

Gathering important information and getting help

We want to be sure that you have the best possible experience installing and using our product. However, it is difficult to plan for every possible customer environment. We realize that you may have infrastructure that is unique to you. When our product does not perform in your environment, you can get help through several avenues.

Contact your account representative

When you received your license for Flow Enterprise, it was sent to you by your account representative. If you need help beyond what the wiki gives you, please reach out to them and they will help you answer your questions.

Email

You can e-mail us at support@pluralsight.com ().

Gathering information

When you contact us, it is very useful if you have gathered the information outlined below. This will help us diagnose a lot of the common issues and determine a path to diagnose problems we haven't seen before. Information you should gather and include:

1. OS type, for example, Ubuntu/Linux
2. OS version, for example Ubuntu 16.04
3. Processor architecture, 64-bit, etc.
4. Version of docker installed. You can get obtain this by running:

```
docker --version
```

5. The hostname and IP address of the host machine. This helps us to differentiate the various networks that appear in the logs.
6. Screenshots or a complete copy/paste of any errors you are seeing

Beyond that information, there are various ways to send us extra support information. The sections below detail those methods.

Gather Docker logs

If you are unable to complete the installation to a point where you have the administration console running, please gather logs from the docker containers that are running. This is a fairly complex procedure, so we have simplified it to a script that can be downloaded [here](https://raw.githubusercontent.com/gitprime/gitprime-tools/master/enterprise/support-bundle.sh) (<https://raw.githubusercontent.com/gitprime/gitprime-tools/master/enterprise/support-bundle.sh>) or you can copy/paste the following text into a text editor.

```
#!/usr/bin/env bash
#
# This code is licensed. For details, please see the license file at
# https://github.com/gitprime/gitprime-tools/blob/master/LICENSE.md
```

```

#

# Going to change IFS for the purposes of parsing here
OLD_IFS=$IFS

IFS=$'\n'

# Setup a timestamp for filenames, etc
TIMESTAMP=$(date +"%Y-%m-%d-%H-%M-%S")

# Setup our log directories
TMP_LOG_DIR_ROOT=$(mktemp -d)

TMP_LOG_DIR_NAME="replicated-logs-{$TIMESTAMP}"

TMP_LOG_DIR="{$TMP_LOG_DIR_ROOT}/{$TMP_LOG_DIR_NAME}"

DOCKER_LOG_DIR="{$TMP_LOG_DIR}/docker"
GITPRIME_LOG_DIR="{$TMP_LOG_DIR}/gitprime"

mkdir -p "{$DOCKER_LOG_DIR}"
mkdir -p "{$GITPRIME_LOG_DIR}"

# Get the list of as many containers as we can, including ones that have died.
REPLICATED_CONTAINER_LIST=$(docker ps -a --format="{{.Names}}")

echo "Extracting docker logs for all containers"

# Use those container names to get the docker logs. This will give us the
# any logging from the entry points.
while read -r CONTAINER_NAME; do
    docker logs {$CONTAINER_NAME} >>"{$DOCKER_LOG_DIR}/{$CONTAINER_NAME}.log" 2>&1
done <<<"{$REPLICATED_CONTAINER_LIST}"

# Get the list of currently running containers. We're going to use these to try and grab
# the GitPrime Enterprise application logs. We can only do that for the web, scheduler, and worker
# containers
GITPRIME_CONTAINER_LIST=$(docker ps --format="{{.Names}}" | grep -P "replicated_[0-9a-f]{32}_(gpe_)?
(web|scheduler|worker)\..*")

echo "Extracting GitPrime Enterprise logs"

# Loop through and get anything in /var/log/gitprime
while read -r CONTAINER_NAME; do
    mkdir -p "{$GITPRIME_LOG_DIR}/{$CONTAINER_NAME}"

# We need a list of log files
LOG_FILE_NAMES=$(docker exec "{$CONTAINER_NAME}" ls /var/log/gitprime/)

while read -r LOG_FILE_NAME; do

