

# 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"

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  |
|-------------------------------------|----------------------------------|--|---|
| <b>SOPAD.dll</b>                    | StepOver\driver                  | <a href="#">SOPad_log.ini</a>                    | by Problem with Signature pad<br>also Part of eSignatureOffice and SimpleSigner |
|                                     | StepOver\SignatureOfficeX\driver |  |   |
|                                     | StepOver\SimpleSignerX\driver    |  |   |
| <b>StepOverSignatureDevice1.ocx</b> | StepOver\driver                  | <a href="#">StepOverSignatureDevice1_log.ini</a> | by Problem with Signature pad<br>also Part of eSignatureOffice and SimpleSigner |
|                                     | StepOver\SignatureOfficeX\driver |  |   |
|                                     | StepOver\SimpleSignerX\driver    |  |   |
|                                     |                                  |  |   |
| <b>SOSigOffice.exe</b>              | StepOver\SignatureOfficeX        | <a href="#">SOSigOffice_log.ini</a>              | eSignatureOffice  |
| <b>SOWebSign.ocx</b>                | StepOver\SignatureOfficeX        | <a href="#">SOWebSign_log.ini</a>                | only when using the eSO Browser Plugin  |
| <b>SOSecureSign.ocx</b>             | StepOver\SignatureOfficeX        | <a href="#">SOSecureSign_log.ini</a>             | only when using the eSO as OCX  |
| <b>TcpTransfer.dll</b>              | StepOver\SignatureOfficeX        | <a href="#">TcpTransfer_log.ini</a>              | only by Download/Upload Problems  |
|                                     |                                  |  |   |
| <b>SimpleSigner.exe</b>             | StepOver\SimpleSignerX           | <a href="#">SimpleSigner_log.ini</a>             | SimpleSigner  |
|                                     |                                  |  |   |
| <b>StepOverSignatureAPI4.dll</b>    | StepOver\API for Signatures X    | <a href="#">StepOverSignatureAPI4_log.ini</a>    | SignAPI   |
| <b>StepOverSignatureAPI4.ocx</b>    | StepOver\API for Signatures X    | <a href="#">StepOverSignatureAPI4_log.ini</a>    | SignAPI   |
|                                     | StepOver\SimpleSignerX           |  |   |

\* replace X with the version number of your application