

Configure Support Bundling

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When a job succeeds or fails, you can optionally download the log files associated with the job. Optionally, this download bundle can include configuration files and service logs to assist in debugging job issues.

Tip: This feature is recommended. The optional support bundle includes files that *Trifacta Support* is likely to require during the support process. See below details related to security.

Security:

- Optionally, you can enable the application of encryption to sensitive data in the configuration files. See *Enable encryption* below.
- You can configure the specific files that you wish to include or exclude.

Enable

This feature is enabled by default.

Steps:

1. You can apply this change through the *Admin Settings Page* (recommended) or `trifacta-conf.json`. For more information, see *Platform Configuration Methods*.
2. Locate the following parameter and set it to `true`:

```
"supportBundle.enabled": true,
```

3. Save your changes and restart the platform.

NOTE: Log files that are configured for JSON output format cannot be included in the support bundle. For more information on disabling JSON output in service logs, see *Configure Logging for Services*.

Enable encryption

You can enable the encryption of the support bundle contents. When encryption is enabled:

- Administrators still download a clear-text version of the support bundle.
- End-users can download an encrypted version of the support bundle. This encrypted version can be delivered to *Trifacta Support* to assist in debugging of issues.

As needed, you can insert the public key to apply to the encryption.

NOTE: If you do not have the Trifacta public key, please contact *Trifacta Support*.

Steps:

1. You can apply this change through the *Admin Settings Page* (recommended) or `trifacta-conf.json`.
For more information, see *Platform Configuration Methods*.
2. Set the following parameters:

Parameter	Description
<code>supportBundle.encryption.enabled</code>	Set to <code>true</code> to enable encryption of downloaded files.
<code>supportBundle.encryption.publicKey</code>	Click Edit to paste in the public key value to use for encryption.

3. Save your changes and restart the platform.

Configure Bundle Contents

You can configure the contents of the support bundle using the following parameters.

Steps:

1. You can apply this change through the *Admin Settings Page* (recommended) or `trifacta-conf.json`.
For more information, see *Platform Configuration Methods*.
2. Set the following sizing parameters:

Parameter	Description
<code>supportBundle.files.maxNumberOfArchiveFiles</code>	Specifies the maximum number of archive files of the primary platform configuration file <code>trifacta-conf.json</code> to include. Whenever this configuration file is saved, a new archive version is created.
<code>supportBundle.files.maxFileSizeInBytes</code>	Limits the maximum size in bytes of each file in the bundle. Default is 1000000 (about 1MB). <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;">NOTE: Files that exceed this maximum size are truncated at the limit. For log files, older entries are lost.</div>

3. Review and configure the files to include in the bundle. For more information on these files, see *Support Bundle Contents*.

Parameter	Description
<code>supportBundle.files.staticFiles</code>	Comma-separated list of paths to the static configuration files to include. Paths are relative to <code>topOfTree</code> .

supportBundle.files. serviceLogs	Comma-separated list of service log files to include. Paths are relative to the following directory: <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"><code>/opt/trifacta/logs</code></div> For more information on these files, see <i>Configure Logging for Services</i> .
supportBundle.files. confFiles	Comma-separated list of configuration files to include in the bundle. Paths are relative to the following directory: <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"><code>/opt/trifacta/conf</code></div> Some of these files pertain to the web server that serves the Trifacta application. If the Trifacta platform is connected to a Hadoop-based running environment, Hadoop configuration files can be included as well. See <i>Support Bundle Contents</i> .

4. Save your changes and restart the platform.

Logging

- **Unable to download logs:** See `webapp.log`.
- **Problems generating the support bundle:** If there are issues generating a support bundle, the ZIP file contains an `errors.txt` file to provide additional information.