
ELLM

How to Download a Support Bundle and Report an Issue

Learn how to download a support bundle and report issues effectively using GitLab. This guide covers permissions, required configurations, and steps to ensure your support team receives all necessary information without exposing sensitive data.

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Estimated time: 3 minutes

Difficulty: Beginner

Why you'd use this

When something goes wrong, the people supporting the extension need the environment, the configuration and the recent traces, not a screenshot. The support bundle gathers all of that into one markdown file with secrets redacted. Report Issue goes one step further and files the bundle as a ticket on your organisation's GitLab project, after showing you what will be sent.

Before you start

Permissions required:

- For Report Issue: a GitLab access token allowed to create issues on the configured project.

You'll need:

- Ideally, **Debug logging** switched on before reproducing the problem, so the bundle contains a full trace.
- For Report Issue: the GitLab project URL, entered once in ⚙ under **Issue tracker**, and the token entered in the field below it.

Steps

1. Reproduce the problem in the chat.
2. Press / and choose **Download support bundle**, or run **eLLM: Download Support Bundle**.
3. A save dialog opens. Choose a location and save the markdown file. A note in the chat confirms where it was saved and the file opens in the editor.
4. Skim the file: it contains the environment (VS Code, OS, extension version), the configuration with the API key and tokens redacted, the project memory files, and the most recent debug and audit trace entries. Remove anything you do not want to share, then send it to your support contact.
5. To file a ticket instead, choose **Report issue**. If the project URL or token is missing, a message offers to open settings.
6. Enter a short title, then an optional description of what you did and what went wrong.
7. A confirmation dialog states that the bundle will be posted to the project. Confirm to send. The new issue's link is shown when it is created.

What you should see

The bundle for a ticket uses a smaller trace cap than the downloaded file so it fits the tracker's description limit. Nothing is sent anywhere until you confirm the dialog, and the only host contacted is your configured GitLab.

Troubleshooting

- **The bundle has no trace section:** debug logging was off. Turn it on, reproduce, and download again.
- **Report Issue fails with 401 or 403:** the token lacks the issue-creation scope or has expired. Enter a new one in ⚙️.

Related guides

- [How to Show the Audit Log and Debug Trace](#)
- [How to Install eLLM Code and Connect It to Your Endpoint](#)