

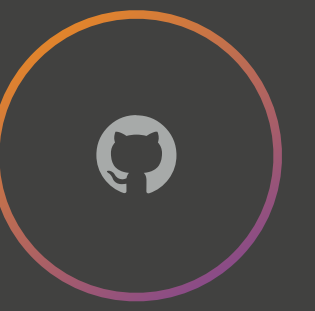


# Support@GitHub

Mike Adolphs | @fooforge

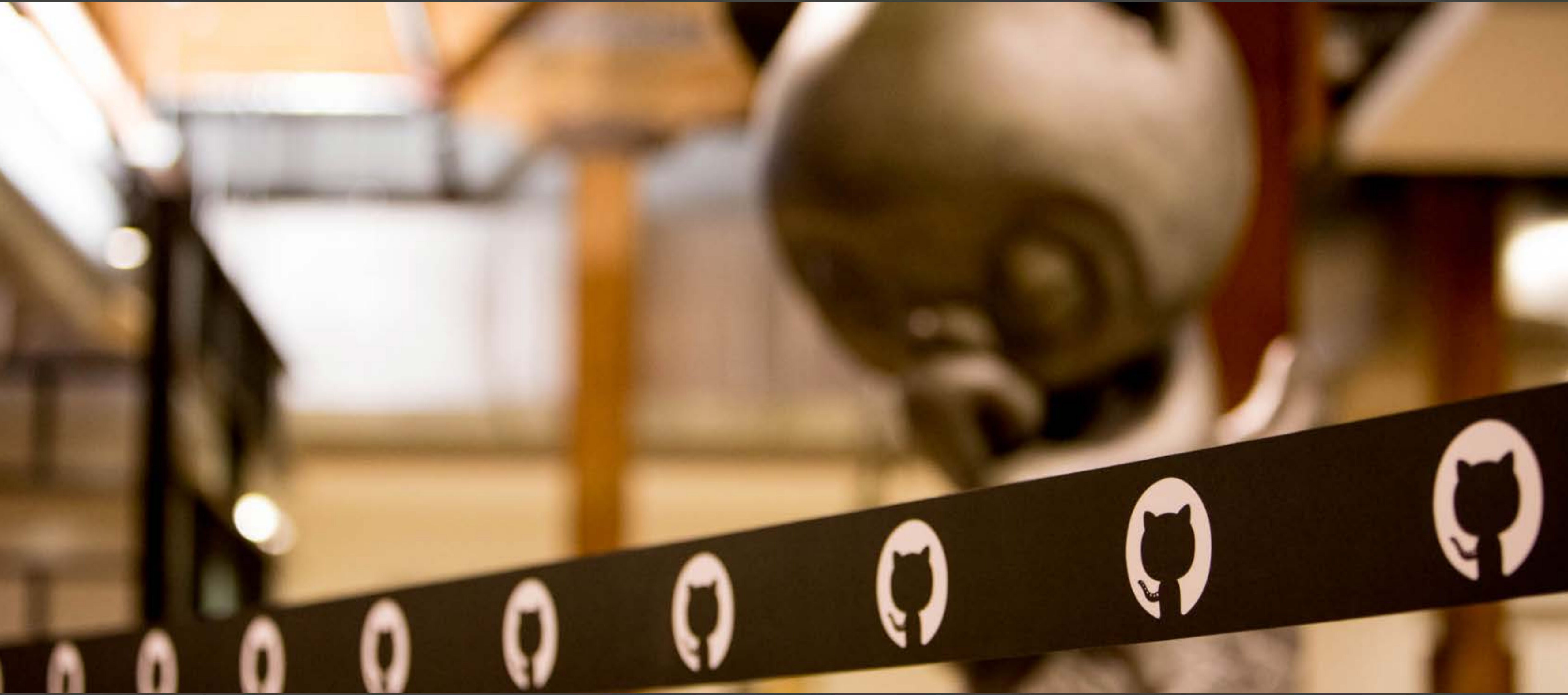
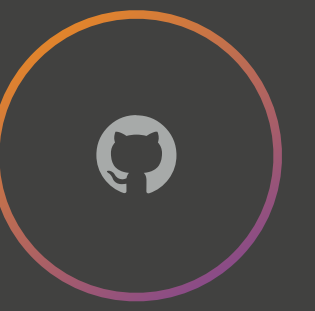


Support@GitHub  
@fooforge





Support@GitHub  
GitHub, Inc.



