
ELLM

System Settings in the eLLM Admin Console

The article details the system settings available in the eLLM Admin Console, allowing administrators to control features like web search, document relevance, upload limits, and cloud usage. It highlights how these settings impact the entire organisation and can be adjusted wit...

AUTHOR

Paul Flanders

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What this product is for

Some settings affect the whole system rather than a single user. The settings page gathers these together so administrators can adjust behaviour centrally and have it apply immediately, without restarting anything.

Main features

- **Internet search toggle:** include web results in answers, or keep everything in-house.
- **Company system context:** standing guidance applied when answers are written.
- **Retrieval relevance floor:** how closely a document must match to be used.
- **Document upload size limit:** the maximum size per upload.
- **Cloud governance:** privacy redaction and a monthly spending budget for cloud models.
- **User memory:** an organisation-wide switch for the personal memory feature.

Inbound query governance, which screens what users ask and can block or flag harmful questions, has its own dedicated Governance section in the console rather than living here. See the Query governance article.

How to use it

Internet search toggle

When on, every chat query is also sent to a web search and the top results are added to the answer's context alongside your documents. It applies to everyone and takes effect immediately.

- Turn it **on** where external web lookups are acceptable.
- Turn it **off** in strict data-governance environments to keep answers grounded only in your documents.

This toggle controls live web lookups during chat for everyone. It is separate from the ingest web URLs permission, which lets a chosen group add web pages to the document library; that is granted on the Permissions page and is not affected by this switch.

User memory

Personal memory lets eLLM remember a few lasting facts about each user to personalise their answers. This switch turns the whole feature on or off for the organisation. With it off, no memory is used or learned for anyone, regardless of each user's own setting; previously stored facts are kept. Each user also has their own on/off control and can review or clear their facts in their settings.

Company system context

Enter standing guidance (such as a tone, role, or organisation-wide instruction) that is applied when answers are generated. This sets a consistent baseline for how eLLM responds across the organisation.

Retrieval relevance floor

This controls how closely a document passage must match a question before eLLM treats it as relevant. A higher floor means only strong matches are used; a lower floor lets weaker

matches through. Raising it avoids forcing unrelated documents into answers; lowering it includes more material. The setting applies live, per query.

Document upload size limit

Set the largest size, in megabytes, that a single upload may be. Uploads above the limit are rejected. The default is 50 MB, and the change applies live.

Cloud governance

For organisations that use cloud models, governance controls help keep usage safe and within budget:

- **Privacy redaction:** remove sensitive personal information before sending content to a cloud model.
- **Monthly budget:** a spending cap for cloud model usage.

Note that the cloud models themselves are configured on the Models page, not here.

Common tasks

- **Allow web lookups:** turn the internet search toggle on.
- **Set an organisation-wide tone:** enter a company system context.
- **Reduce off-topic citations:** raise the relevance floor.
- **Control upload sizes:** set the upload size limit.
- **Keep cloud spending in check:** set a monthly budget and enable redaction.

Things to know

- These settings are global: they affect all users.
- Changes take effect immediately; no restart is needed.

- The internet toggle is intended only for environments where external lookups are acceptable.
- The relevance floor also influences which queries count as coverage gaps in reports.
- Cloud models are added and priced on the Models page; this page only governs their privacy and budget.

Troubleshooting

- **Answers include too much unrelated material:** raise the relevance floor.
- **Relevant documents are being ignored:** lower the relevance floor.
- **Uploads are being rejected:** the file exceeds the upload size limit; raise the limit or split the file.
- **Cloud usage is higher than expected:** review the monthly budget and confirm redaction is set as you intend.
- **Web results shouldn't appear:** turn the internet search toggle off.

Frequently asked questions

Does the internet toggle affect everyone?

Yes. It is a single global setting that applies to all queries.

What does the relevance floor do?

It sets how strong a document match must be to be used in an answer. Higher is stricter.

Where do I add cloud models?

On the Models page. This page only handles cloud privacy and budget.

Do changes need a restart?

No. They apply live.

Summary

The settings page is where administrators set system-wide behaviour: web search, company context, how strictly documents must match, upload size limits, and cloud governance. Everything applies immediately, giving you central, live control over how eLLM works for the whole organisation.

Need assistance navigating the complexities of eLLM? EssingtonITS offers expert guidance and tailored IT solutions to help you succeed. Visit EssingtonITS.co.uk for comprehensive support.