (like "strings" unix utility).

Default Value: 10240

Recommended Values: Dangerous if too high.

Location: Power-User Interface

OCR PDF files containing text

Name: ocr_pdf_files_with_text

Description: Defines whether the system completes the OCR process in OCR-enabled file fields when a PDF file that contains text is attached. Select Yes to allow the system to complete the OCR process in such instances.

Default Value: No

Recommended Values:

Location: Power-User Interface

OCR Threads Number

Name: ocr_threads_number

Description: Defines the number of threads that can be used simultaneously when completing the OCR process on multi-page PDFs.

During OCR, threads work together to process the document. Each thread recognizes and processes a single page at a time. By increasing or decreasing the number of OCR threads available, you can either speed up or slow down the document recognition process. Keep in mind that larger thread numbers can affect server load.

Default Value: 6

Recommended Values:

Location: Power-User Interface

OCR Threads Maximum Number

Name: ocr_threads_max_number

Description: If OCR is performed on many documents at the same time, and they each simultaneously use the number of threads allowed by the [OCR Threads Number](#) global variable, system performance could be affected. This global variable sets a limit to the total number of threads that can perform OCR across any number of simultaneous PDFs.

For instance, imagine that this global variable is set to 32. If there are 100 documents queued for processing, the system will not use more than 32 threads at a time. This protects server performance during intensive OCR sessions.

Default Value: 32

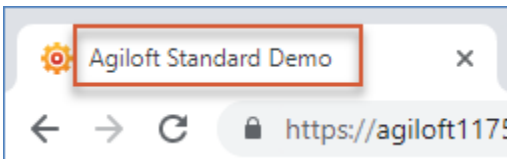
Recommended Values:

Location: Power-User Interface

Power User Title

Name: staff_title

Description: Defines the text that appears as the title in the browser tab when logged in to the Power-User Interface.



Default Value:

Recommended Values:

Location: Power-User Interface

Salesforce Authorize URL

Name: sf_authorize_url

Description: Defines the Salesforce OAuth URL to get authorization code. Change `login` to `test` when integrating with a sandbox environment.

Default Value: <https://login.salesforce.com/services/oauth2/authorize>

Recommended Values:

Location: Power-User Interface

Salesforce Max Threads

Name: sf_max

Description: This variable sets the maximum number of threads that can be used to sync with Salesforce. A high number will result in faster synchronization, but impose a greater burden on interactive performance. The recommended range is 1 to 16, depending upon the number of CPU's and amount of RAM on the machine. At least 48G RAM is required for a value of 16. Note: The value used is the minimum of this value, and the value set for SF_max_admin in the admin console. On shared servers, this is set to 2 to avoid imposing a load that affects other customers.

Default Value: 2

Recommended Values:

Location: Power-User Interface

Salesforce Token URL

Name: sf_token_url

Description: Defines the Salesforce OAuth URL to get authorization token. Change login to test when integrating with a sandbox environment.

Default Value: https://login.salesforce.com/services/oauth2/token

Recommended Values:

Location: Power-User Interface

SAML Request secure Hash Algorithm

Name: saml_req_enc_digest_algo

Description: Defines the encryption algorithm for SAML Authentication requests. Typically SHA1 or SHA256.

Default Value:

Recommended Values:

Location: Power-User Interface

Set AI Platform Region

Name: ai_platform_region

Description: Defines the regional server that AI runs on.

Default Value: US

Recommended Values: US, EU, eval (internal use only)

Location: Power-User Interface

Set Creation Date on Record Saving

Name: creation_date_on_save

Description: Defines how the system determines the date of record creation. Select Yes for the date of record creation to be captured at the moment when the record is saved, rather than when the New button is clicked, as is the case by default. This can be useful in cases where time-based rules fail to trigger because the user spent too much time creating the record after clicking New, and the record becomes too old after the first save.

For instance, suppose you are handling support issues and they need to be acknowledged or assigned within 10 minutes to meet their service-level agreement, but the creator spends 20 minutes filling out the form. Without this new variable being set to Yes, the Date Created will already be 20 minutes old when the record is saved.

Default Value: No

Recommended Values:

Location: Power-User Interface

Should inbound process replies from other tables

Name: inbounds_process_strange_replays

Description: Determines whether inbound accounts process replies sent from other tables. Select Yes to enable processing replies from other tables. This may result in inbound accounts processing strange replies.

Default Value: No

Recommended Values:

Location: Power-User Interface

Show action buttons at the bottom of the record

Name: show_action_buttons_bottom_row

Description: If set to Yes, then the action buttons like Save, Edit, and Cancel are also visible at the bottom of form.

Default Value: No

Recommended Values:

Location: Power-User Interface

Specify character(s) that separate the list of Group /Team Names sent in SAML Assertion response

Name: saml_grp_team_separator

Description: SAML Identity Providers can choose to send Group and Team names as a list. This variable allows you to enter the character(s) used to separate each group/team name in the list. Note that space or tab character cannot be used as a separator. For example, if you need to send a list of groups for SAML as "Customer Group ; Contract Creator Group", set this variable to ;.

Default Value:

Recommended Values:

Location: Power-User Interface

Strip HTML Formatting During Copy Paste

Name: html_paste_optimize

Description: Controls pasting into HTML text fields. Set to Yes to strip formatting when pasting, which improves performance for pasting large blocks of text. Set to No to preserve formatting, which is usually recommended but can have performance impact when pasting large entries.

Default Value: No

Recommended value: Unless you need to paste large amounts of text into HTML fields, leave this set to No.

Location: Power-User Interface

Strip non-printable characters

Name: strip_non_printable_characters

Description: Determines whether the system removes all non-printable characters from all text fields. Select Yes to remove these characters.

If you select Yes, this could have an impact when using hidden tags in HTML fields for processing.

Default Value: No

Recommended value: Due to the potential impact, we recommend that you do not remove these characters.

Location: Power-User Interface

Style preference for paragraphs in Printed Document

Name: printtemplatestylepreference

Description: Defines whether the paragraph styles in a printed document should be determined by the styles of the print template or by the styles of the respective HTML field.

This global variable is only relevant in the processing of fields defined as HTML text. If you insert a field variable for an HTML-formatted text field into a print template, this global variable determines whether any HTML style formats – such as font face, size, and color – are retained or overridden by the MS Word style of the paragraph into which it is inserted in the print template. Note that bullets and numbers in the HTML field are retained with either setting.

