

10. Troubleshooting

General information

If you encounter a problem or error message, please contact the StepOver support department. The information on this page can help to solve the problem.

Log file creation

The ability to create log files is built into the *StepOverSignatureAPI4.dll* and *StepOverSignatureAPI4.ocx*. 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 the name *StepOverSignatureAPI4_log.ini* and place it in the folder with the API files. The ini-file should have the content as shown below. Make sure that folder indicated in the FileName entry really exists.

```
[Common]
Enabled=1
ClearOnStartup=1
FileName="C:\TEMP\logs\SignatureAPI4.log"
ProfilerEnabled=1
```

After the ini-file is created, run your application until the problem occurs and send the SignatureAPI4.log file to StepOver.