

# FIXEye troubleshooting

## Arithmetic operation resulted in an overflow

This issue may be caused by corrupted user configuration, to fix it the user config file should be deleted.

1. Close FIXEye
2. Remove user config file  
C:\Users\*<user>*\AppData\Local\B2BITS\FIXEye\FIXEye.user.config
3. Restart the application.

## Files comparison shows files as identical.

Verify that the message contains the valid FIX messages with the "" as a delimiter.

FIXEye 4.2 supports only "" as a delimiter.

Verify that the FIX messages are not split across multiple lines inside the files to compare.