Value	Result
field	<p>Preserves the font and paragraph formatting in any HTML field inserted into the print template. This includes font face, size, color, and paragraph spacing. Here is an example with the variable set to field</p> <div><p>Test Label</p><p>By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no employees in Magic County, it is sufficient for Contractor to provide the following written statement to County: “For purposes of Magic County’s jury service ordinance, Contractor certifies that it has no employees who live in Magic County. To the extent that it hires any such employees during the term of its Agreement with Magic County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County’s Ordinance Code.”</p><p>Insurance Requirement. <u>This is the specific insurance requirement</u> for a mid level contract with a value under \$100,000.</p></div>

printtemplate	<p>Applies the MS Word paragraph style from the print template and eliminates any HTML font formatting in the field (such as font face, size, or color) but preserves bold, italic, and underlining. Here is the sample template from above with the variable set to printtemplate:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Test Label</p> <p>By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no employees in Magic County, it is sufficient for Contractor to provide the following written statement to County: "For purposes of Magic County's jury service ordinance, Contractor certifies that it has no employees who live in Magic County. To the extent that it hires any such employees during the term of its Agreement with Magic County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County's Ordinance Code."</p> <p>Insurance Requirement. <u>This is the specific insurance requirement</u> for a mid level contract with a value under \$100,000.</p> </div>
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Default Value: printtemplate

Recommended Values:

Location: Power-User Interface

Threads to use for Contract Clause Creation

Name: print_tmpl_contract_clause_threads

Description: This is used by Document Template actions to specify the maximum number of threads to use to speed up Contract Clause records creation. A high number results in faster processing, but imposes a greater burden on interactive performance. The recommended range is 1...8, depending upon the number of CPUs and amount of RAM on the machine. At least 48G RAM is required for a value of 8. On shared servers, it is recommended to set a value of 2 in order to avoid imposing a load that affects other KBs. On dedicated servers, the value can be half of the number of CPUs available, e.g., for a dedicated server with 8 CPUs, the value can be 4 ; or one with 16 CPUs the value can be 8.

Default Value: 1

Recommended Values: 1

Location: Power-User Interface

Timeout for File Checkout Lock

Name: direct_edit_checkout_lock_timeout

Description: Defines the amount of time (in minutes) before the checkout expires if a file is checked out through direct editing and not checked back in. For more information about direct editing, see [Direct File Edit](#).

Default Value: 1440

Recommended Values:

Location: Power-User Interface

Timeout: Record Update Time

Name: record_update_timeout

Description: Defines the maximum amount of time (in seconds) that can be spent on record creation and updating at the server. If an update takes longer than the specified amount of time, the transaction fails and is rolled back.

Default Value: 600

Recommended Values:

Location: Power-User Interface

Timeout: Run Rule in Background

Name: async_rule_transaction_timeout

Description: Rules run in the background will time out if working for more than X seconds.

Default Value: 14400

Recommended Values:

Location: Power-User Interface

Timeout: Table Search Time

Name: table_search_timeout

Description: Defines the maximum amount of time (in seconds) that can be spent searching a single table using the "Search All Tables" functionality. If the time is exceeded within a particular table, the search in that table is cancelled. The search results in other tables still appear.

Default Value: 30

Recommended Values:

Location: Power-User Interface

Timeout: Wait to Run Rule In Background

Name: async_rule_run_wait_timeout

Description: Asynchronous rules wait for X milliseconds for a free slot in a thread pool before returning to the queue. This is used to optimize how asynchronous rules run in the background when handling mass changes.

Default Value: 500

Recommended Values:

Location: Power-User Interface

Treat message/rfc822 email parts as attachments

Name: attach_message_rfc822

Description: Defines how the system treats content with a content type of message/rfc822 when processing inbound emails. Select Yes to treat content of this type as attachments. If set to No, the system merges content of this type with the main email body.

Default Value: No

Recommended Values:

Location: Power-User Interface

Update already generated Email hotlinks when accessed by user(s)

Name: updateEmailHotlinks

Description: Determines whether email hotlinks are updated when accessed by users. If you select Yes, the system automatically adapts the email hotlinks for a user based on the current Authentication option of the user.

Default Value: No

Recommended Values: If it is likely (or possible) that your Single Sign-on option can change for users after email hotlinks are generated, set this global variable to Yes.

Location: Power-User Interface

Use AltChunk while running a Print Action

Name: applyAltChunkAutoNum

Description: Determines whether the system processes HTML fields as altchunks in Microsoft Word while running a Print action.

If you select Yes, any auto-numbering or bullet formats in the print template are lost for inserted HTML fields, and the Normal (Web) style is used instead. This is how the system previously functioned, but an enhancement changed how HTML fields are processed so that the paragraph formatting in the print template is retained. This global variable is available on the small chance that someone wants to return to the system's previous behavior.

Default Value: No

Recommended Value: This variable provides backward compatibility but there is no expected situation in which behavior would be desirable. As such, leaving the variable inactive or set to No is the best policy.

Location: Power-User Interface

Use loginless user during email processing

Name: use_login_less_users_in_email_processing

Description: If a user who does not have an Agiloft login emails an inbound email account, email processing usually uses the credentials and information of the user record specified in the "Update the record under this user account" option on the Access tab of the Inbound Email wizard to create or edit the relevant record. If this global variable is enabled and the system receives an email from such a user, email processing creates or edits the relevant record using the loginless user's user record rather than using the user record specified in the Inbound Email account settings.

Note that with this global variable enabled, any changes created in the above circumstances are attributed to an Unknown User in the record history. Additionally, it is not possible to use a loginless user for versioned attachments processing, even with this variable enabled. Of course, if you have configured a table's inbound email account so that emails for record creation or updates are discarded if the sender is not recognized, this global variable has no effect. For more information, see [Inbound Email Accounts](#).

Default Value: No

Recommended Values:

Location: Power-User Interface

Use sub-selects rather than temp tables

Name: avoidtemptables

Description: Determines whether the system attempts to use sub-selects rather than temporary tables to respond to and display the results of related table filters, linked field multi-value-enabled filters, and other complex saved searches. Select Yes to ensure that the system attempts to use sub-selects before using temporary tables. Using temporary tables often negatively effects performance.

