

Getting Support

Overview

JFrog provides SLA-based support for Pro and Enterprise licensing tiers.

To request support:

1. Create a Mission Control and/or Platform support bundle using the **Create a Support Bundle** and **Create a Platform Support Bundle** REST APIs with the relevant information.
2. Log in to the JFrog Support Portal to open a support ticket and attach the support bundle.

The support bundle can include up to 4 zip files, one for each supported microservice and is saved on Mission Control Authentication Provider Artifactory service, in the support bundle repository (supported for Artifactory version 6.8 and above, see version matrix below).



Want to save time? Mission Control allows you to create a single support information bundle for all registered services using the **Create a Platform Support Bundle**.

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Support bundle version matrix

Mission Control	Authentication Provider Artifactory	Support Bundle location
version 3.5	version 6.8	Support Bundles Repository
version 3.5	< version 6.8	Mission Control Home Directory
< version 3.5	-	<i>jfrog-admin-support-bundle</i> repo in Authentication Provider Artifactory service

Collecting a Support Bundle

The support bundle provides a variety of options to select what information is included in the bundle you provide JFrog support.

System info	Provides information about your system including system information (Operating system info, system memory, and environment variables), and JVM information..
Configuration files	Provides configuration files that affect Mission Control functionality.
System logs	<p>If checked, system logs are included in the information bundle. You may specify the time span for which system logs should be included.</p> <div><p> Date range</p><p>Date range considers files according to the time stamp present in the file name, not by its contents.</p></div>
Thread dump	Mission Control will create a thread dump for all running threads. By default a single thread dump is created, however, to get a picture of how data may change over time, you can request several thread dumps separated by a specified time interval with the Number of Thread Dumps and Interval fields.

REST API

JFrog Mission Control REST API provides the following endpoints you can use to work with information support bundles:

Mission Control service support bundle

Create Support Bundle	Create a new support information bundle
List Support Bundles	Lists previously created bundle currently stored in the system
Get Support Bundle	Downloads a previously created bundle currently stored in the system
Delete Support Bundle	Deletes a previously created bundle from the system.
Get Details	Downloads a support bundle as a ZIP file.

Platform support bundle for multiple services

Create Platform Support Bundle	Create a new platform support information bundle
List Platform Support Bundles	Lists previously created platform bundle currently stored in the system
Get Platform Support Bundle	Downloads a previously created platform bundle currently stored in the system
Delete Platform Support Bundle	Deletes a previously created platform bundle from the system.
Get Details	Downloads a platform support bundle as a ZIP file.