

How to Generate a Support.zip File

Last Modified on 02/17/2026 11:58 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.

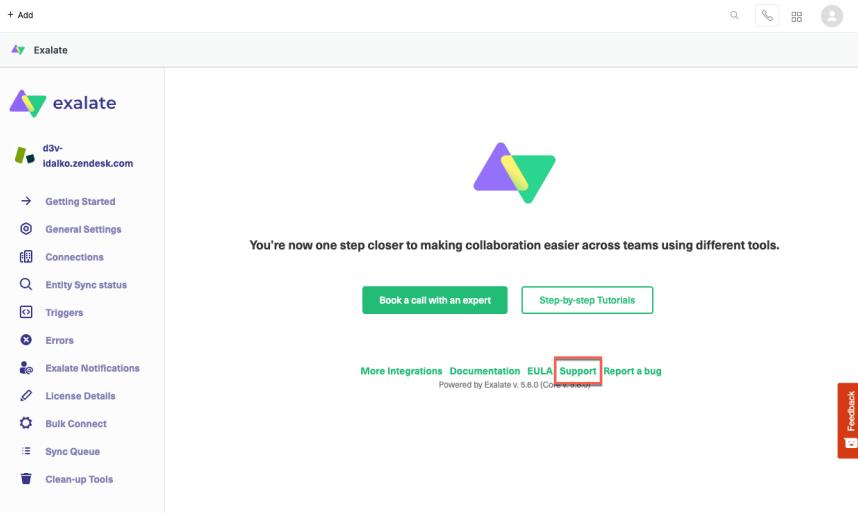
The support.zip file contains:

Jira Server	Jira Cloud	Zendesk, GitHub, ServiceNow, Azure DevOps, Azure Server, Salesforce, Freshdesk, Freshservice
<ul style="list-style-type: none">atlassian-jira.logexalate.logExternal Exalate scripts libraryJira database tables, related to the Exalate app	<ul style="list-style-type: none">jcloudnode.logExternal Exalate scripts libraryExalate database tables, related to the Exalate app	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/>.

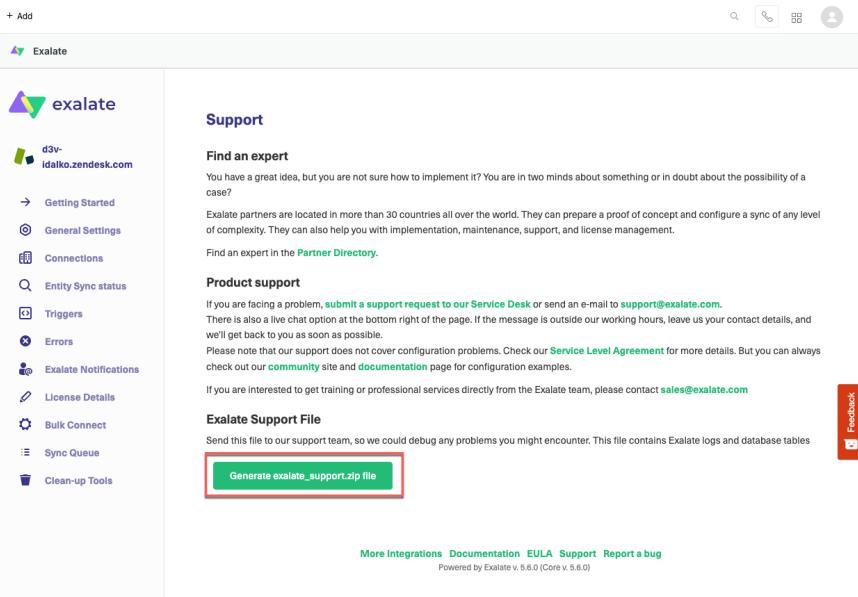
Please follow the steps listed below to generate the support.zip file

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



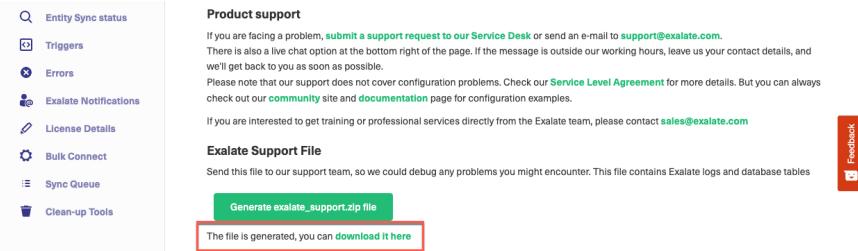
The screenshot shows the Exalate dashboard. On the left, there is a sidebar with various menu items: + Add, Exalate, d3v-idalko.zendesk.com, Getting Started, General Settings, Connections, Entity Sync status, Triggers, Errors, Exalate Notifications, License Details, Bulk Connect, Sync Queue, and Clean-up Tools. The main content area features a large purple Android-like icon with the text 'You're now one step closer to making collaboration easier across teams using different tools.' Below the icon are two buttons: 'Book a call with an expert' and 'Step-by-step Tutorials'. At the bottom of the main area, there are links for 'More Integrations', 'Documentation', 'EULA', 'Support' (which is highlighted with a red box), and 'Report a bug'. The footer indicates 'Powered by Exalate v. 5.6.0 (Core v. 5.6.0)'.

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



The screenshot shows the 'Support' page of the Exalate dashboard. The sidebar on the left is identical to the main dashboard. The main content area is titled 'Support' and contains sections for 'Find an expert' and 'Product support'. The 'Product support' section includes text about submitting support requests and a 'Generate exalate_support.zip file' button, which is highlighted with a red box. At the bottom of the page, there are links for 'More Integrations', 'Documentation', 'EULA', 'Support' (highlighted with a red box), and 'Report a bug'. The footer indicates 'Powered by Exalate v. 5.6.0 (Core v. 5.6.0)'.

5. Download the file



The screenshot shows the 'Support' page of the Exalate dashboard. The sidebar on the left is identical to the main dashboard. The main content area is titled 'Support' and contains sections for 'Product support' and 'Exalate Support File'. The 'Exalate Support File' section includes text about sending the file to support and a message stating 'The file is generated, you can download it here', which is highlighted with a red box. At the bottom of the page, there are links for 'More Integrations', 'Documentation', 'EULA', 'Support' (highlighted with a red box), and 'Report a bug'. The footer indicates 'Powered by Exalate v. 5.6.0 (Core v. 5.6.0)'.

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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