Note that if this global variable is set to No, then the Force use sub-selects rather than temp tables for complex filters global variable has no effect, regardless of its value. If this global variable is set to Yes, then the value of the Force use sub-selects rather than temp tables for complex filters global variable takes effect.

Default Value: Yes

Recommended Values: Due to the potential performance impact of using temporary tables, we recommend keeping this global variable set to Yes.

Location: Power-User Interface

Web Tracking Entry URL

Name: web_tracking_entry_point_url

Description: Defines the location of a special page on the web site that is used as an entry point when a user clicks a link from a marketing email sent by the Agiloft system. When a user clicks on a marketing campaign link, they are brought briefly to this page before continuing to the linked page. This entry point can be used to auto-register a user for web-tracking. Additionally, it can be used to track the efficacy of an email campaign by recording the fact the user was led to the webpage through a marketing email.

Default Value:

Recommended Values:

Location: Power-User Interface

Multi-Level Global Variables List

The following list contains all of the global variables that exist in both the Admin Console and the Power-User Interface. To access global variables within the Admin Console, navigate to **General > Variables**. To access global variables within the Power-User Interface, navigate to **Setup > System > Manage Global Variables**.

Note that unless otherwise indicated, the value defined within the Power-User Interface for any given global variable in a specific KB takes precedence over the value defined for that variable within the Admin Console. On the other hand, if a variable is not set in a particular KB, then the value defined in the Admin Console takes effect. This allows you to set server-wide behavior while also maintaining flexibility for each KB.

Action Button Edits

Name: action_button_edits

Description: Determines whether an option appears on the Permissions tab when creating or editing an Action Button field that can allow groups to execute actions for any record in which the action button is visible to them, regardless of whether they have permissions to edit the record.

Default Value: Yes

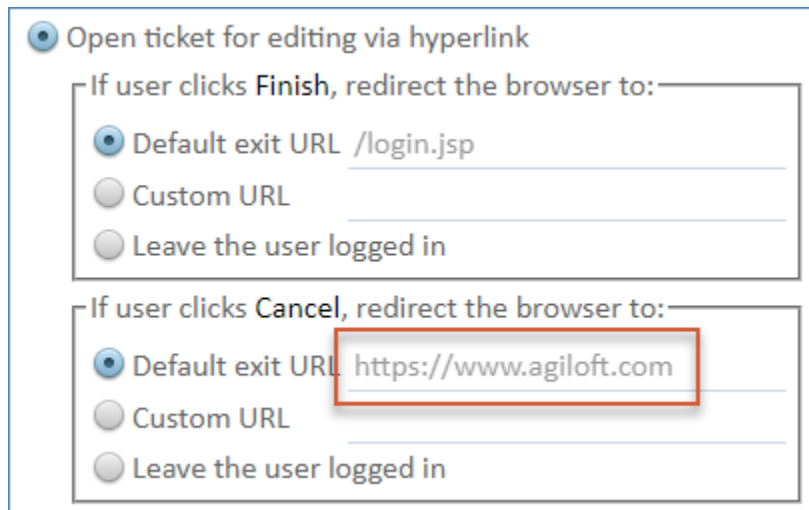
Recommended Values:

Location: Admin Console, Power-User Interface

Cancel URL

Name: cancelurl

Description: Defines the default URL that appears after users cancel out of a record if they logged in through a hotlink. If this value is not defined, the default value is the URL defined in the [Exit URL](#) global variable.



☒ Open ticket for editing via hyperlink

If user clicks **Finish**, redirect the browser to:

☒ Default exit URL

☐ Custom URL

☐ Leave the user logged in

If user clicks **Cancel**, redirect the browser to:

☒ Default exit URL

☐ Custom URL

☐ Leave the user logged in

For more information, see [Hyperlinks in Emails](#).

Default Value:

Recommended Values:

Location: Admin Console, Power-User Interface

Displaying Time Zone Label next to field

Name: timezone_label_display

Description: Determines when the system shows the Time Zone label next to a time-related field. The available choices are:

- Always Display Time Zones
- Display Time Zones only for fields not in KB Time
- Never Display Time Zones

Default Value: Display Time Zones only for fields not in KB Time

Recommended Values:

Location: Admin Console, Power-User Interface

Embedded Search Results

Name: Embedded_Search_Results

Description: Determines what algorithm is used to sort Embedded Search Results fields. Possible values are:

- One Step: The system uses a standard database to obtain sorted results.
- Two Step: The system selects records and then sorts them accordingly. If the number of results is less than 500, this approach quickly delivers results. However, if the number of results is large, this approach can be very slow. Additionally, this requires the use of temporary tables.
- Base on View: The system dynamically selects either the One Step or Two Step approach. If the number of results is more than the number allowed to be displayed in the view, the system uses One Step. If the number is less, the system uses Two Step.
- Based on Embedded_Search_Results_Size variable (NUMBER): The system dynamically selects either the One Step or Two Step approach. If the number of results is more than the number specified in the [Embedded Search Results Size](#) global variable, the system uses One Step. If the number is less, the system uses Two Step.

Note that the system recognizes instances in which the variable is not set or is set to an invalid value as Base on View.

If you do not want your system to use temporary tables, this variable must be set to One Step and both the [Force use sub-selects rather than temp tables for complex filters](#) and the [Use sub-selects rather than temp tables](#) global variables must be set to Yes.

Default Value: One Step

Recommended Values:

Location: Admin Console, Power-User Interface

Embedded Search Results Size

Name: Embedded_Search_Results_Size

Description: Defines the number of results the system uses in the Based on Embedded_Search_Results_Size (NUMBER) option of the [Embedded Search Results](#) global variable. Enter any number between 0 and 10000.

Default Value: 1000

Recommended Values:

Location: Admin Console, Power-User Interface

Error URL

Name: errorurl

Description: Determines the location to which the system directs users if they encounter an error while attempting to log in to Agiloft through a hyperlink. For more information, see [Hyperlinks in Emails](#).

Default Value:

Recommended Values:

Location: Admin Console, Power-User Interface

Exit URL

Name: exiturl

Description: Determines the location to which the system directs users when they:

- Click the Log Out link to log out of Agiloft.
- Click Finish or Close after editing or viewing a record through a hyperlink. For information, see [Hyperlinks in Emails](#).

This URL can be overridden by parameters in the custom login block or hyperlink. For more information, see:

- [How do Users Access the System?](#) for creating custom login blocks.
- [Hyperlinks](#) for creating and using custom hyperlinks.

