

# Get Confluence application property

Administrators can access a range of troubleshooting and support tools within Confluence.

Go to **blocked URL** > General Configuration > Troubleshooting and support tools

**UnlimAx** Spaces People Courses Calendars Analytics Create ... Search

## Confluence administration

### CONFIGURATION

- General Configuration
- Further Configuration
- Backup Administration
- Languages
- Shortcut Links
- External Gadgets
- Global Templates and Blueprints
- Recommended Updates
- Email
- Mail Servers
- User Macros
- In-app Notifications
- Hipchat Integration
- Spam Prevention
- PDF Export Language Support
- Configure Code Macro
- Office Connector
- WebDAV Configuration
- Webhooks

## Troubleshooting and support tools

Identify, diagnose and solve problems with your instance by running the health checks and log analyzer. If you need more help, contact Atlassian Support using the [support request form](#). [Give feedback](#)

Instance health Log analyzer Diagnostic settings Get help **Create support zip** 1

### Create support zip

Export logs, configuration files and other useful information about your site for troubleshooting or as a historical snapshot. Our support team may ask you to provide this support zip file when you raise a support request.

If you need to send your zip to our Support team, either attach it to your support request, or upload it to <https://transfer.atlassian.com> if it's over 250MB.

### Confluence

Download zip 4

✓ **Your support zip is ready to download.** 已保存至 `/var/atlassian/application-data/confluence/export/Confluence_support_2023-06-09-15-40-42.zip`.

### 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
- ☐ Tomcat logs  
Includes files such as catalina.out and GC logs (except Tomcat access logs)
- ☐ Confluence configuration  
Includes confluence.cfg.xml, log config and startup scripts
- ☐ Confluence application logs  
Includes Confluence and Synchrony application logs
- ☐ Cache configuration  
Includes any cache configuration properties files
- ☐ Authentication configuration  
Includes atlassian-user.xml, osuser.xml, crowd.properties
- ☐ Tomcat configuration  
Includes server.xml and web.xml
- ☐ Health checks  
Includes results of previous health checks
- ☐ Confluence customisations  
Includes velocity templates, custom HTML and custom CSS
- ☐ Synchrony configuration  
Includes synchrony-args.properties file
- ☐ Thread dumps  
Generates three thread dumps for performance analysis

3 **Uncheck all options** Save Cancel