

Getting Support

Overview

JFrog provides SLA based support for Pro X, Enterprise and Enterprise+ licensing tiers. If you have purchased one of these tiers you may contact JFrog support through the JFrog Support Portal. In most cases, JFrog support will require some initial information about your system and relevant log files. In order to expedite handling of your issue, Artifactory lets you generate all the initially required information in the **Admin** module **Support Zone** screen. When opening a support ticket, you can attach the information bundle to expedite handling of your issue.



Artifactory OSS and Pro users

If you are running Artifactory on an OSS license, and therefore do not have access to JFrog Support Portal, you may visit [JFrog website support page](#) to access the Artifactory Community Forum.



Availability

Support Zone is only available for Artifactory on-prem installations.

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Requesting Support

To request support:

1. Create a new support bundle with the relevant information
2. Open a support ticket with the information bundle attached in the [JFrog Support Portal](#).



What should I include?

Unless you are sure about the information JFrog support will need in order to address your issue, we recommend providing all items in the support bundle you upload.



Artifactory HA

A support bundle for an Artifactory HA installation contains information for all nodes in the cluster.



Resource intensive operations

Note that creating a **Thread dump** and **System logs** may be resource intensive operations and may create large information bundles.

Creating a support bundle

To create a new support bundle, in the **Admin** module, go to **Advanced | Support Zone**, and click "Create New Bundle".

Jfrog Artifactory Help Welcome, admin

Support Bundles

[+ Create New Bundle](#)

2 Bundles

Filter

1 out of 1

Name	Description	Create Date	Status
Support ticket 2	case number #2136	2019-02-13 10:39:36 +0200	Success
Support ticket 1	case number #2345	2019-02-12 12:41:34 +0200	Success

Once you have checked all the information items you wish to include in your information bundle, click "Create" to create the bundle.

Create New Support Bundle

Support Bundle Name *

Support Bundle Description

Configuration Files

System Info

Logs

Date Span

Thread Dump

Number of Thread Dumps Interval (Milliseconds)

Config uration files	If checked, provides configuration files that affect Artifactory's functionality.
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System info	If checked, provides information about your system including storage, system properties, JVM information and plugin status. For details please refer to System Information.
Logs	<p>If checked, system logs are included in the support bundle. You may specify the time span for which system logs should be included.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>i Date span</p> <p>Date span considers files according to the time stamp present in the file name, not by its contents.</p> </div>
Thread Dump	If checked, Artifactory 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.

Support Bundles Repository

The support bundle repository stores all created bundles. Once a support bundle is created, it will be saved to the new default *jfrog-support-bundles* system repository for any future reference.

**Available from Artifactory version 6.8.*

The screenshot displays the Jfrog Artifactory web interface. At the top, there is a green header with the Jfrog logo and 'Artifactory' text. Below the header, the main content area is titled 'Artifact Repository Browser'. On the left, a sidebar contains navigation icons. The main area shows a tree view of repository contents, with 'jfrog-support-bundle' selected. The right-hand side of the interface shows a detailed view of the selected bundle, including its name, package type, repository path, layout, and creation time.

REST API

Artifactory REST API provides the following endpoints you can use to work with information bundles:

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.