Default Value: /login.jsp

Recommended Values: In conjunction with the [Login URL](#) global variable, define this global variable to ensure that users never see the default system login screen.

Location: Admin Console, Power-User Interface

Fixer.io Service Access Key

Name: fixerioaccesskey

Description: This global variable contains a [Fixer.io](#) API key that is used by the `rateOfExchange` and `convertCurrency` functions to provide foreign exchange rates and currency conversion. By default, this global variable contains a free [Fixer.io](#) key that allows 100 calls per month. If you need to use this API more frequently, purchase a new key and enter it here. For more information, see [Currency conversion](#).

Default Value:

Recommended Values:

Location: Admin Console, Power-User Interface

FTS Response Time

Name: averageftsresponsetimelimit

Description: Determines the number of seconds that Agiloft gives for FTS (Full Text Search) to respond to a query from SQL. After this time limit, FTS returns all records that match the search. Effectively, this global variable restricts the number of returned records by restricting the number of records that FTS is able to search before presenting records.

Default Value: 2

Recommended Values: In most cases, this global variable should only be altered by developers. It is intended for very slow machines or KBs with very large FTS-indexed tables.

Location: Admin Console, Power-User Interface

Hotlink Server Root URL

Name: hotlinkServerRoot

Description: Defines the URL that is prefixed to email hotlinks. For more information, see [Hyperlinks in Emails](#). This variable is also used in company branding from a hosted server and to address non-standard installation scenarios. Note that this URL should not include a trailing slash (/) at the end.

Default Value: The URL of the server that the system detects as its host.

Recommended Values: Because the default value is correct in almost all cases, it should not be necessary to set this variable unless DNS is misconfigured or the application is told that it is listening on the wrong port. For example, the application might be told it is listening to HTTP rather than HTTPS (or vice versa).

Location: Admin Console, Power-User Interface

Hotlink Type

Name: hotlinktype

Description: Defines the type of hotlink. This can be STANDARD, CAS, OTHER_SSO, SAML20, or OAUTH20.

Default Value: STANDARD

Recommended Values:

Location: Admin Console, Power-User Interface

LF Auto Display Type Limit

Name: LF Auto Display Type Limit

Description: Specifies the limit for the number of linked source field records that are displayed as a list when the display type is Auto; when exceeded, an input box with lookup is used instead of a list. For more information, see the Display section of [Link to Selected Fields from Other Table](#).

Default Value: 100

Recommended Values:

Location: Admin Console, Power-User Interface

LF List Maximum Size

Name: lf_list_limit

Description: Specifies the limit for the number of linked source field records that are displayed as a list when the display type is List of values; when exceeded, an input box with lookup is used instead of a list. For more information, see the Display section of [Link to Selected Fields from Other Table](#).

Default Value: 200

Recommended Values:

Location: Admin Console, Power-User Interface

LF Propagation Delay

Name: lf_propagation_delay

Description: Specifies the delay (in milliseconds) before asynchronous propagation of linked source fields gets triggered. Setting a delay helps alleviate load on the server if there are run-time activities active, like backup processes or report generation. For servers with a high number of CPUs, this delay might not be necessary. If your server has many CPUs allocated, you can set this to 0 to remove the delay.

Default Value: 1000

Recommended Values:

Location: Admin Console, Power-User Interface

List of fields from 'contact' table/subtable to be used in SAML configuration

Name: default_contact_fields_samlconfig

Description: Defines, in a comma separated list, the field names from the Contact table (or any subtables) that are available for a user to map to SAML attributes in the User Field(s) Mapping tab of the SAML Configuration Wizard. For example: title, first_name, last_name, email, direct_phone, cell_phone.

Field names of Employees table in Agiloft	Mapping SAML attribute names
Title	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Email	<input type="text"/>
Direct Phone	<input type="text"/>
Cell Phone	<input type="text"/>

For more information about configuring SAML SSO, refer to [SAML 2.0 SSO](#).

Default Value: By default, there are no values listed in this global variable and all of the field names of a user's record which can be mapped to SAML attributes are shown.

Recommended Values: Be sure to use the field names and not the field labels.

Location: Admin Console, Power-User Interface

Location of external Perl directory

Name: externalperllocation

Description: If you would like to use your own Perl distribution with scripts in place of the default distribution, use this variable to define the location of your preferred perl.exe. For example, you might set it to c:\Perl64\bin. For more information, see [Perl based Scripts](#).

Default Value:

Recommended Values:

Location: Admin Console, Power-User Interface

Location of external Python directory

Name: externalpythonlocation

Description: If you would like to use your own Python distribution with scripts in place of the default distribution, use this variable to define the location of your preferred python.exe. For example, you might set it to c:\Python34. For more information, see [Python Scripts](#).

Default Value:

Recommended Values:

Location: Admin Console, Power-User Interface

Manual License Request URL

Name: manual_license_request_url

Description: Defines the URL to which users are forwarded once they request a license.

Default Value: <http://www.agiloft.com/license.htm>

Recommended Values:

Location: Admin Console, Power-User Interface

Max Rule Records Limit

Name: rules_rec_limit

Description: Defines the maximum number of records on which a rule can run. For example, imagine that this global variable is set to 100,000. If a rule matches with 157,045 records, it only runs on the first 100,000.

Default Value: 100000

Recommended Values:

Location: Admin Console, Power-User Interface

Max Rule Records Warning

Name: rules_warn_limit

Description: If a rule matches with more records than the number defined in this global variable, a warning appears.

Default Value: 100000

Recommended Values:

Location: Admin Console, Power-User Interface

Maximum Column Length

Name: max_column_length_per_row

Description:

Default Value: 128

Recommended Values:

Location: Admin Console, Power-User Interface

Maximum Text Field Size in the Database

Name: max_text_field_size_in_db

Description: Defines the maximum number of characters Agiloft is able to store in the database text fields when serializing complex structures.

Default Value: 16777216

Recommended Values:

Location: Admin Console, Power-User Interface

Prefer USE INDEX hint, rather than no hints

Name: UseIndex

Description: This global variable controls whether the Agiloft optimizer is on or off. If set to Yes, the Agiloft optimizer searches for an appropriate covering index and forces the use of that index, rather than letting MySQL use its own query optimizer/execution paths to choose. Additionally, the Agiloft optimizer would create indexes for field(s) if a query is run that could have been optimized with such an index. Note that this global variable is for MySQL only.