```

```

docker cp "${CONTAINER_NAME}:/var/log/gitprime/${LOG_FILE_NAME}"
"${GITPRIME_LOG_DIR}/${CONTAINER_NAME}/${LOG_FILE_NAME}"
done <<<"${LOG_FILE_NAMES}"

done <<<"${GITPRIME_CONTAINER_LIST}"

echo "Creating support bundle..."

SUPPORT_BUNDLE_NAME="gitprime-support-bundle-${TIMESTAMP}.tar.gz"

# Tar/GZ it all up
tar -C "${TMP_LOG_DIR_ROOT}" -czf "${SUPPORT_BUNDLE_NAME}" "${TMP_LOG_DIR_NAME}"

echo "Created support bundle: ${SUPPORT_BUNDLE_NAME}"

# Clean up after ourselves because we're not slobs
rm -fr "${TMP_LOG_DIR}"

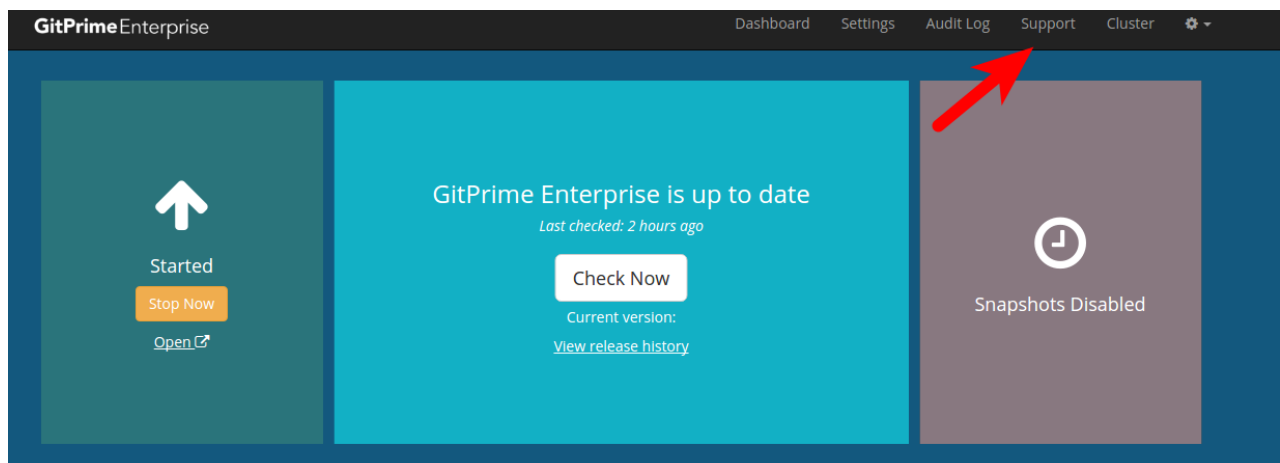
# Put IFS back, just because we should
IFS=$OLD_IFS

