

Confluence Support Zip 만들기

이 문서는 Atlassian Support 사이트에서 요청하는 Support Zip 파일을 생성하는 방법에 대한 가이드를 제공한다.

Confluence

Confluence에서 서버 로그 파일을 다운로드 받기 위해서 다음 절차를 진행하시기 바랍니다.

1. 관리자 메뉴에서 컨플루언스 관리(ADMINISTRATION) > 일반 환경 설정을 클릭하세요.
2. 좌측 메뉴에서 문제해결 및 지원도구(Support Tools)를 선택하세요.
3. 문제해결 및 지원도구(Atlassian Support Tools) 창이 나타나면 지원용 Zip 생성하기"를 클릭하세요.
4. 하단 "Zip 생성하기(Create Support Zip)을 클릭 후 첨부파일이 만들어지면 다운로드를 합니다.

한글 버전은 다음 이미지를 참고하시기 바랍니다.

The screenshot shows the Confluence Administration interface. The top navigation bar includes the CURVC logo and various menu items. The left sidebar lists administrative tasks. The main content area is titled '문제 해결 및 지원 도구' (Problem Solving and Support Tools). Under the '지원용 zip 생성하기' (Generate Support Zip) tab, there is a section titled '지원용 zip 생성하기' (Generate Support Zip) with instructions in Korean. A red box highlights the '지원용 zip 생성하기' button in the top navigation, and a red arrow points from it to the 'Zip 생성하기' button in the main content area.

영문 버전은 다음 이미지를 참고하세요.

Atlassian Support Tools

Identify, diagnose and solve problems with your instance by running the health checks and log analyser. If you need more help, [Give Feedback](#) or contact Atlassian Support using the support request form.

Instance Health Log Analyzer Get help Create Support Zip

Create Support Zip



Your support zip file is ready and can be found at: C:\Atlassian\Application Data\Confluence\export\Confluence_support_2017-01-18-22-03-05.zip

The following information is included in the zip file:

Bundle	Description
Application properties	Memory statistics, configuration options and system settings
Thread dumps	Generates 3 thread dumps used for performance analysis
Confluence configuration files	Your confluence.cfg.xml file which contains database settings and other useful information, your logging configuration files, and your startup scripts
Confluence customisations	Your front end customisations, including velocity templates, custom HTML and custom CSS
Healthcheck results	Results of all previous instance healthchecks
Tomcat configuration files	Configuration files such as server.xml, web.xml
Authentication configuration files	Files such as atlassian-user.xml, osuser.xml and crowd.properties. Atlassian will handle your data with strict confidence and will not disclose it to any third parties
Cache configuration files	Files used to help diagnose performance problems
Confluence application logs	Your Confluence application logs
Tomcat logs	Files in the Tomcat log directory such as catalina.out

Click [here](#) to download the support zip file.

Start Again

Jira

관리자 메뉴에서 **System > Troubleshooting and support tools** 메뉴로 이동한다.

Create support zip 탭을 선택한다. 그리고 Create zip을 선택하여 Support Zip 파일을 생성한다.