Default Value: No

Recommended Values: It is recommended that you keep this global variable set to No because some queries may be rare and, as such, don't warrant the creation of an index for a single run. For optimized performance, it is best to create indexes for those fields that are used most often in a query.

Location: Admin Console, Power-User Interface

Prefer fat, rather than thin indexes

Name: PreferFatIndex

Description: Determines whether fat indexes are preferred over thin indexes in a situation where there is more than one appropriate covering index. Fat indexes are faster but use more memory while thin indexes are slower and use less memory.

Note that this global variable is for MySQL only.

Default Value: No

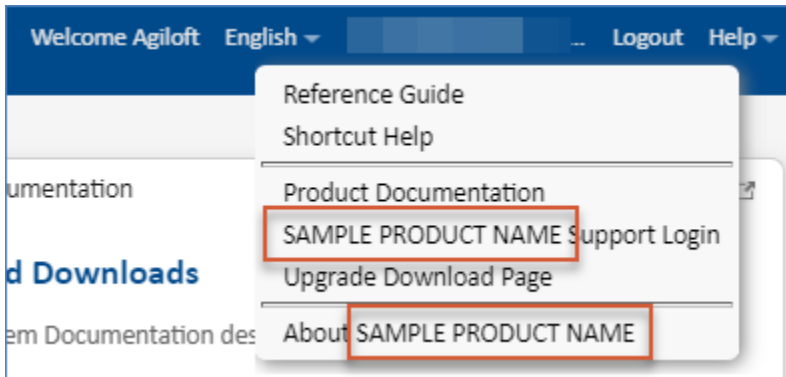
Recommended Values:

Location: Admin Console, Power-User Interface

Product Name

Name: product_name

Description: Defines the name used for branding. Any value you enter in this global variable replaces "Agiloft" anywhere that it is hard-coded into the interface. Note that customizing this global variable does not complete all of the changes you need to make to brand your system. For information about changing the logo or the text that appears as the title in the browser tab refer to the [Power User Look and Feel](#) page or [Staff Title](#) global variable, respectively.



Click LDAP/AD Authentication to configure SAMPLE PRODUCT NAME to additionally use your LDAP or Windows Active Directory server for user authentication. ?	LDAP/AD Authentication
Click SPNEGO Config to configure SAMPLE PRODUCT NAME to additionally use Simple and Protected GSSAPI Negotiation Mechanism (SPNEGO) for Single Sign-On	Synchronize LDAP/AD users
	SPNEGO/Kerberos Setup

Default Value: Agiloft

Recommended Values:

Location: Admin Console, Power-User Interface

Product Short Name

Name: shortproductname

Description: Defines a short name used for branding. Any value you enter in this global variable replaces “EW” anywhere that it is hard-coded into the interface. Note that customizing this global variable does not complete all of the changes you need to make to brand your system. For information about changing the logo or the text that appears as the title in the browser tab refer to the [Power User Look and Feel](#) page or [Staff Title](#) global variable, respectively.

Default Value: EW

Recommended Values:

Location: Admin Console, Power-User Interface

Product website

Name: product_site

Description: Defines the URL used for any references to the product website made in the Help manual. This global variable may be set to any URL.

Default Value: agiloft.com

Recommended Values:

Location: Admin Console, Power-User Interface

PSPDFkitKey

Name: pspdfkit_license

Description: This supplies the license key for PSPDFKit, which is used by the document viewer to display text files in Agiloft. In most cases, this key is generated automatically, and this variable does not need to be edited.

Default Value: Auto-generated license key

Recommended Values:

Location: Admin Console, Power-User Interface

Records per Transaction

Name: rule_records_per_transaction

Description: Defines how many records a time-based/summary rule may process in a single transaction. Any records remaining over the value defined in this global variable are processed consecutively in new transactions.

Default Value: 15

Recommended Values:

Location: Admin Console, Power-User Interface

Reindex Optimization Period

Name: AllowableOptimizeTablePeriod

Description: Defines the time of day (in hours) when the full-text search indexes are automatically optimized. For example, 22-05 means the optimization task runs between 10PM and 5AM.

This allows you to schedule the optimization during nights or weekends and prevents production servers from slowing down during business hours.

Default Value: 22-05

Recommended Values:

Location: Admin Console, Power-User Interface

Row size limitation warning

Name: row_size_limitation_warning

Description: Shows a warning when the table exceeds a certain percentage of the size limit for the table. For example, at the default value of 50, a warning appears when a table exceeds 50% of the size limit.

Default Value: 50

Recommended Values:

Location: Admin Console, Power-User Interface

Text auto completion

Name: AutoCompletion

Description: Determines whether text auto completion is allowed. Select No to turn off this feature.

Default Value: Yes

Recommended Values: In most systems, text auto completion can be kept on with no drawbacks. However, in situations where an extremely large number of records may elicit auto completion, it can slow down the system to an unacceptable degree and should be turned off.

Location: Admin Console, Power-User Interface

Threads: Run Rule In Background

Name: async_rule_threads

Description: Sets how many threads can run concurrently for processing asynchronous rules, or rules running in the background, in a KB. If this variable is set in both the KB and the admin console, the smaller vlaue is used.

Default Value: 1

Recommended Values:

Location: Admin Console, Power-User Interface

Time Zone of date/time values

Name: date_time_display

Description: Determines the time zone that is used to display date/time values. The following are the possible options:

- KB time: uses the time zone set for the KB in **Setup > System > Set KnowledgeBase Time**
- Browser time: uses the time zone of the user's browser
- User time: uses the time zone set in the user record for the current user

Your selection for this global variable is the default time zone when creating a [date/time](#) field. You can override this time zone on a field-by-field basis.

Default Value: KB time

Recommended Values: Browser time zone is the best option when you want users to see the time in their own time zone (regardless of whether they are traveling or in their normal time zone) without doing any setup.

Location: Admin Console, Power-User Interface

Timeout: Script timeout

Name: time_based_rule_script_timeout

Description: Defines the amount of time (in seconds) that the script action of a time-based rule is allowed to work before the it times out.

Default Value: 1800

Recommended Values:

Location: Admin Console, Power-User Interface

Timeout: Disconnect Due to Inactivity

Name: disconnect_timeout

Description: Defines the amount of time (in minutes) that users can be idle before they are automatically disconnected.

