

## *Conflicting libeay32.dll issue*

### **What is libeay32.dll?**

Libeay32.dll is a library that contains encryption functions which allow for coded communications over networks. This file is opensource (public domain) and is used in many opensource programs to help with SSL communication.

### **How can libeay32.dll be causing an issue between PureEdge and ApproveIt?**

Since libeay32.dll is an opensource file and used by many applications it could be present on a machine in different versions and different locations causing problems.

### **How to fix this issue for PureEdge?**

Below are listed simple steps that will avoid having problem with an outdated **libeay32.dll**.

1. Go to Start -> Search -> All files and folder and expand "More Advanced options".
2. Search for **libeay32.dll**.
3. Select "**Local Hard Drives**" in "Look in".
4. In "**Type of file**" make sure (**All Files and Folders**) is selected.
5. Check the following boxes "**Search system folders**", "**Search hidden files and folders**" and "**Search subfolders**", then click on **Search**
6. Make sure it is located under "**C:\Program Files\ApproveIt**".
7. copy "**libeay32.dll**" from "**C:\Program Files\ApproveIt**"
8. Paste the copied file to the following locations on your computer:
  - a. "**C:\Program Files\PureEdge\Viewer 6.5\API\65\System**".
  - b. "**C:\Program Files\PureEdge\Viewer 6.5\extensions**".
9. Restart your computer.

