

Get Jira application property

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

Go to **blocked URL** > System > Troubleshooting and support tools

Administration Search Jira admin

Applications Projects Issues Manage apps User management Latest upgrade report **System** Configuration Manager Optimizer

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,

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

Create support zip **2**

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.

Unlimax Support

Download zip **4**

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)
- ☐ Tomcat configuration
Includes server.xml and web.xml
- ☐ Authentication configuration
Includes atlassian-user.xml, osuser.xml, crowd.properties
- ☐ Jira application logs
Includes all logs contained in the Jira home directory
- ☐ Include runtime diagnostics data
Includes data saved by the Java Flight Recorder (JFR) and extracted thread dumps. Please note the "Limit file size" option does not affect JFR files.
- ☐ Cloud migration logs
Includes cloud migration logs
- ☐ Jira configuration
Includes database and log configuration files
- ☐ Jira cluster nodes
Includes information about Jira cluster nodes
- ☐ Cache configuration
Includes any cache configuration properties files
- ☐ Health checks
Includes results of previous health checks
- ☐ Thread dumps
Generates three thread dumps for performance analysis
- ☐ Tomcat access logs
Includes the 5 most recent Tomcat logs with access_log in the name

3 Uncheck all options **Save** Cancel