Default Value: 390

Recommended Values: Generally speaking, we do not recommend setting this below 20–30 minutes because it can cause frustration when users leave their stations for a short break and come back to find that their work is lost.

Location: Admin Console, Power-User Interface

Timeout: Overridden Seance Expiration Period

Name: minimum_overridden_timeout

Description: Defines the amount of time (in minutes) after which an overridden (internal) seance is timed out.

Default Value: 0

Recommended Values: It is strongly recommended that you do not change this variable unless explicitly asked to do so by product support staff.

Location: Admin Console, Power-User Interface

Timeout: Record Lock Expiration Time

Name: lock_expiration_time

Description: Defines the amount of time (in minutes) that must pass before a record that's locked for editing becomes unlocked.

For example, if the record lock expiration is set to 30 minutes and User A is still editing the record after 35 minutes but hasn't saved, User B may open and edit the record. During this time, it appears to User A that they can continue making changes to the record. However, if User A then tries to save the record while User B is editing it, User A receives an error message and any changes they've made since last saving are lost. If User A is still editing the record after 35 minutes but no other users have opened the record for editing, User A can still save the record and keep their changes.

Default Value: 60

Recommended Values: Do not set this global variable to a value smaller than the maximum amount of time that users generally take to edit a record. This helps prevent the possibility of two users editing a record simultaneously and accidentally overwriting edits or triggering rules.

The appropriate value depends on the type of records most commonly being edited. For a support ticket, the record probably doesn't need to be open for longer than 30 minutes. However, contract record editing takes much longer, and it is important that users do not lose valuable work by having somebody else work on a record and unknowingly overwrite their edits. We recommend carefully considering user preferences before adjusting this setting.

Location: Admin Console, Power-User Interface

Timeout: Warn Record Lock Expires

Name: lock_expiration_warn

Description: Defines the number of minutes before a record lock times out that the system notifies users that their lock is about to expire. This global variable works in conjunction with the [Timeout:Record Lock Expiration Time](#) global variable. For example, if Timeout:Record Lock Expiration Time is set to 60 and this global variable is set to 10, users are notified after editing a record for 50 minutes that their record lock expires in 10 minutes (amounting to 60 minutes total of editing). A value of 0 provides no warning to users.

Default Value: 0

Recommended Values:

Location: Admin Console, Power-User Interface

Timeout: Warning Period

Name: warning_timeout

Description: Defines the number of minutes from being automatically disconnected due to inactivity that users receive a warning. This global variable works in conjunction with the [Timeout:Disconnect Due to Inactivity](#) global variable. For example, if Timeout:Disconnect Due to Inactivity is set to 30 and this global variable is set to 10, users are notified after being idle for 20 minutes and are disconnected in another 10 minutes (amounting to 30 minutes total of inactivity). A value of 0 provides no warning to users.

Default Value: 30

Recommended Values:

Location: Admin Console, Power-User Interface

Track envelopes sent outside Agiloft

Name: track_envelopes_sent_outside_agiloft

Description: Controls whether records are created automatically in the DocuSign Envelopes table when DocuSign envelopes are created outside Agiloft. If you change this variable to Yes, this feature is turned on, and the table in Agiloft will contain records for every envelope associated with the DocuSign account. If you leave it set to No, DocuSign data is accepted only for envelopes that already have a DocuSign Envelope record.

In most cases, this should be set to No. If you set it to Yes, envelopes that were intentionally handled outside of Agiloft become visible in Agiloft, so you need to evaluate the permissions associated with attachments and DocuSign tables to make sure those envelopes are available only to the appropriate users. You might also modify the DocuSign Envelope table rules so that Attachment records aren't created for DocuSign envelopes that didn't originate in Agiloft.

Default Value: No

Recommended Values: No

Location: Admin Console, Power-User Interface

Web Services Delay

Name: WSDelay

Description: Defines a delay (in milliseconds) inserted after each REST/SOAP web services operation has completed. A delay can ensure that the rules and other system functionality invoked by each operation are allowed enough time and resources to complete. This helps prevent a misconfigured Web Service or REST program from overwhelming the server with requests.

Default Value: 1000

Recommended Values:

Location: Admin Console, Power-User Interface

Admin Console-Specific Global Variables

The following list contains all of the global variables that exist only in the Admin Console. Due to their potential to cause performance issues on a shared server, these Admin Console-specific global variables are only available for customers installed on dedicated or on-premise servers. To access global variables within the Admin Console, navigate to **General > Variables**.

Allow KB admins to export their KB

Name: allow_admin_kb_export_run

Description: Determines whether KB admins can run a KB export. If set to No, admins no longer have access to the Agiloft option on the Data Format tab of the Export wizard.

Default Value: Yes

Recommended Values:

Location: Admin Console

Analyze table start protection period of system inactivity

Name: AnalyzeProtectionInactivitySeconds

Description: Defines the number of seconds of inactivity that the system waits before beginning automatic table analysis. This global variable works in conjunction with the [Analyze Table Frequency](#) and [Analyze Tables Period](#) global variables to determine when automatic table analysis occurs. By default, automatic table analysis occurs once a week between 11 pm and 4 am after a period of 180 seconds of system inactivity.

Default Value: 180

Recommended Values:

Location: Admin Console

Backup Active KBs Only

Name: only_backup_active_kbs

Description: Determines whether only those KBs in which someone has logged in within the past 24 hours are backed up. For more information, see [Backup a Knowledgebase](#).

Default Value: No

Recommended Values:

Location: Admin Console

Bug Reports URL

Name: bug_report_destination

Description: Defines the URL to which users are redirected to submit a support ticket when they encounter a bug within the Agiloft system.

Default Value: <https://support.agiloft.com/gui2/login.jsp>

Recommended Values: Change this value to the URL of your support system if you would like your organization to receive support tickets for bugs.

Location: Admin Console

Chat Refresh Rate

Name: max_chat_refresh

Description: Defines the minimum number of seconds (in other words, the maximum frequency) that can be chosen for a team in the Message Refresh Rate field of the [Teams Wizard](#). This field determines how often Agiloft checks for new chat requests. The smallest functioning value is 2 seconds. For more information about configuring the Chat feature, see [Chat](#).

