

# Helping us to solve the problem

When you're in contact with the iteraplan customer support team, we might ask you to provide additional information besides the problem description. Sometimes we will ask you to execute an database SQL script to gain more insights or to fix the problem.

This page has some details how you can help us to solve the problem quickly.

## Logfiles

To help us identify the problem, please add the log files from the Tomcat and iteraplan instance to the support ticket. Of course you can (and should) restrict the logfile content to the time when the problem occurred in iteraplan.

- Tomcat log files: `catalina.out`, `localhost.log` and `localhost_access_log.[TIMESTAMP].txt`  
Typical location in the file system: Tomcat application path, sub-folder `logs`
- iteraplan log files: Either `iteraplan-[version].log` (for today) or `iteraplan-[version].log.[TIMESTAMP]` (for past days)  
Typical location in the file system: Often within the Tomcat `logs` folder

The exact location of the iteraplan logs is specified during installation, it can be found in the file `log4j.properties`.

## System Info Report

The System Info report provides detailed information about the system configuration of iteraplan. It can be created and downloaded via the GUI.

- On the start screen, click on `Administration and System`
- Click on `CREATE REPORT`
- Download the ZIP archive
- Add it to the support ticket

## Execute SQL Scripts

When the [SQL Console](#) is activated in your iteraplan instance, it is possible to execute database SQL scripts directly from the GUI. To activate the feature, see [here](#). Afterwards you can execute the script which the support crew have sent you.



Do not use the SQL Console unless you are instructed by the iteraplan support to do so - or know what you do. By using this console all data in iteraplan might be altered or lost irretrievably.