Web Channel

The web channel is used for all tickets opened and replied to via the frontend interface.

Setting Name	Description
Allow Unauthenticated Users	Allows users that are not logged in to view and re Simplifies the frontend interface for users, but ca remove the track ticket functionality on the fronte
Show Captcha	Allows you to define to whom the captcha is disp available: • **Never** - Never show the captcha. • **Unregistered Users Only** - Show the ca default option). • **Always** - Always show the captcha, ever
Append IP Address	If the user's IP address should be appended whe
Show Related Articles	When the user is typing the subject, the system v helpful to their query. Requires that the self-servi