Message Refresh Rate	
<input type="radio"/> Every 5 Minutes	
<input checked="" type="radio"/> Every 10	Seconds
Table View Refresh Rate	
<input checked="" type="radio"/> Never	
<input type="radio"/> Every 11	Minutes
Table View Checks Refresh Rate	
<input type="radio"/> Never	
<input checked="" type="radio"/> Every 12	Minutes
Notification Refresh Rate	
<input type="radio"/> Never	
<input checked="" type="radio"/> Every 13	Minutes

Default Value: 10

Recommended Values: If you decide to enable chat, we recommend configuring this global variable. By setting a lower number, administrators can configure teams to receive new chat requests more often and prevent situations in which end-users leave a chat before a team member is notified of a new chat request.

Location: Admin Console

Check IFrame Origin

Name: check_iframe_origin

Description: Disables Agiloft when it is used in an iframe with a different origin than the Agiloft system itself.

Default Value: No

Recommended Values:

Location: Admin Console

Full Tables Access

Name: full_tables_access

Description: Protects sensitive Agiloft tables (such as All Communications, People, and others) from deletion. If set to Yes, then an admin can delete these integral tables.

Default Value: No

Recommended Values: This global variable is for development purposes only. Do not activate it.

Location: Admin Console

Linked Field Propagation Threads

Name: lf_propagation_threads

Description: Optimizes linked field processing by allowing multiple propagation threads.

Default Value: 2

Recommended Values:

Location: Admin Console

Maximum Inactivity Timeout Value

Name: max_disconnect_timeout

Description: Defines the maximum allowed value for the KB-level disconnect timeout setting. If a KB administrator tries to set the disconnect_timeout global variable to a value higher than the setting of max_disconnect_timeout, the system shows a warning and does not allow the update.

Default Value: 390 minutes

Recommended Values:

Location: Admin Console

Maximum XLS Size To Export

Name: max_excel_export_size

Description: Defines the maximum size (in megabytes) of the Excel file created during export. Once the system reaches the defined limit, it stops writing information into the file.

Due to the fact that it allows a more memory efficient export, this global variable has no effect if you plan to use the .xlsx format in Excel 2007 or later.

Default Value: 200

Recommended Values: If this global variable applies to you, you should not set a large number. Because .xls files are loaded in memory during creation, a large export can cause an Out of Memory error that crashes the system.

Location: Admin Console

Maximum XLS Size To Import

Name: max_excel_import_size

Description: Defines the maximum size (in megabytes) of Excel file that you may use to import information. Due to the fact that it allows a more memory efficient import, this global variable has no effect if you plan to use the .xlsx format in Excel 2007 or later.

Default Value: 50

Recommended Values: If this global variable applies to you, you should not set a large number. Because .xls files are loaded in memory during import, a large import can cause an Out of Memory error that crashes the system.

Location: Admin Console

Maximum number of Chinese Word Segmenter objects in the system

Name: ChineseWordSegmenter_pool_size

Description: Determines the number of CWS processes that can run simultaneously on the server. If you need full-text searching over Chinese words, set a number between 1 and 10; higher values are more resource intensive but speed up text processing. Note that, even if this variable is set between 1 and 10, you also need to set the [Enable Chinese Word Segmenter](#) global variable to Yes for each knowledgebase where you want to enable it. However, even if Enable Chinese Word Segmenter is set to Yes, if you set this variable to 0, you disable CWS on this server.

Default Value: 1

Recommended Values:

Location: Admin Console

Max History Read Size

Name: maximum_history_records_asstring

Description: Defines the maximum number of records that the history field can include when displaying records as a string.

Default Value: 25

Recommended Values:

Location: Admin Console

Max History Size

Name: max_history_entries_per_record

Description: Defines the maximum number of changes that may be made to a record by timer-based background rules before additional changes do not create History records. When this number is exceeded, the update is still valid, but simply is not reflected in History. This prevents the KB from exhausting disk space as a result of misconfigured rules that frequently update records.

Enter a negative number as a value to ensure that History entries are created no matter how many changes are made by background rules.

Default Value: 100

Recommended Values:

Location: Admin Console

Maximum Report Size

Name: max_report_size

Description: Defines the maximum report size (in megabytes) allowed in the system.

While preparing a report, the system uses the size of the first 100 rows rendered in the HTML report to approximate the size of the resulting file. When the estimated size reaches 90% of the value specified in this global variable, the system shows only 25 rows (and any summary values) within each remaining grouping of the report. Please note that even though the number of rows in each remaining grouping is reduced, the summary values still reflect the entire grouping. When the estimated size reaches 100% of the specified value, all further rows are omitted and the report only shows the summary lines for each remaining grouping.

Note that setting this value too large can lead to Out of Memory errors.

Default Value: 10

Recommended Values:

Location: Admin Console

Max amount of unique user emails generated per time

Name: max_amount_of_user_emails_per_time

Description: Determines how many unique emails can be generated during one transaction. Any remaining recipients are processed during subsequent transactions, typically at one-minute intervals.

Default Value: 250

Recommended Values:

Location: Admin Console

Maximum number of temporary tables.

Name: max_number_of temptables

Description: Determines the maximum number of temporary tables allowed within the system. This reduces the required disk space for those organizations that use temporary tables. If you do not use temporary tables, this global variable has no effect. For information about disabling temporary tables, see the [Use sub-selects rather than temp tables](#) global variable.

Default Value: 10000

Recommended Values:

Location: Admin Console

Maximum Concurrent Backups

Name: maximum_concurrent_backups

Description: Determines the maximum number of simultaneously running backups allowed at any one time.

Default Value: 4

Recommended Values:

Location: Admin Console

Maximum Nested Calls

Name: maximum_nested_action_calls

Description: Defines the maximum number of nested calls allowed in conditional actions.

Default Value: 5

Recommended Values:

Location: Admin Console

Max Timer Rules per KB

Name: max_timer_rules_per_kb

Description: Determines the maximum number of timer and summary-based rules allowed to run in a KB at any one time. Rules run sequentially when they are not allowed to run simultaneously.

Default Value: 1

Recommended Values: If you only have one KB, it is best to set this global variable to a value between 3 and 6. In general, you should not set this global variable to a high value or the occasional spike of timer-based rules can slow the system.

Location: Admin Console

Pool size of additional concurrent FTS calls for auto-completion

Name: Max_Concurrent_FTS_Calls

Description: Defines the size of the shared pool of additional FTS calls available for auto-completion.

