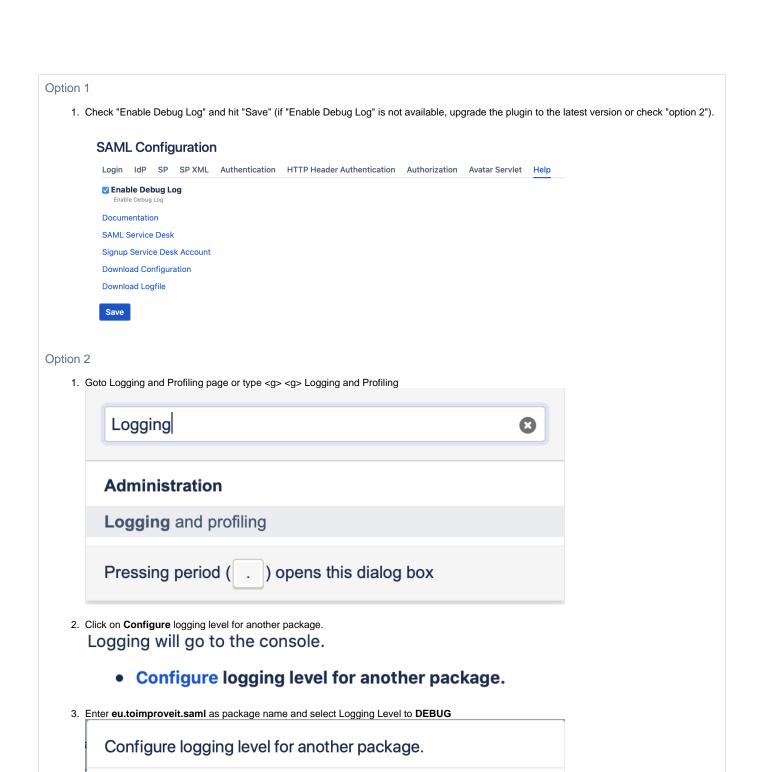# Enable Logging for Debugging

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   eu.toimproveit.saml   ⋯

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

Logging Level   INFO   ⬍

                                    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