

Support Bundle Contents

Contents:

- *Job Logs*
 - *cdf script*
 - *job.log*
 - *photon flags file*
 - *photon cli info file*
 - *photon cli log info file*
 - *Support Bundle*
 - *conf files folder*
 - *configuration service folder*
 - *service logs folder*
 - *version.txt*
 - *Binary files*
-

When you download job log files, the following contents may be included in the exported support bundle.

Example ZIP contents:

- 75 - job log folder
- 76 - job log folder
- support-bundle - support bundle folder

Tip: If the support bundle contents fails to generate, please review `log-bundle-creation-errors.txt` for details, which is located inside the `support-bundle` folder.

Job Logs

When you execute a job, it is broken down into individual for each phase of the process. There may be separate folders for each of the following processes:

- **Ingest:** Data is ready into the platform from the sources.
- **Convert:** Some imported datasets must be converted from their source format to a format that is natively readable by the product. Typically, these jobs convert binary files into CSVs for use.

NOTE: The files generated during Convert jobs are retained only for the duration of job execution, after which they are purged.

- **Transform:** All recipes in the job are executed at scale against datasources.
- **Profile:** Results of the transformation are profiled, if profiling has been enabled for the job.
- **Publish:** Results are written to the specified output locations and formats.

cdf script

This file contains the script that is passed to the running environment to transform your dataset.

NOTE: This script is in a compiled language that is passed to the running environment for job execution. It is not in Wrangle and is not intended for user consumption.

Example filenames(s):

```
cdf-script-7932315341561207019.py
```

job.log

Log file for the specific job.

Example filenames(s):

```
job.log
```

photon flags file

This file identifies the settings used by the Photon running environment during job execution.

Example filenames(s):

```
photon-3840706514533636937.flags
```

photon cli info file

Location and format of the log files for the instance of Photon where the job was executed.

Example filenames(s):

```
photon-cli.bin.INFO
```

photon cli log info file

Location and format of the log files for the instance of Photon where the job was executed.

Example filenames(s):

```
photon-cli.bin.ip-10-0-0-9.us-west-2.compute.internal.trifacta.log.INFO.20191101-234021.16850
```

Support Bundle

When support bundling is enabled, the following folders and files are included in the download. Support bundling is enabled by default.

NOTE: Log files that are configured for JSON output format cannot be included in the support bundle.

NOTE: You can disable or configure the contents of the support bundle. For more information, see *Configure Support Bundling*.

conf files folder

Current version and archived versions of

`trifacta-conf.json`

, the core platform configuration file. If the platform is connected to a Hadoop cluster, additional cluster configuration files are retrieved from the local Trifacta node and included in the support bundle.

Example filenames(s):

```
archives/trifacta-conf.json_2019-11-01T073409Z
archives/trifacta-conf.json_20191024-000_2019-11-01T073419.404Z
archives/trifacta-conf.json_20191024-000_2019-11-01T073435.390Z
```

configuration service folder

Configuration files extracted from the configuration service, which governs configuration at the system, workspace, and user level.

Example filenames(s):

```
actual-settings.json
default-settings.json
system-overrides.json
user-overrides.json
workspace-overrides.json
workspace-tier-overrides.json
```

service logs folder

Log files for services of Trifacta.

Example filenames(s):

```
artifact-storage-service.log
batch-job-runner.log
configuration-service.log
```

For more information on these log files, see *System Services and Logs*.

version.txt

Build number of the software from which this bundle was downloaded.

Example filenames(s):

```
version.txt
```

Binary files

The following files are stored in binary format and not intended for customer consumption.

Example filename(s):

```
iv.data  
key.data.enc  
support-bundle.zip.enc
```