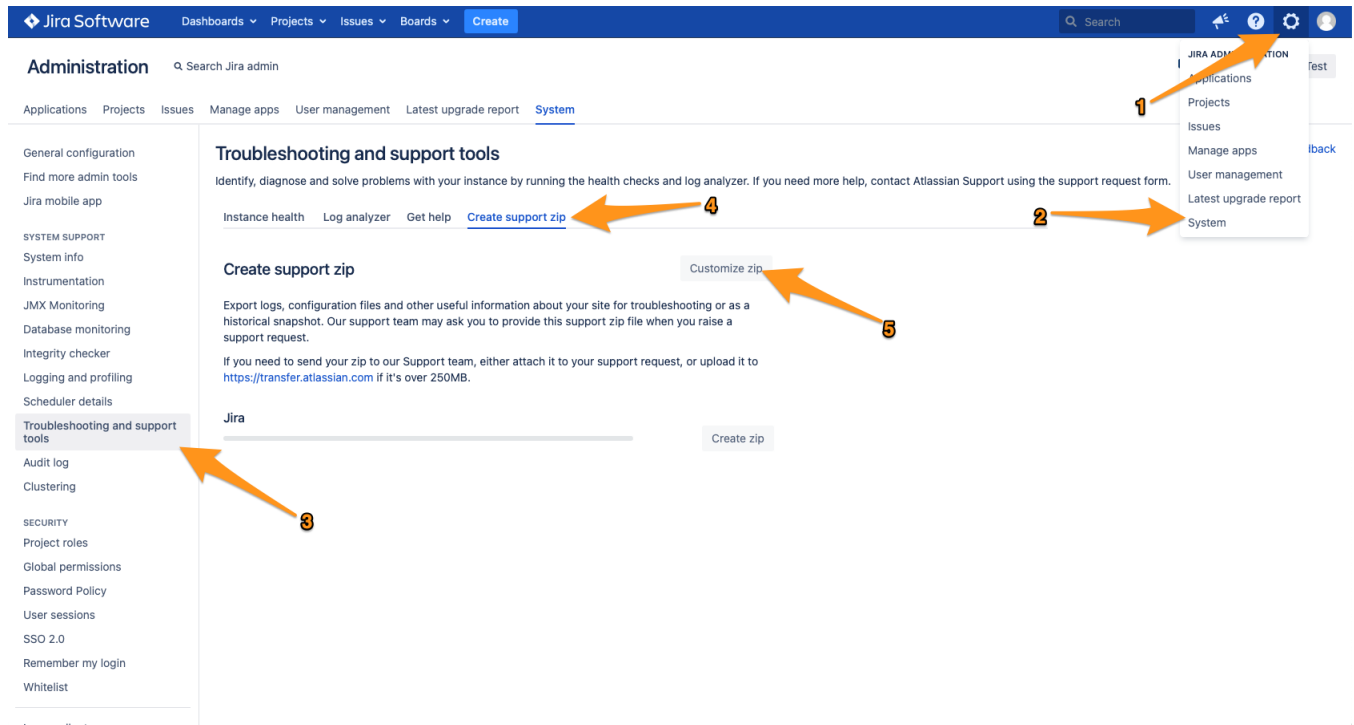# Download log file

In order to download the Jira log and send it to the excentia support team, follow these steps:

Go to Configuration System Troubleshooting and support tools Create support zip Customize zip

Select only log options and clic Save button

Create zip and Download