

# Enable Logging for Debugging

## Problem

Sometimes when submitting a problem, we need to have more information for reproducing the problem

## Solution

## Option 1

1. Check "Enable Debug Log" and hit "Save" (if "Enable Debug Log" is not available, upgrade the plugin to the latest version or check "option 2").

### SAML Configuration

[Login](#) [IdP](#) [SP](#) [SP XML](#) [Authentication](#) [HTTP Header Authentication](#) [Authorization](#) [Avatar Servlet](#) [Help](#)

**Enable Debug Log**  
Enable Debug Log

[Documentation](#)

[SAML Service Desk](#)

[Signup Service Desk Account](#)

[Download Configuration](#)

[Download Logfile](#)

**Save**

## Option 2

1. Goto Logging and Profiling page or type <g> <g> Logging and Profiling

Logging

### Administration

**Logging and profiling**

Pressing period ( [ ] ) opens this dialog box

2. Click on **Configure** logging level for another package.  
Logging will go to the console.

- **Configure logging level for another package.**

3. Enter **eu.toimproveit.saml** as package name and select Logging Level to **DEBUG**

### Configure logging level for another package.

Package name

Log4j logger name (e.g. 'com.atlassian.bonfire')

Logging Level

**Add** **Cancel**

## Reproduce the problem

After enabling debug logging, try using/configuring the plugin again and in case of a failure:

### Option 1

1. Download configuration and attach this file to the ticket
2. Download logging and attach this file to the ticket

### Option 2

1. Create a support zip and attach it to the ticket

<https://confluence.atlassian.com/support/create-a-support-zip-790796819.html>

## Related articles

- [Enable Logging for Debugging](#)