

# 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](https://helpdesk.beyondssl.com).

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