1. – Configure correct log files

Log files are essential in identifying errors and fixing them.

To create log files with all the necessary information, please proceed as follows:

1. Delete all existing log files in the log directory (usually under `.../[installation directory]/logs`).
2. Set the log level to the fine setting (entry in the gateway.conf file: `log.level = FINE`)
3. Reproduce the error
4. Save the newly created gateway.log file

> **Do you need support?**
>
> Create a ticket at any time to get the fastest possible support from beyond SSL at helpdesk.beyondssl.com.

Revision #3
Created 13 March 2023 12:56:15 by Julian
Updated 22 January 2024 13:23:22 by Julian