

Contact us

Get in touch

Get in touch via our [Support Portal](#).


We've got your back

Version

Whenever you report a support issue to ServiceRocket, the first thing to provide is the version number of the following items:

- JIRA
- JIRA Add-on
- ServiceRocket Core Connector Plugin (*for JIRA connectors*)
- ServiceRocket JIRA Connector Plugin (*for JIRA connectors*)
- ServiceRocket Salesforce.com Connector Plugin (*for the Connector for Salesforce.com and JIRA*)

This information can be found here:

1. **Cog Icon**  **> Add-ons**
2. In the sidebar, under **Atlassian Marketplace**, click **Manage Add-ons**
3. Then click on the desired add-on listing to show the details of that add-on, including the version number

APEX Codes

Some add-ons feature the ability to use APEX classes and triggers.

However we **DO NOT** support *custom* APEX codes, other than the ones we provide in the documentation.

Error Message(s)

- If you have encountered an error, please copy the error message and paste it in the message to us.
- A screenshot of the error page would also be helpful.
- If you know how to reproduce your issue, kindly also provide the steps so we can replicate it.

Logfiles

Providing us with a logfile will also be very useful.

The server log file *atlassian-jira.log* can be found in the following location:

```
<JIRA Home>/log
```