

# Enable Logging

## General information

There's no absolutely reliable software and our Software is not an exception, although we make every effort to build it as stable as possible. If you encounter a problem or error message, please contact StepOver support department. Information on this page can help in solving the problem.

## Log file creation

Ability to create log file is built-in to our EXE, DLL and OCX files. This functionality should only be activated in case of problems, it's not intended to be used in production environment. In some cases activated logging can reduce software performance.

To activate logging create a text file with name <name\_of\_the\_file>\_log.ini and place it into the same folder. The file should have the content as shown below. **Make sure that folder indicated in FileName entry exists.**

```
[Common]
Enabled=1
ClearOnStartup=1
FileName="C:\TEMP\logs\SOPad.log"
ProfilerEnabled=1
LogMemoryUsage=0
```

After ini file is created run your application until the problem occurs and send log file to StepOver.

## INI Files for Download

Product	Directory *	Download	Note
SOPAD.dll	StepOver\driver StepOver\SignatureOfficeX\driver StepOver\SimpleSignerX\driver	SOPad_log.ini	by Problem with Signature pad also Part of eSignatureOffice and SimpleSigner
StepOverSignatureDevice1.ocx	StepOver\driver StepOver\SignatureOfficeX\driver StepOver\SimpleSignerX\driver	StepOverSignatureDevice1_log.ini	by Problem with Signature pad also Part of eSignatureOffice and SimpleSigner
SOSigOffice.exe	StepOver\SignatureOfficeX	SOSigOffice_log.ini	eSignatureOffice
SOWebSign.ocx	StepOver\SignatureOfficeX	SOWebSign_log.ini	only when using the eSO Browser Plugin
SOSecureSign.ocx	StepOver\SignatureOfficeX	SOSecureSign_log.ini	only when using the eSO as OCX
TcpTransfer.dll	StepOver\SignatureOfficeX	TcpTransfer_log.ini	only by Download/Upload Problems
SimpleSigner6.exe	StepOver\SimpleSignerX	SimpleSigner_log.ini	SimpleSigner
StepOverSignatureAPI4.dll	StepOver\API for Signatures X	StepOverSignatureAPI4_log.ini	SignAPI
StepOverSignatureAPI4.ocx	StepOver\API for Signatures X	StepOverSignatureAPI4_log.ini	SignAPI

\* replace X with the version number of your application