

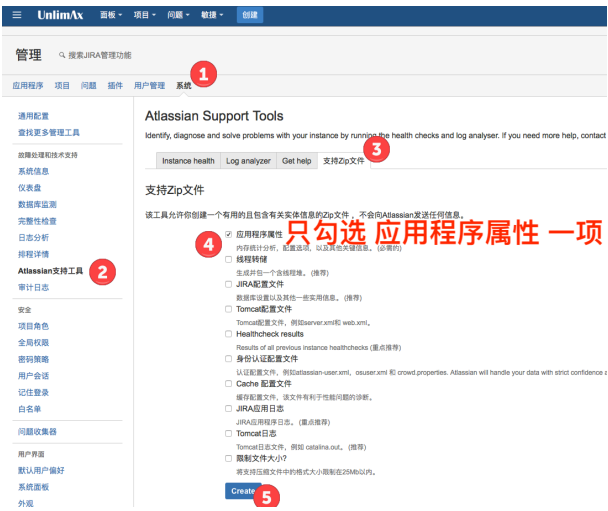
如何获取 Atlassian 产品 基本信息

🟢 我们需要了解您现在使用的 Atlassian 产品的基本信息才能评估升级、迁移工作量。

JIRA

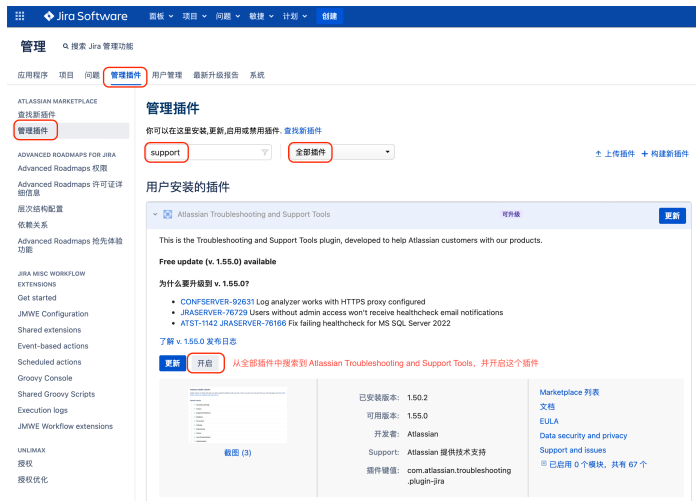
Your browser does not support the HTML5 video element

🟢 如果视频无法观看，请以管理员身份登录 JIRA，点击右上角 齿轮 图标 > 系统，然后按照下面图示步骤生成 信息文件。





如果找不到 Atlassian 支持工具，或 Atlassian Support Tools 菜单，有可能是管理员禁用了这个插件，请按照下面截图中的方法，开启这个插件



Confluence

Your browser does not support the HTML5 video element

BitBucket / Bamboo / Crowd(2.11版本以后)

1. Bamboo [blocked URL](#) > Overview > Support Tools (在 System 中)
2. Bitbucket [blocked URL](#) > Administration > Troubleshooting and support tools (在 Support 中)
Bitbucket Mirror [blocked URL](#) > Administration > Troubleshooting and support tools - [Mirror] (在 Support 中)
3. Crowd (2.11以后版本) [blocked URL](#) > Support Tools

4. 在管理员界面中选择 “Troubleshooting and support tools” ，然后选择"Create support zip"

Troubleshooting and support tools

Identify, diagnose and solve problems with your instance by running the health checks and log analyzer. If you n

Log analyzer System Information Get help Create support zip

Create support zip

Export logs, configuration files and other useful information about your site for troubleshooting or as a historical snapshot. Our support team may ask you to provide this support zip file when you raise a support request.

If you need to send your zip to our Support team, either attach it to your support request, or upload it to <https://transfer.atlassian.com> if it's over 250MB.

Bitbucket

Create zip

5. 选择 “Customize zip” ，选中下面两项后保存。

Customize zip

Application properties (Includes memory statistics, system settings, and other configurations) will always be included in your Support Zip.

- ☒ Limit file sizes
Limit size of files to 25mb
- ☒ Bitbucket configuration
Includes bitbucket.properties
- ☐ Bitbucket application logs
Includes logs contained in the home directory
- ☐ Authentication configuration
Includes atlassian-user.xml, osuser.xml, crowd.properties
- ☐ Thread dumps
Generates three thread dumps for performance analysis

Save

Cancel

6. 点击 “Create zip” ，生成zip 文件。

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Bitbucket

Create zip

7. 点击 “Download zip”，下载zip 文件。

Troubleshooting and support tools

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[Log analyzer](#) [System Information](#) [Get help](#) [Create support zip](#)

Create support zip

[Customize zip](#)

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Bitbucket

[Download zip](#)

✓ **Your support zip is ready to download.** It was saved to /var/atlassian/application-data/bitbucket/shared/export/Bitbucket_support_2020-06-22-14-22-33.zip.

