

How to Generate a Support.zip File

Last Modified on 09/05/2025 3:16 pm EDT

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:

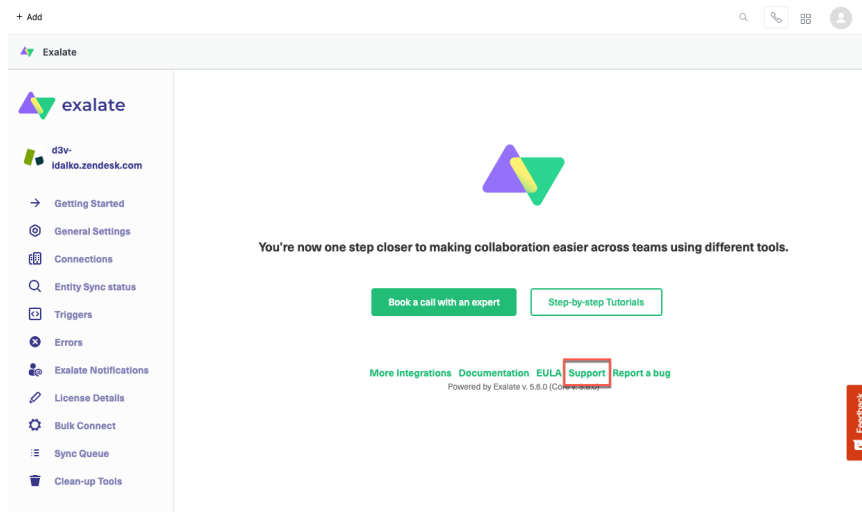
Jira Server	Jira Cloud	HP QC/ALM	Zendesk, GitHub, ServiceNow, Azure DevOps, Azure Server, Salesforce, Freshdesk, Freshservice
atlassian-jira.log exalate.log External Exalate scripts library Jira database tables, related to the Exalate app	jcloudnode.log External Exalate scripts library Exalate database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

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/>.

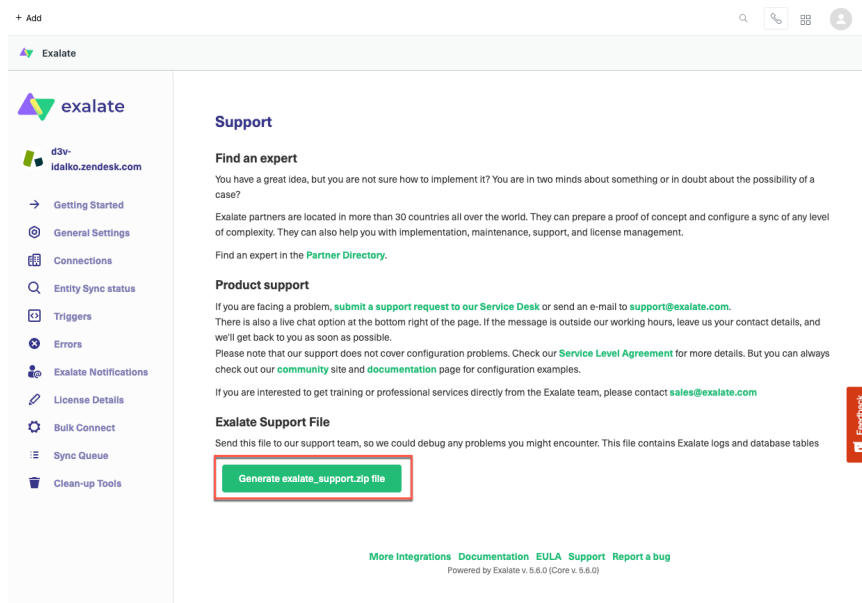
Please follow the steps listed below to generate the support.zip file

1. Navigate to **Exalate** Console
2. Select any tab in the **Exalate admin menu**, for example, Getting Started

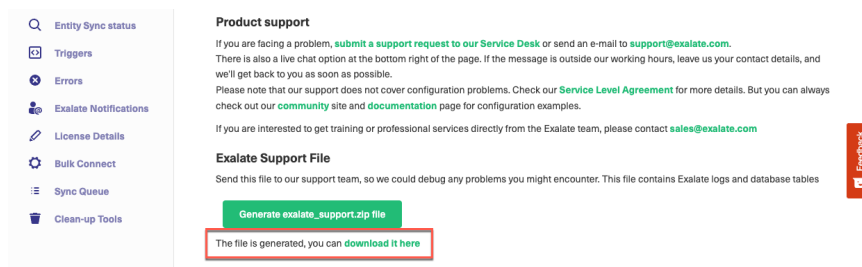
3. Click **Support** at the bottom of the page



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

Product

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Problem downloading the support zip (on Jira Server/Datacenter)

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The file can be found under <jira_home>/export/jiranode-support-zip

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