

# 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.

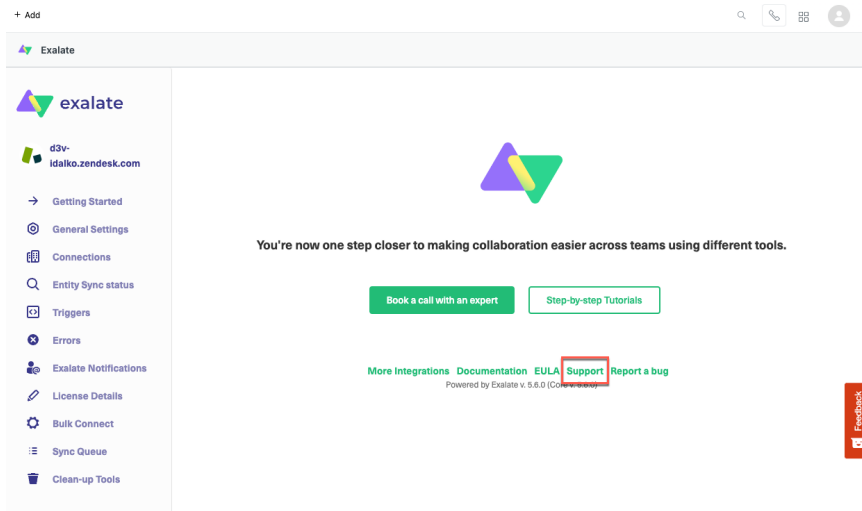
The support.zip file contains:

Jira Server	Jira Cloud	Zendesk, GitHub, Servicenow, Azure DevOps, Azure Server, Salesforce, Freshdesk, Freshservice
<ul style="list-style-type: none"><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>External Exalate scripts library</li><li>Exalate database tables, related to the Exalate app</li></ul>	Exalate database tables, related to the Exalate app

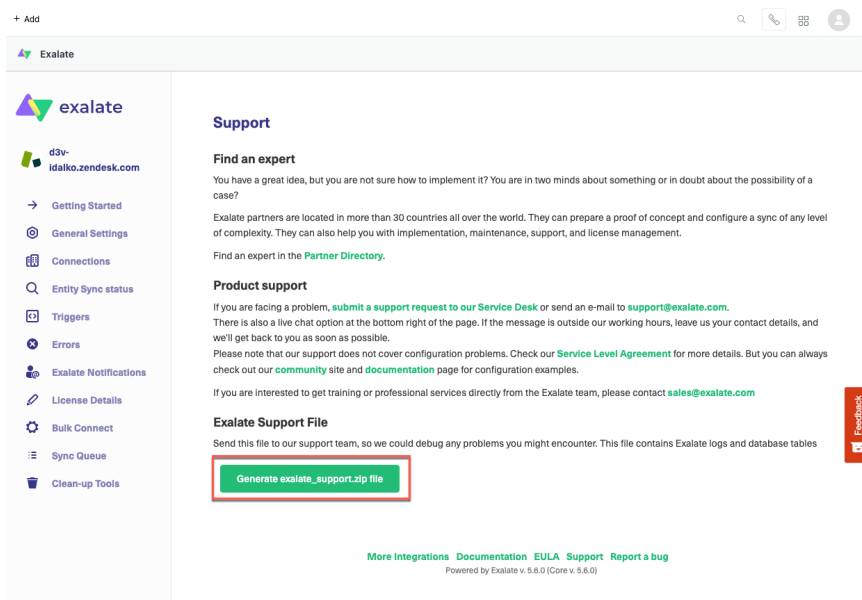
**Warning:** We are moving Exalate for HP QC/ALM into basic maintenance mode. This transition period will last until November 2024, after which support will be halted completely. For more information, please see <https://exalate.com/blog/end-of-support-hp/>.

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

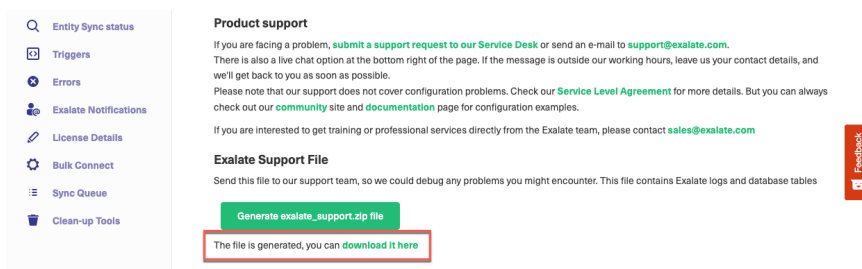
1. Navigate to **Exalate** Console
2. Select any tab in the **Exalate admin menu**, for example, Getting Started
3. Click **Support** at the bottom of the page



#### 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)

[Release History](#) <sup>?</sup>

The file can be found under <jira\_home>/export/jiranode-support-zip

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