Run a support script

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Support scripts are a way of collecting information about your ExtraHop system, and also a way to let ExtraHop support make adjustments to your system as part of a troubleshooting procedure.

Run the default support script

The default support script gathers information about the state of the ExtraHop system for analysis by ExtraHop Support.

1. Log in to the Administration settings on the ExtraHop system through `https://<extrahop-hostname-or-IP-address>/admin`.
2. In the Status and Diagnostics section, click **Support Scripts**.
3. Click **Run Default Support Script**.
4. Click **Run**.
   When the script completes, the Support Script Results page appears.
5. Click the name of the diagnostic support package that you want to download.

   The file saves to the default download location on your computer.

   Send this file, typically named `diag-results-complete.expk`, to ExtraHop Support.

   The `.expk` file is encrypted and the contents are only viewable by ExtraHop Support. However, you can download the `diag-results-complete.manifest` file to view a list of the files collected.

Run a custom support script

If you receive a custom support script from ExtraHop Support complete the following procedure to make a small adjustment to the system or apply enhanced settings.

1. Log in to the Administration settings on the ExtraHop system through `https://<extrahop-hostname-or-IP-address>/admin`.
2. In the Status and Diagnostics section, click **Support Scripts**.
3. Click **Run Custom Support Script**.
4. Click **Choose File**, navigate to the diagnostic support script you want to upload, and then click **Open**.
5. Click **Upload** to run the file on the ExtraHop system.
   ExtraHop Support will confirm that the support script achieved the desired results.