KNOWLEDGE BASE ARTICLE

Questions and Answers Web Part Settings Reference

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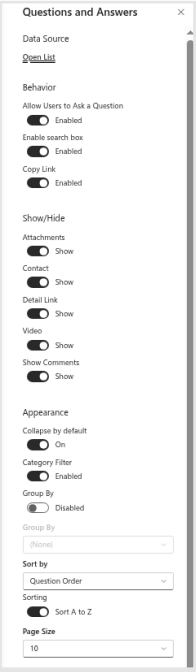
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Overview

This article lists every setting of the Questions and Answers web part with its effect and default value, in the order of the property pane. Use it as a lookup; the walk-through for a first setup is KB10218. How to Add and Configure the Questions and Answers Web Part.

To open the property pane, edit the page, select the web part and click the pencil (**Edit web part**). The pane has five groups: **Data Source**, **Behavior**, **Show/Hide**, **Appearance** and **About**. The settings apply to the web part instance; two web parts on different pages connected to the same list can be configured differently.



The property pane

The Not Configured screen

A web part without a connected list shows the **Not Configured** screen in place of the content, with the text *The web part needs a list to store the data. Please type in the list name to create a new one or select the existing list.* and two choices:

Choice	Fields	Effect
New List	**List name**, **Create**	Creates a custom list with that name on the current site, adds the required columns and connects the web part. Requires

Choice	Fields	Effect
		permission to create lists.
Existing List	**List** drop-down, **Save**	Lists the non-hidden lists of the current site that have all required columns; connects the selected one.

Readers who open a published page with an unconfigured web part see *Not Configured* and *The web part still needs to be configured. Please open the page in edit mode and provide the necessary information.*

Required columns

A list is offered under **Existing List** only when it has columns with these **internal names**: `Category`, `Answer`, `Link`, `VideoUrl`, `Contact`, `Order`. The web part additionally reads `Title` (the question), `Published`, `Created`, `Author`, `Attachments` and the comment fields, which every list created by the web part has. The list created with **New List** gets:

Column	Type	Notes
Title (shown as *Question*)	Single line of text	Required by SharePoint
Answer	Multiple lines of text	Rendered as Markdown by the web part
Category	Choice, required, fill-in allowed	One default choice, *General*
Link	Hyperlink	Shown as *More Details*
VideoUrl	Hyperlink	Embedded player or link
Contact	Person, single	Live profile card
Order	Number	Used by *Sort by* → *Question Order*
Published	Yes/No, default *No*	Only *Yes* items are shown

The list is created with attachments enabled, commenting enabled, grid editing disabled and excluded from search crawling (**NoCrawl**). All of these can be changed

later in the list settings.

Data Source

Shown once a list is connected.

Setting	Effect
Open List	A link that opens the connected list in a new tab.

To connect a different list, remove the web part and add it again, or add a second web part; the connection cannot be changed in the pane.

Behavior

Setting	Values	Default	Effect
Allow Users to Ask a Question	Enabled / Disabled	Enabled	Shows the **Ask a Question** button to users who have the *Add Items* permission on the list. Submitted questions are created unpublished. See KB10220. Letting Employees Ask Questions.
Enable search box	Enabled / Disabled	Enabled	Shows the search box; the search covers the question, the answer and the contact name of all published items. See KB10378. Searching the Knowledge Base and Paged Loading

Setting	Values	Default	Effect
			in Questions and Answers.
Copy Link	Enabled / Disabled	Enabled	Shows the copy-link button in question headers; the copied address opens the page with the question expanded and highlighted (`?questionId=N`). See KB10381. Comments, @Mentions and Deep Links in Questions and Answers.

Show/Hide

Each switch shows or hides one block of the expanded answer for all questions; a shown block appears only on questions that have content for it.

Setting	Values	Default	Block
Attachments	Show / Hide	Show	The files attached to the list item, as cards
Contact	Show / Hide	Show	The person from the **Contact** column with a live profile card
Detail Link	Show / Hide	Show	The address from the **Link** column under *More Details*
Video	Show / Hide	Show	The address from

Setting	Values	Default	Block
			the **VideoUrl** column as an embedded player or a link
Show Comments	Show / Hide	Show	The SharePoint list comments of the item, with the input box

The blocks are described in KB10380. Rich Answers in Questions and Answers: Markdown, Video, Attachments, Detail Links and Contacts.

Appearance

Setting	Values	Default	Effect
Collapse by default	On / Off	On	On: questions start collapsed (headers only). Off: all answers start expanded. A deep-linked question is always expanded.
Category Filter	Enabled / Disabled	Disabled	Shows the row of tabs **All** + one per category of the loaded questions; shown only when at least two categories exist.
Group By	Enabled / Disabled	Disabled	Groups the questions under a header per value of the column selected below.
Group By (column)	(None) / Category	(None)	The grouping

Setting	Values	Default	Effect
			column; enabled only when the switch above is on. **Category** is the only option.
Sort by	(None) / Name / Question Order / Created	Question Order	The column that orders the questions, on the server and inside groups. *Name* is the question text, *Question Order* the **Order** column, *Created* the creation date.
Sorting	Sort A to Z / Sort Z to A	Sort A to Z	The direction; disabled when **Sort by** is *(None)*. For *Created*, *Z to A* means newest first.
Page Size	All / 10 / 20 / 50 / 100	20 (All for web parts configured before the option existed)	How many questions are loaded per request; with a number, a **Show more** button loads the next portion. *All* loads up to 5,000 questions at once.

The combinations that suit different knowledge bases are discussed in KB10379. Organizing Questions: Categories, Grouping, Category Filter, Sorting and Collapsing.

About

Field	Meaning
Product name	A link to the product page on vitextra.com
Version	The installed version of the package; a note and a **Download** link appear when a newer version is available
Status	The license status: *Trial version* (with the remaining days), *Active*, *Expired* or *Suspended*
Tenant	The ID of your Microsoft 365 tenant, needed to assign a license

Licensing is described in KB10206. Vitextra Licensing and Account: How to Buy and Activate a License; the meaning of the statuses in KB10364. What Happens When Your Vitextra Trial or Subscription Expires.

Settings outside the property pane

Where	Setting	Effect
On the web part, in edit mode	**Web Part Title**	The heading above the list; empty by default
Section settings of the page	Background, full width	The web part follows the section's theme variant and supports full-width sections
List settings → Columns → Category	The choices	The categories offered to editors and shown as groups and tabs
List settings → Advanced settings → Comments	Yes / No	Enables or disables commenting for the list as a whole
List settings → Advanced settings → Attachments	Enabled / Disabled	Whether files can be attached to questions

Where	Setting	Effect
List permissions	Permission levels	Who can read, ask (Add Items) and publish (Edit Items); see KB10384. Permissions, Data Storage and Privacy in Questions and Answers