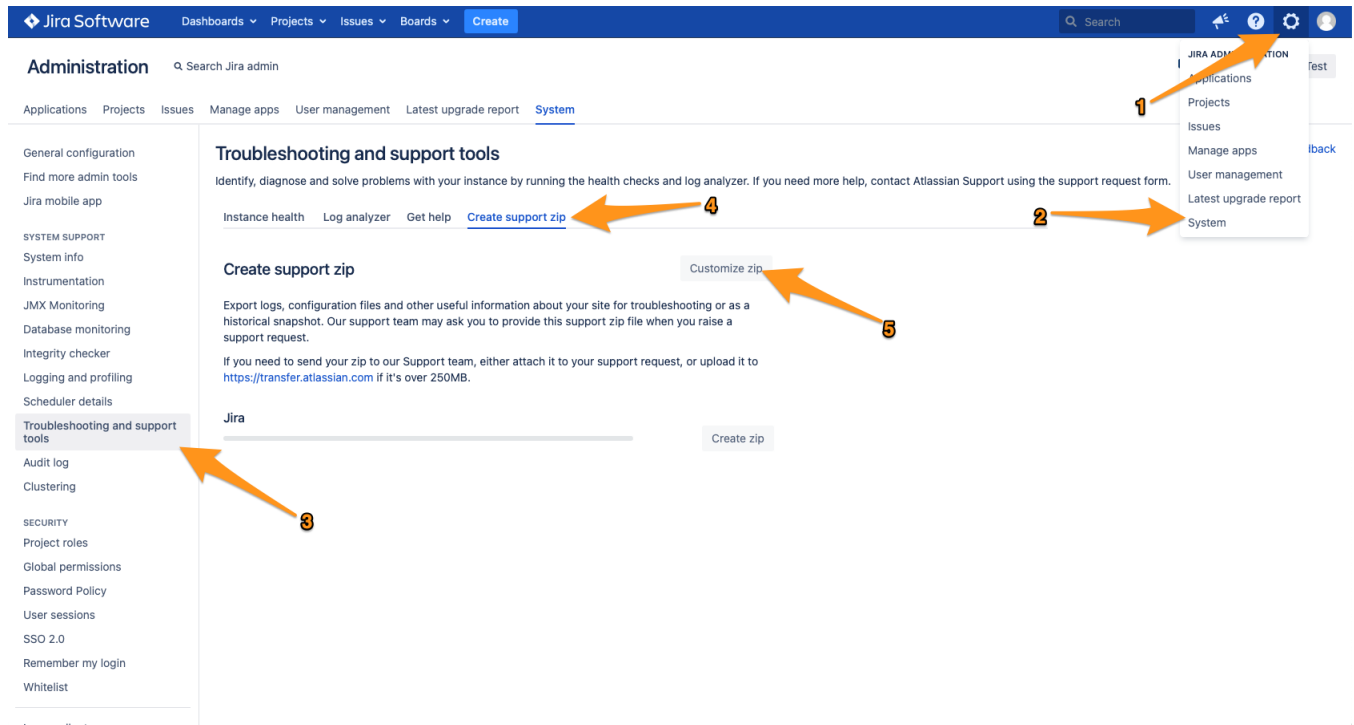


Download log file

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

Customize zip

Application properties (Includes memory statistics, system settings, and other configurations) will always be included in your Support Zip.

- ☐ Limit file sizes
Limit size of files to 25mb
- ☐ Jira configuration
Includes database and log configuration files
- ☐ Tomcat configuration
Includes server.xml and web.xml
- ☐ Health checks
Includes results of previous health checks
- ☐ Authentication configuration
Includes atlassian-user.xml, osuser.xml, crowd.properties
- ☐ Cache configuration
Includes any cache configuration properties files
- ☒ Jira application logs
Includes all logs contained in the Jira home directory
- ☒ Tomcat logs
Includes files such as catalina.out and GC logs
- ☐ Thread dumps
Generates three thread dumps for performance analysis



Create zip and Download

