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# Gathering support information

The Verba Support Feedback Tool automatically collects information for the Verba technologies support team. The tool can be located on every Verba server under c:\Program Files\Verba\bin directory.

Run **verbareport** without parameters to get help on the command line:

```
C:\Program Files (x86)\Verba\bin>verbareport.exe
Verba Support Feedback Tool Version 5.0 (Build 320)
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```

The Verba Support Feedback Tool automatically collects information for the Verba support team

1. Run 'verbareport -c', this will generate a ZIP file
2. Use FTP to upload the file into upload.verba.com (login: \*\*\*/\*\*\*)

## USAGE:

verbareport [-c] [-i]

### Where:

- c, --collect Collects system information for the Verba support team.
- i, --info Displays information about the support feedback process.

Follow the steps below to run the tool, gather and upload the collated information to the Verba support site.

**Step 1** Run 'verbareport -c', this will generate a ZIP file

**Step 2** Use FTP to upload the file into upload.verba.com (login: \*\*\*/\*\*\* - see in the default output of the tool)

**Step 3** Open a ticket at [support.verba.com](http://support.verba.com).