

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**