Every auto completion starts one FTS call and can also use any of the additional FTS calls shared within the pool. By running calls simultaneously, you can increase auto-completion speed. Any integer between 3 and 1000 is valid. Note that the [Text auto completion](#) global variable must be set to "Yes" for auto-completion to work.

Default Value: 20

Recommended Values:

Location: Admin Console

Report Frequency

Name: report_frequency

Description: Determines the minimum number of minutes that can be used in the "Every ___ minutes" option in the Report Wizard. If the user tries to save a schedule with a lower number of minutes in the Report Wizard, the system provides an error message that says, "The minimum interval for which reports can be scheduled is \$report_frequency minutes."

Default Value: 20

Recommended Values:

Location: Admin Console

Retain Performance Data Period

Name: retain_performance_data

Description: Determines how many days GUI performance data is retained. This global variable is applicable only if the Save Performance Data global variable is set to Yes.

Default Value: 7

Recommended Values:

Location: Admin Console

Revindex Threads Limit

Name: RevindexThreadsLimit

Description: Limits the number of threads allowed to index KB content at any one time.

Because Agiloft starts one dedicated revindex execution thread per KB, you can use this global variable to tune performance on servers that host multiple knowledgebases.

Default Value: CPU number + 1

Recommended Values:

Location: Admin Console

Salesforce Max Threads

Name: SF_max_admin

Description: This variable sets the maximum number of threads that can be used to sync with Salesforce. A high number will result in faster synchronization, but impose a greater burden on interactive performance. The recommended range is 1 to 16, depending upon the number of CPU's and amount of RAM on the machine. At least 48G RAM is required for a value of 16. Note: The value used is the minimum of this value, and the value set for sf_max in the Power User Interface. On shared servers, this is set to 2 to avoid imposing a load that affects other customers.

Default Value: 2

Recommended Values:

Location: Admin Console

Save Performance Data

Name: save_performance_data

Description: Controls whether performance data is saved. Select Yes to save performance data.

Default Value: No

Recommended Values:

Location: Admin Console

Security: Check iframe origin

Name: check_iframe_origin

Description: Determines whether the system requires that KB usage occurs only in an iframe, or an embedded web page, that has the same origin as the KB. If this global variable is set to No, any origin is allowed. If you are using a third-party or external API that displays information in the End User Interface, this variable should be set to Yes.

Default Value: No

Recommended Values:

Location: Admin Console

Security: Collect System Data on Error

Name: collect_system_information_on_sod

Description: Determines whether to collect and include system information, such as the OS version and IP address, in the data that appears on the automatic bug report screen (SoD). Select Yes to collect and include this information.

Default Value: No

Recommended Values: For optimum security, the recommended value is No.

Location: Admin Console

Security: Default Password

Name: default_password

Description: Specifies the default password provided on the login screen so that an administrator can login immediately after installing the product.

Default Value:

Recommended Values:

Location: Admin Console

Security: Disable CSRF_NONCE

Name: disable_csrf_nonce

Description: Determines whether CSRF_NONCE is disabled.

Note that if you select Yes to disable CSRF_NONCE, automatic scanners will think that it may be possible to develop a security exploit in Agiloft. In actuality, this exploit is blocked by the encrypted cookie matching functionality defined in the [Security:Check Session Match](#) global variable.

Default Value: No

Recommended Values:

Location: Admin Console

Security: Include Jboss Logs to SoD

Name: include_jboss_log_file_with_sod

Description: Determines whether to include the Wildfly log files in the data that appears on the automatic bug report screen that appears if the system terminates unexpectedly ("Screen of Death" or "SOD"). If set to Yes, the Wildfly log files are included with the information sent to the ticket from the bug report screen. Note that these files may contain data about other KBs on the server, so this variable should be set to No on high security servers or servers with multiple KBs.

Default Value: Yes

Recommended Values: Wildfly log files may contain data about other KBs on the server, so this global variable should be set to No on high security servers or servers with multiple KBs.

Location: Admin Console

Security: Show KB Names

Name: show_kb_names

Description: Determines whether the generic login page shows a dropdown list of KB names. If set to No, the KB list on the /gui2 login page is hidden, and users need to manually enter the desired KB name.

Default Value: No

Recommended Values: For optimal security, this variable should generally be set to No.

Location: Admin Console

Specify character(s) that will replace spaces in KB names while configuring SAML Identity Provider

Name: custom_space_encoding_in_saml_sso

Description: Defines a custom encoding character (or a sequence of characters) that is used during SAML IdP configuration for Assertion URL. Normally, there is no need to set this global variable if the SAML IdPs used by the KBs on your server support space encoding correctly. As an exception, ADFS2.0 and ADFS 3.0 have known issues supporting space encoding.

Default Value: __

Recommended Values: It is extremely important that you use an uncommon sequence of characters to provide the encoding. For example, you might use two consecutive underscores (__). To be absolutely certain, check that the sequence of characters you enter are not contained in any of the KB names hosted on this server.

Location: Admin Console

String Option Behavior

Name: string_search_options

Description: Defines the behavior of strings entered in the Quick Search box. These are the possible choices:

- Reset after each search: Strings entered in the Quick Search box are reset after each search.
- Remember: Strings entered in the Quick Search box are remembered after a search.
- Forbid: Entering strings in the Quick Search box is forbidden.

Default Value: Reset after each search

Recommended Values:

Location: Admin Console

Tesseract instances max number

Name: ocr_tesseract_max_instances

Description: Sets the maximum number of simultaneous Tesseract instances to prevent overloading server with OCR.

Default Value: 8

Recommended Values:

Location: Admin Console

Timeout: Avoid touching retriever within the range of the value of seconds at user inactivity

Name: RetrieverTouchTimeout

Description: Defines the frequency (in seconds) at which the system is able to call retriever.touch. This global variable only applies if the Try to keep retriever at memory global variable is set to Yes.

Default Value: 300

Recommended Values:

Location: Admin Console

Try to keep retriever at memory

Name: KeepActiveRetrieverAtMemory

Description: Determines whether the system avoids delays by keeping table view data in memory during periods of user inactivity. Select Yes to keep this data in memory during user inactivity. If you select Yes, the system uses the Timeout:Avoid touching retriever within the range of the value of seconds at user inactivity global variable to determine how often the system can call retriever.touch.

Default Value: No

Recommended Values:

Location: Admin Console