Creating a Support Package

If you encounter any issues that you are not able to resolve yourself and need to contact Redis support for assistance, you can create a support package that gathers all essential information to help us debug your issues.

Note: The process of creating the support package can take several minutes and generates load on the system.

Creating a support package

To create a support package:

1. Click Support at the top right of the admin console.
2. Click Create Support Package at the bottom of the page, and confirm the action. The package is created and downloaded by your browser.

The package creation failed with an error? You can't access the UI?

If package creation fails with internal error or if you cannot access the UI, create a support package for the cluster from the command-line on any of the nodes in the cluster with the command: /opt/redislabs/bin/rladmin cluster debug_info

- If rladmin cluster debug_info fails for lack of space in the /tmp directory, you can:
  1. Change the storage location where the support package is saved: rladmin cluster config debuginfo_path <path>
     The redislabs user must have write access to the storage location on all cluster nodes.
  2. On any one of the node in the cluster, run: rladmin cluster debug_info

- If rladmin cluster debug_info fails for another reason, you can create a support package for the cluster from the command-line on each node in the cluster with the command: /opt/redislabs/bin/debuginfo

Upload the tar archive to Redis Support. The path to the archive is shown in the command output.