

How to Generate a Support.zip File

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

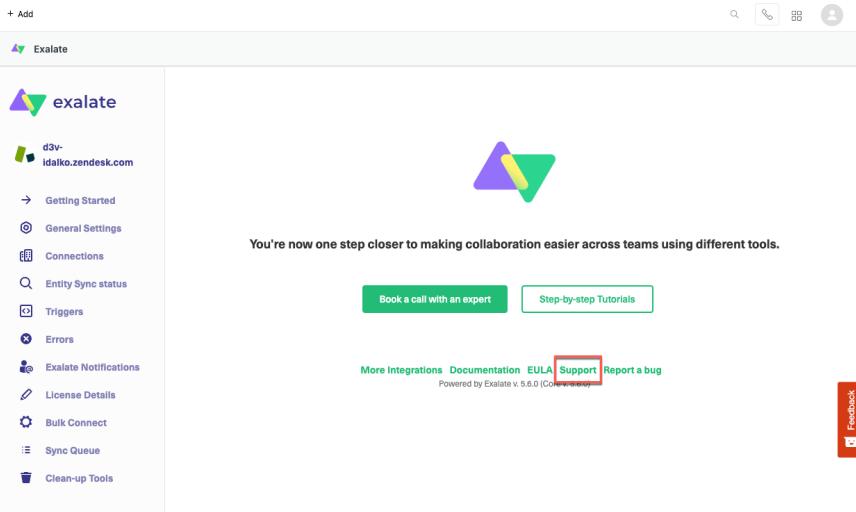
Jira Server	Jira Cloud	HP QC/ALM	Zendesk, GitHub, ServiceNow, Azure DevOps, Azure Server, Salesforce, Freshdesk, Freshservice
atlassian-jira.log exalate.log External Exalate scripts library Jira database tables, related to the Exalate app	jcloudnode.log External Exalate scripts library Exalate database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

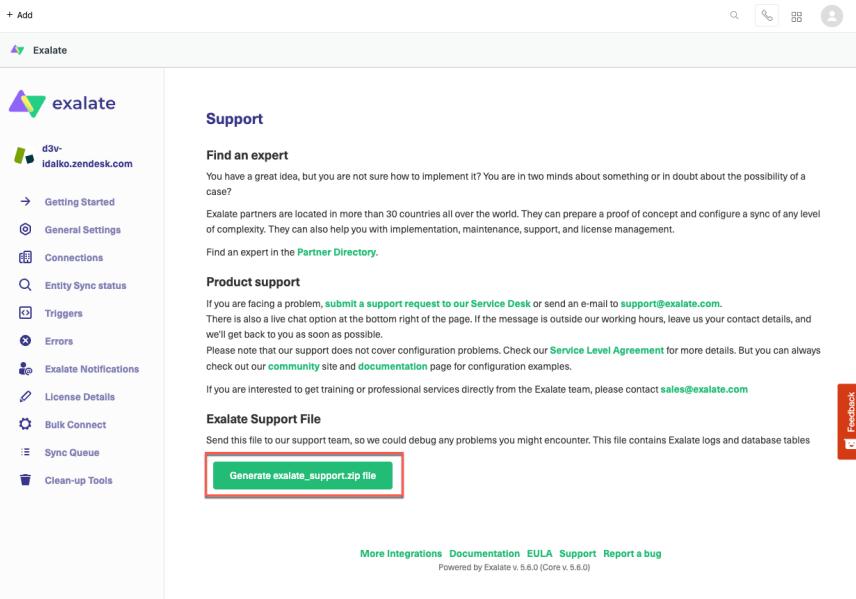
1. Navigate to **Exalate** Console
2. Select any tab in the **Exalate admin menu**, for example, Getting Started

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



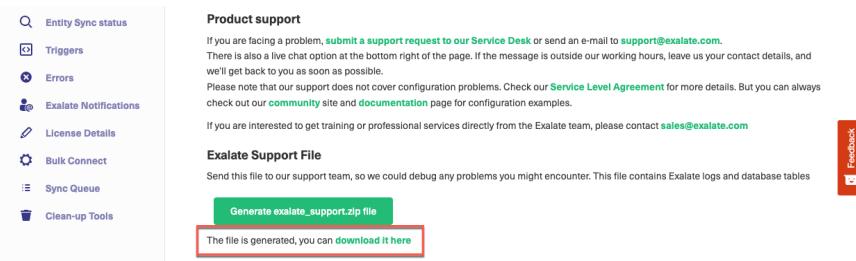
The screenshot shows the Exalate dashboard. On the left, there is a sidebar with various menu items: '+ Add', 'Exalate', 'd3v-idalko.zendesk.com', 'Getting Started', 'General Settings', 'Connections', 'Entity Sync status', 'Triggers', 'Errors', 'Exalate Notifications', 'License Details', 'Bulk Connect', 'Sync Queue', and 'Clean-up Tools'. The 'Support' tab is highlighted with a red box. The main content area features a large purple and green triangle logo with the text 'You're now one step closer to making collaboration easier across teams using different tools.' Below the logo are two buttons: 'Book a call with an expert' and 'Step-by-step Tutorials'. At the bottom of the page, there are links for 'More Integrations', 'Documentation', 'EULA', 'Support' (which is also highlighted with a red box), and 'Report a bug'. The page is 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. On the left, there is a sidebar with the same menu items as the dashboard. The main content area is titled 'Support' and contains sections for 'Find an expert', 'Product support', and 'Exalate Support File'. The 'Exalate Support File' section includes a note about sending the file to the support team for debugging. A red box highlights the 'Generate exalate_support.zip file' button. At the bottom of the page, there are links for 'More Integrations', 'Documentation', 'EULA', 'Support' (which is also highlighted with a red box), and 'Report a bug'. The page is powered by Exalate v. 5.6.0 (Core v. 5.6.0).

5. Download the file



The screenshot shows the 'Support' page again. The sidebar and 'Support' section are visible. A red box highlights a message at the bottom of the page: 'The file is generated, you can download it here'. The rest of the page content is identical to the previous screenshot.

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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