Find Minecraft logs and send useful troubleshooting details

Send the log from the time a problem happened so support can trace the cause. A screenshot of the final error line often misses the earlier message that explains it.

Collect the right information

Write down the time and timezone, the server name or ID, the Minecraft version and server software, and what you did before the error. Include whether players saw a disconnect, the game process stopped, or the panel itself failed to connect. Mention recent plugin, configuration or version changes.

Open or download the log

> CloudExa Files view with arrows to the logs folder and current directory
> CloudExa game panel, captured 9 November 2026. Browser-only example data; not a live customer server. 1: Open the logs folder in Files. 2: Confirm the /home/container location before choosing a log. Select the image to view it full size.

1. Sign in at game.cloudexa-hosting.com and select the affected server.
2. Open **Console** to read the current output. Capture the lines before the error as well as the error itself.
3. Open **File Manager**, then `logs`. On a typical Paper server, `latest.log` contains the current session. Open it to read the text, or use its menu's **Download** action.
4. If the server has restarted since the incident, look for the dated log from the relevant session. Older logs can use `.gz` compression. Download and extract a copy on your computer rather than editing the archive on the server.
5. If the server created a report under `crash-reports`, include the matching report with the log. Some failures never create a crash report.

Check before sharing

Logs can contain player IPs, chat, commands, connection strings or tokens printed by a plugin. Use a private support ticket. Redact secrets from a copy, preserve the surrounding error lines, and keep the original private. Do not post an entire configuration file or database password into a public chat.

Send a focused support request

Attach the log to a CloudExa support ticket and include the time, software versions and steps needed to reproduce the issue. For a panel communication error, include its request ID if shown. Keep the game log as well, even if the panel displays a separate error.

Avoid restarting over and over while collecting evidence. If you need to restart, download the relevant log first. If a plugin failed after installation, include its name and version; see the plugin installation checks. Ask support before deleting files or reinstalling to troubleshoot an unexplained crash.

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