

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 *Alteryx 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*.

Disable encryption

By default:

- For end users, encryption is enabled.
- For admin users, encryption is always disabled.

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 *Alteryx 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 *Alteryx 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>false</code> to disable encryption of downloaded files for end-users.
<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.

Disable support bundle UI

By default, Trifacta Self-Managed Enterprise Edition includes two dialogs for downloading logs. To access, select **Help menu > Download logs**.

- For more information on the admin version, see *Admin Download Logs Dialog*.
- For more information on the user version, see *Download Logs Dialog*.

NOTE: Data in the logs downloaded through the admin version is always unencrypted. Data downloaded through the user version is encrypted but can be unencrypted (see below).

As needed, you can disable one or both of these dialogs:

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 parameters and set one or both of them to `false`:

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

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
supportBundle.files.maxNumberOfArchiveFiles	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.
supportBundle.files.maxFileSizeInBytes	Limits the maximum size in bytes of each file in the bundle. Default is 1000000 (about 1MB). NOTE: Files that exceed this maximum size are truncated at the limit. For log files, older entries are lost.

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

Parameter	Description
supportBundle.files.staticFiles	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: <pre>/opt/trifacta/logs</pre> 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: <pre>/opt/trifacta/conf</pre> 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> .

- 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.