

Sending Files to Support Team

When you need to send files to ALM Works support team, please use one of the following methods (listed in the order of preference).

1. Attach to the Support Request in ALM Works JIRA

File size limit: 50 MB

If the files pertain to a Support Request on <https://jira.almworks.com>, please use JIRA to upload and attach the files to the issue. Size limit is 50 MB per upload.



Please note that normally Support Request issues have "Protected" issue security level, which means that only the reporter and ALM Works have access to that issue (and attached files). However, if for some reason you don't see "Security Level: Protected" on the issue page, it means that the issue can be seen by anyone, and any attached files can be downloaded by anyone. Please keep this in mind – ALM Works is not responsible for public disclosure of any information entered into a publicly-visible issue, including information in the attachments.

If the issue is public and you'd like to change the security level to Protected, please comment on that issue and we'll do that shortly.

2. Send Files by E-mail

File size limit: 20 MB

You can send the files to support@almworks.com. Maximum total attachments size is 20 MB.

If you don't have a preceding e-mail communication with support about the problem in question, please add a short comment or a reference to the problem being diagnosed.

3. Upload Files via FTP

File size limit: 1 GB

Please use FTP only to upload large files.

1. Use any FTP client (`ftp` or `lftp` from the command line).
2. Connect to host `f.almworks.com`
3. Use login name `almftp` and password `almftp`
4. Upload files to the root folder.
5. After the upload is finished, please [send us an e-mail](#) with a comment about what you have uploaded.



The files you have uploaded are safe – they cannot be downloaded by anyone except ALM Works support.



You will not be able to list or download files from that FTP, and your FTP client may show errors about that. That's ok and should not prevent you from uploading files.