```

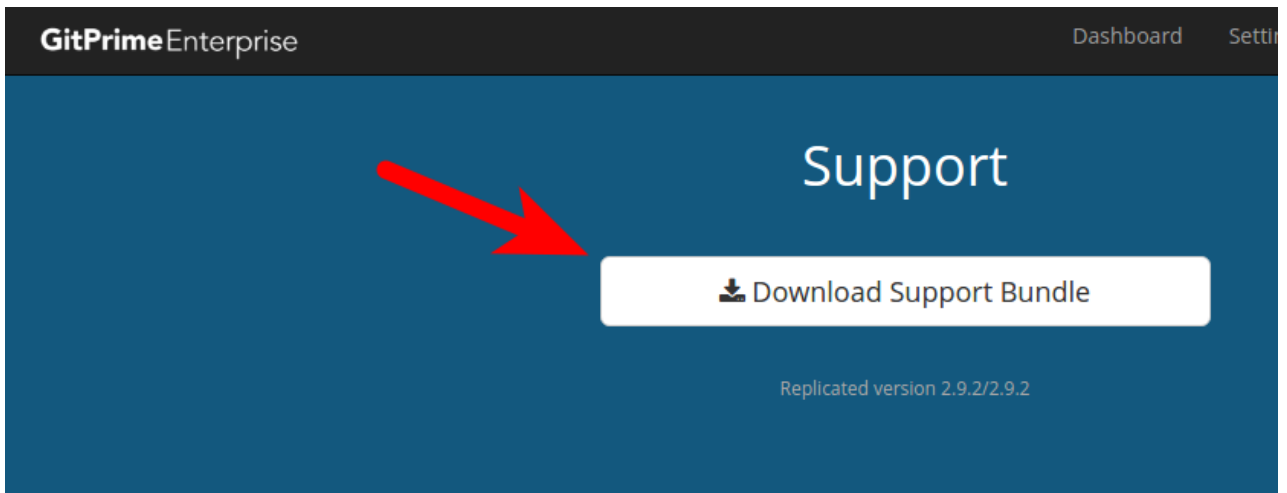
Paste the script above into a new file named 'capture-logs.sh' and run it on your host server. The script will create a new file that includes a timestamp of the time the logs were captured. This file, for example, would be called gitprime-support-bundle-2017-07-25-01-00-00.tar.gz if the script was run at 1:00 AM on 2017-07-25. Please deliver this file to your support contact.

Replicated Support Bundle

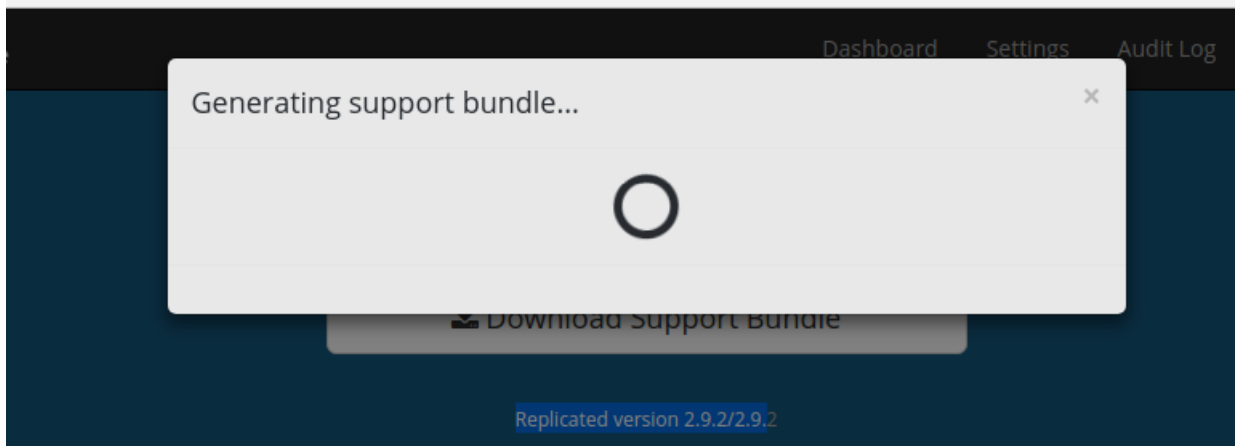
Replicated provides a mechanism, in the administration console, to retrieve a bundle of data that can be used for support. To produce this bundle, login to the administration console, for example using <https://gitprime.mycompany.com:8800>. Once you are in the console, go to the **Support** section.



In the support section, click **Download Support Bundle**.



This may take some time. While it processes, you will see this screen:



When the support bundle is generated, you will be prompted to download it to your local computer. Once you have the file, please send it to your support contact.

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If you need help, please email support@pluralsight.com () for 24/7 assistance.