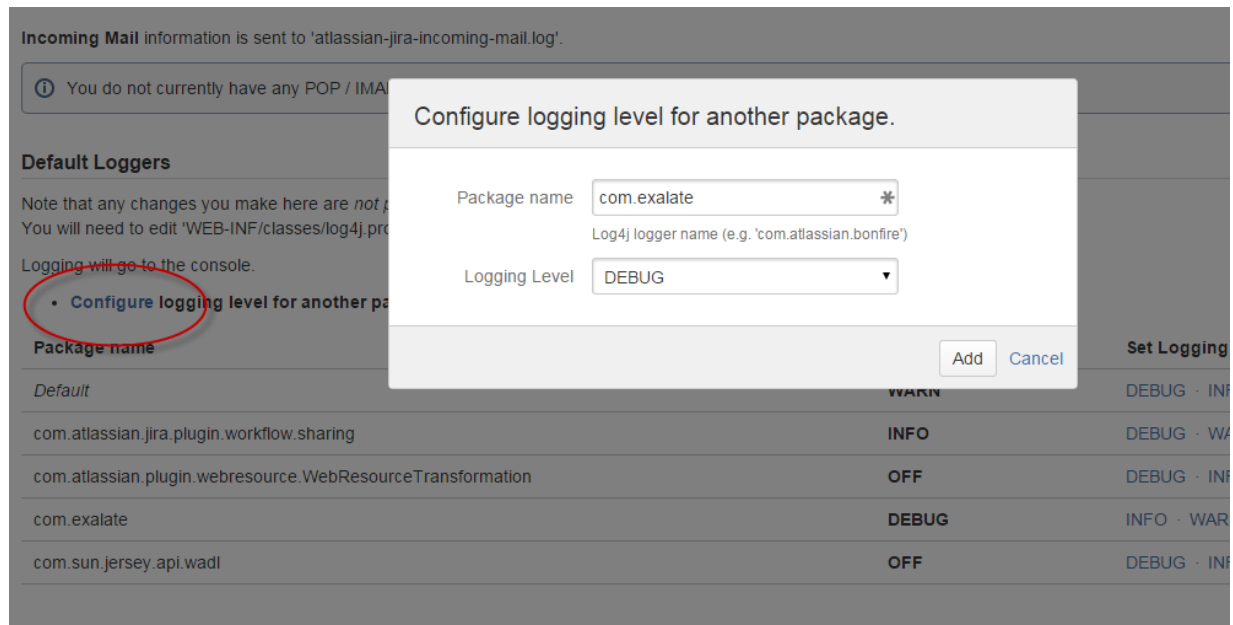


How to Enable Debug Logging in Jira On-premise

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How to enable temporary logging



1. Access administration
2. Locate the 'Logging & Profiling' page in the System section
3. Locate the "Configure logging level for another package"
4. Enter 'com.exalate' as the package name
5. Select 'Debug' as the logging level

The addon will now start logging debug messages in the standard log (normally <JIRA-HOME>/log/atlassian-jira.log

For more details - check the documentation provided by Atlassian: [Logging and Profiling](#)

How to Disable Debug Logging

1. Access administration
2. Locate the 'Logging & Profiling' page in the System section
3. Seek for com.exalate
4. Change logging level to 'WARN'

How to Rotate Log Files

1. Access administration
2. Locate the 'Logging & Profiling' Page in the System section
3. Check the 'Log Rollover' checkbox

Mark Logs

Marking the logs during troubleshooting can be helpful for yourself and Atlassian Support. The mark will be applied to all the JIRA log files.

Optional Message

An optional message that will be written into the logs along with the mark.

Log Rollover ☒

This will cause the logs to start in fresh new files

4. Click Mark

How to Enable Permanent Logging

Approach for Jira 9.5 and higher versions:

Jira Log4j configuration files are located in **\$JIRA_INSTALL/atlassian-jira/WEB-INF/classes/**:

- For Jira **9.5 and newer**: `log4j2.xml`
- Update `log4j2.xml` using example below:
- Then restart JIRA instance.

```
<?xml version="1.0" encoding="UTF-8"?>
<Configuration>
  <Appenders>
    <!-- Existed appenders... -->

    <!-- ==== Exalate debug file appender ==== -->
    <jiraHomeAppender name="exalatelog"
      fileName="exalate-dev.log"
      filePattern="exalate-dev.log.%i">
      <PatternLayout>
        <Pattern>[%d{yyyy-MM-dd HH:mm:ss,SSS}] %p [%c{1}] %m%n</Pattern>
      </PatternLayout>
      <Policies>
        <SizeBasedTriggeringPolicy size="20480 KB"/>
      </Policies>
      <DefaultRolloverStrategy fileIndex="min" max="5"/>
    </jiraHomeAppender>
    <!-- ==== End of Exalate appender ==== -->
  </Appenders>

  <Loggers>
    <!-- Existed loggers... -->

    <!-- ==== Exalate logger ==== -->
    <Logger name="com.exalate" level="DEBUG" additivity="false">
      <AppenderRef ref="exalatelog"/>
      <AppenderRef ref="console"/>
    </Logger>
    <!-- ==== End of Exalate logger ==== -->
  </Loggers>
</Configuration>
```

Approach for Jira 9.4 and lower versions:

- Open the **log4j.properties** file using a text editor such as notepad++ (windows) or vi (unix) and paste the following properties to the end of the file.
- This file is located under **<JIRA installation>/atlassian-jira/WEB-INF/classes/ (for JIRA**

standalone versions)

- Then restart JIRA instance.

```
#####  
# exalate DEV LOGGING JIRA 6.0 > 9.4  
#####  
log4j.appender.devlog=com.atlassian.jira.logging.JiraHomeAppender  
log4j.appender.devlog.File=exalate-dev.log  
log4j.appender.devlog.MaxFileSize=20480KB  
log4j.appender.devlog.MaxBackupIndex=5  
log4j.appender.devlog.layout=org.apache.log4j.PatternLayout  
log4j.appender.devlog.layout.ConversionPattern=[%d] <%c{1}> %m%n  
  
log4j.logger.com.exalate = DEBUG, devlog, console  
log4j.additivity.com.exalate = false
```

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