



# MustGather: Read first for IBM App Connect Enterprise

## Troubleshooting

### Problem

You are experiencing a problem with App Connect Enterprise (ACE) and need assistance. This MustGather document explains how to generate diagnostic data needed by IBM Support to investigate an issue.

### Diagnosing The Problem

These diagnostics are commonly required for most ACE problems:

#### 1. Local Error Logs

The Unix syslog or Windows Application Event Log

- See: [Local Error Logs](https://www.ibm.com/docs/en/app-connect/13.0.x?topic=logs-local-error) (<https://www.ibm.com/docs/en/app-connect/13.0.x?topic=logs-local-error>)

#### 2. ACE Data Collector

Use the App Connect Enterprise Data Collector Script to capture your current ACE configuration/topology.

- See: [App Connect Enterprise Data Collector Script](http://www.ibm.com/support/docview.wss?uid=ibm10886323)

(<http://www.ibm.com/support/docview.wss?uid=ibm10886323>)

#### 3. Toolkit Workspace (or Integration Project files)

For Toolkit problems, provide the entire workspace (or the problematic Integration projects).

These can be easily backed up or exported:

- See: [Backing up the IBM App Connect Enterprise Toolkit workspace](https://www.ibm.com/support/knowledgecenter/SSTTDS_11.0.0/com.ibm.etools.mft.doc/an27100_.htm)

([https://www.ibm.com/support/knowledgecenter/SSTTDS\\_11.0.0/com.ibm.etools.mft.doc/an27100\\_.htm](https://www.ibm.com/support/knowledgecenter/SSTTDS_11.0.0/com.ibm.etools.mft.doc/an27100_.htm))

- See: [Integration Projects](https://www.ibm.com/support/knowledgecenter/SSTTDS_11.0.0/com.ibm.etools.mft.doc/bc23170_.htm)

([https://www.ibm.com/support/knowledgecenter/SSTTDS\\_11.0.0/com.ibm.etools.mft.doc/bc23170\\_.htm](https://www.ibm.com/support/knowledgecenter/SSTTDS_11.0.0/com.ibm.etools.mft.doc/bc23170_.htm))

#### 4. Traces

For runtime issues, product tracing can be used to gain a better understanding of the problem.

- An Integration Server [user level trace](https://www-01.ibm.com/support/docview.wss?uid=ibm10886601) (<https://www-01.ibm.com/support/docview.wss?uid=ibm10886601>) is intended to assist users with understanding how their applications are processed.
- An Integration Server [service level trace](http://www.ibm.com/support/docview.wss?uid=ibm10886367) (<http://www.ibm.com/support/docview.wss?uid=ibm10886367>) is intended to be provided to IBM Support to investigate an issue with an Integration Server.

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- For other traces, see: [App Connect Enterprise and IBM Integration Bus traces](https://www.ibm.com/support/docview.wss?uid=swg27013040)  
([https://www-01.ibm.com/support/docview.wss?uid=swg27013040](https://www.ibm.com/support/docview.wss?uid=swg27013040))

## Problem Specific Mustgather

See these pages for additional information, Mustgather, and Troubleshooting steps for specific issues with App Connect Enterprise (ACE):

- [ACE MustGather: Global Cache](https://www.ibm.com/support/pages/node/7252109) (<https://www.ibm.com/support/pages/node/7252109>)
- [ACE MustGather: Hangs](https://www.ibm.com/support/pages/node/7251630) (<https://www.ibm.com/support/pages/node/7251630>)
- [ACE MustGather: Performance](https://www.ibm.com/support/pages/node/7249051) (<https://www.ibm.com/support/pages/node/7249051>)

## Related Information

[ACE 13 Documentation: Troubleshooting and support](https://www.ibm.com/docs/en/app-connect/13.0.x?topic=software-troubleshooting-support)

(<https://www.ibm.com/docs/en/app-connect/13.0.x?topic=software-troubleshooting-support>)

[WMB/IIB MustGather: Read first for IBM Integration Bus and WebSphere Message Br...](https://www.ibm.com/support/pages/node/340701)

(<https://www.ibm.com/support/pages/node/340701>)

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## Document Information

### More support for:

[IBM App Connect Enterprise](https://www.ibm.com/mysupport/s/topic/OTO500000002JCnGAM) (<https://www.ibm.com/mysupport/s/topic/OTO500000002JCnGAM>)

### Software version:

All Versions

### Operating system(s):

AIX, Linux, Windows

### Document number:

959461

### Modified date:

03 December 2025

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