

Troubleshooting tools

This page contains a list of the tools that can be used to efficiently troubleshoot issues with JWT configurations.

Analyze the atlassian-jira-log file

JWT can log some common errors into the Jira log files. Here you can find some instructions to **increase the log levels**.

Steps

1

Navigate to the **System Logging and profiling page** of your **Jira administration**.

Use the "gg" shortcut to search for "logging". You need to be a Jira administrator

2

Click on **Configure logging level for another package** in the **Default loggers** section of the page.

3

Add the following packages and logging levels:

Package name	Logging level
com.fca.jira.plugins.workflowToolbox	DEBUG
com.decadis.jira.xapps.library	DEBUG

Note that any **changes** you make here are **not persisted** across server restarts.

After successfully investigating your problem we **highly suggest** decreasing the logging level to **ERROR** or **WARN** to avoid the log file being flooded with JWT messages.

4

Optionally **mark** your log files with an additional message or **temporarily** activate **Log Rollover** while troubleshooting or **replicating** the problem on the same Logging and profiling page.

```
*****
Investigating the problem in 3, 2, 1...
*****
```

```
2020-10-15 10:53:38,163+0200 http-nio-8080-exec-1
```

If you don't have server access or don't want to manually access the log file on the file system, try our **free app** [LastLog for Jira](#) to view & search through all log files directly within your Jira administration.

5

Search the log file for **JWT related entries** and try to mitigate the problem.

6

If you could **not** locate the problem or need **help** understanding the results, try asking the [the community](#). Our staff is also active in the community.

If you still need help, feel free to raise a support request in our official [support portal](#).

Our support staff might ask you for the content of your log file. If this is the case, you can tremendously speed up the process if you mark the troubleshooting section as describe above and only sent an extract of the relevant information.

7

Change the logging levels of the JWT packages back to **ERROR** or **WARN**.

Uninstalling and reinstalling

Uninstalling and reinstalling the app will not result in data loss. This can be safely done to troubleshoot, for example, an activation problem.

Syntax check and running parser expressions

The [JWT expression editor](#) offers a functionality to [check the syntax of your expression](#) on run time as well as the possibility to [run your expressions](#) to test them. Both features can provide some **insights as to what is causing the error** in the expression.

Comments in automation rules

Currently, JWT automation rules do not have its own Audit log. However, they can be troubleshooted by **adding *Add comment* actions after every element of the rule**, so that if one of the elements fails, the comment will not be added in the corresponding issue.

If you still have questions, feel free to refer to our [support](#) team.