

How to Generate a Support.zip File

Last Modified on 03/05/2024 4:21 am EST

This article describes how to generate a support.zip file. This file helps to troubleshoot any problem you may encounter with the synchronization.

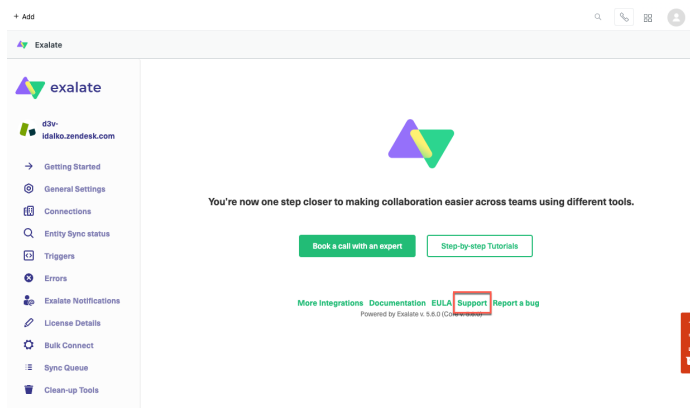
The support.zip file contains:

Jira Server	Jira Cloud	HP QC/ALM	Zendesk	GitHub	Servicenow	Azure DevOps	S
atlassian-jira.log		hpqcnod.log					
exalate.log	jcloudnode.log	External Exalate scripts library					
External Exalate scripts library	External Exalate scripts library	Exalate database tables, related to the Exalate app	Exalate database tables, related to the Exalate app	Exalate database tables, related to the Exalate app	Exalate database tables, related to the Exalate app	Exalate database tables, related to the Exalate app	
Jira database tables, related to the Exalate app	Exalate database tables, related to the Exalate app	(See note below)					

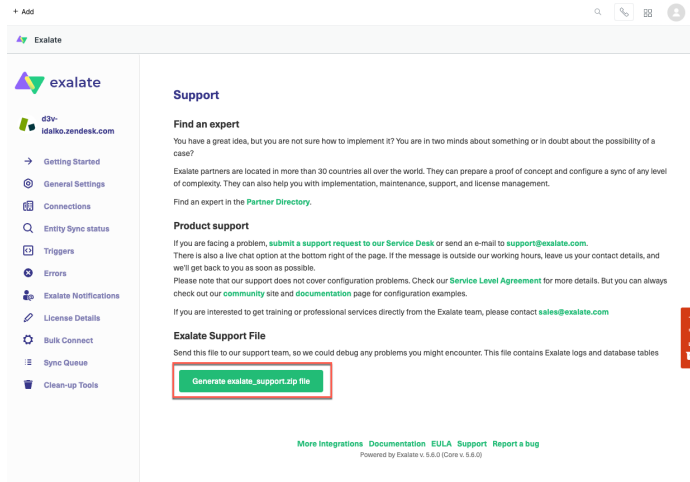
Warning: We are moving Exalate for HP QC/ALM into basic maintenance mode. This transition period will last until November 2024, after which support will be halted completely. For more information, please see <https://exalate.com/blog/end-of-support-hp/>.

Please follow the steps listed below to generate the support.zip file

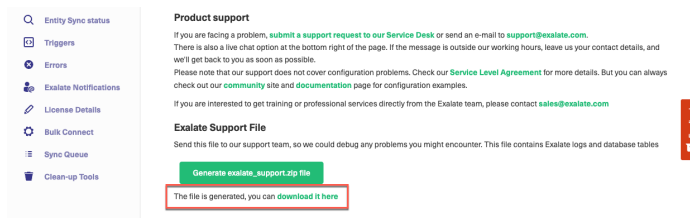
1. Navigate to **Exalate** Console
2. Select any tab in the **Exalate admin menu**, for example, Getting Started
3. Click **Support** at the bottom of the page



4. Click **Generate exalate_support.zip** file



5. Download the file



Now you can attach the downloaded zip file to your support request. Our support engineer will use it to help you fix the issues you're facing.

Jira On-Premise

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Problem downloading the support zip (on Jira Server/Datacenter)
The file can be found under <jira_home>/export/jiranode-support-zip