

# Support

Last Modified on 01/15/2026 2:17 pm EST

## Need Help? Our Support Team is Eager to Help You!

Our world-class support team is always ready to help with your next project and to provide answers to any questions you might have.

We're eager to help you with your synchronization setup and to show you ways to best customize it to your needs.

For any questions regarding Support, please check our [Standard Service Level Agreement](#).

Also, check our [DATA SECURITY AND PRIVACY STATEMENT](#) and [Data Processing Agreement](#).

## Service Desk or Email

You can [submit a support request](#) to our Service Desk directly. Alternatively, you can send an email to [support@exalate.com](mailto:support@exalate.com). This will create an issue on our JIRA Service Desk, allowing for further tracking.

### How to Submit Files Larger Than 100MB?

It can happen that you have to upload a log file larger than 100 MB. In this case, you're welcome to use the wetransfer service to transfer files larger than 100 MB, in case no alternatives exist. For more information, please go to <https://wetransfer.com/>.

## Live Chat

Check the live chat option at the bottom right. If you reach us outside of business hours, please leave us your contact details and we'll respond as soon as possible.

## Support.zip File

Starting from the 4.3 version, you can generate a support.zip file.

This file helps our support team debug any problem you might encounter.

What's included:

Jira On-premise	Jira Cloud	GitHub	Zendesk	ServiceNow	
<ul style="list-style-type: none"><li>atlassian-jira.log</li><li>exalate.log</li><li>External Exalate scripts library</li><li>Jira database tables, related to the Exalate app</li></ul>	<ul style="list-style-type: none"><li>jcloudnode.log</li><li>issue_tracker.log</li><li>External Exalate scripts library</li><li>Exalate app database</li></ul>	<ul style="list-style-type: none"><li>githubnode.log</li><li>issue_tracker.log</li><li>External Exalate scripts library</li><li>Exalate app database</li></ul>	<ul style="list-style-type: none"><li>zendesknnode.log</li><li>issue_tracker.log</li><li>External Exalate scripts library</li><li>Exalate app database</li></ul>	<ul style="list-style-type: none"><li>snownode.log</li><li>issue_tracker.log</li><li>External Exalate scripts library</li><li>Exalate app database</li></ul>	<ul style="list-style-type: none"><li></li><li></li><li></li><li></li></ul>

Check the guide on [how to generate a support.zip file](#).

[API Reference](#) 

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