



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)
- 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)

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-01.ibm.com/support/docview.wss?uid=swg27013040)

(<https://www-01.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>)

[WMB/IIB MustGather: Read first for IBM Integration Bus and WebSphere Message Br...](#)

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

Document Information

More support for:

[IBM App Connect Enterprise](#) (<https://www.ibm.com/mysupport/s/topic/0TO500000002JCnGAM>)

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All Versions

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