

# (Support zip) ?

1. .

Jira	Administration(, ) > System > Troubleshooting and support tools (under System support)
Confluence	Administration(, ) > General Configuration > Troubleshooting and support tools (under Administration)
Bitbucket	Administration(, ) > Administration > Troubleshooting and support tools (under Support)
Bamboo	Administration(, ) > Overview > Support Tools (under System)
Crowd	Administration(, ) > Support Tools
FishEye / Crucible	Administration(, ) > Support Tools (under System Settings)

## FAQ

[\(Support zip\) ?](#)

[HAR ?](#)

[Internet explorer .](#)

2. Support Zip .

Support Zip . ( )

Support Zip .

Support Zip .

### Troubleshooting and support tools

Identify, diagnose and solve problems with your instance by running the health checks and log analyser. If you need more help, contact Atlassian Support using the support request form.

[Instance health](#) **1** [Log analyzer](#) [Get help](#) [Create support zip](#)

#### Create support zip

[Customize zip](#) **1**

Export logs, configuration files and other useful information about your site for troubleshooting or as a historical snapshot. Our support team may ask you to provide this support zip file when you raise a support request.

If you need to send your zip to our Support team, either attach it to your support request, or upload it to <https://transfer.atlassian.com> if it's over 250MB.

Node1

Create zip

**2**

Node2

Download zip

**3**

✓

Your support zip is ready to download. It was saved to  
\\sharedhome\export\Confluence\_node2\_support\_2018-09-07-13-10-00.zip



Create a Support Zip | Atlassian Support | Atlassian Documentation