

Troubleshooting tools

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

Analyze the atlassian-jira-log file

Analyzing the log files can be a manner of detecting unnoticed errors.

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.atlassian.cps.sumUp	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-14
```

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 **sumUp 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 sumUp packages back to ERROR or WARN.

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