# What is **Git**?

A Version Control System



LINUS  
TORVALDS



# What is **Git**?

A Version Control System

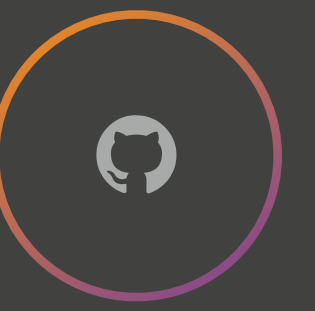


//

***"I'M AN EGOTISTICAL BASTARD, AND I NAME ALL MY PROJECTS AFTER MYSELF. FIRST 'LINUX', NOW 'GIT'."***

- LINUS TORVALDS

//

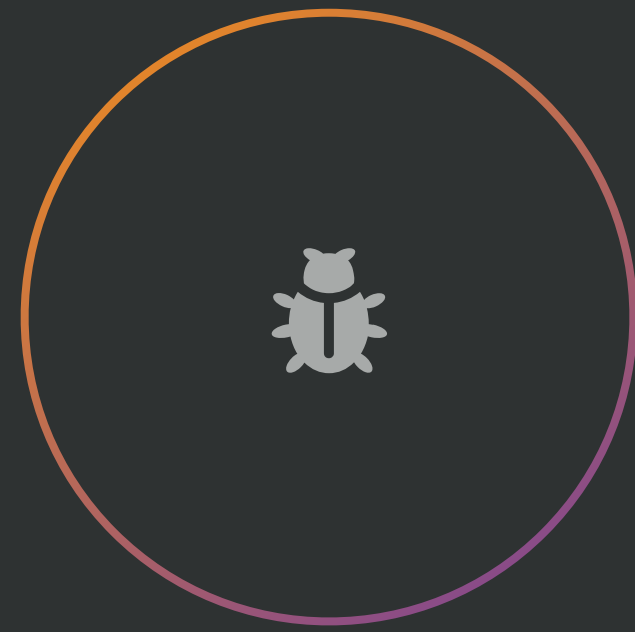




FOUNDED  
**2008**



VC INVESTMENT  
**\$100 mio**



HUBBERS  
**293**

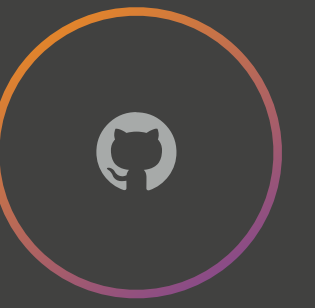


USERS  
**~9.5 mio**



REPOSITORIES  
**25 mio**

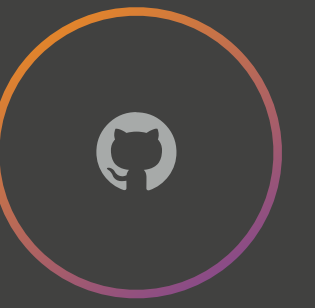












Alcatraz



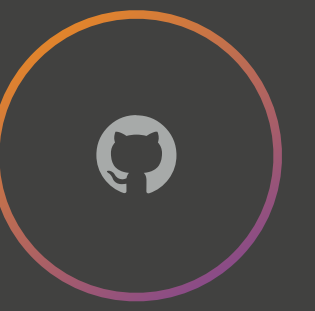
Market St.



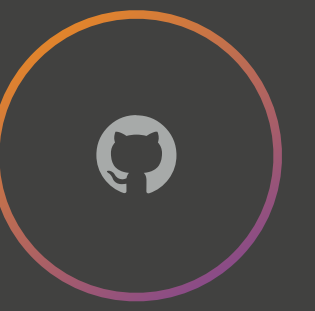
AT&T  
Ballpark











# Build software better, together.

Powerful collaboration, code review, and code management for open source and private projects. Need private repositories?

Upgraded plans start at \$7/mo.

Pick a username

Your email

Create a password

Use at least one lowercase letter, one numeral, and seven characters.

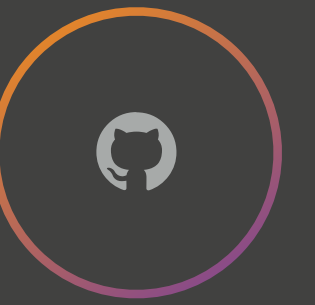
Sign up for GitHub

By clicking "Sign up for GitHub", you agree to our [terms of service](#) and [privacy policy](#). We will send you account related emails occasionally.



# Support@GitHub

## GitHub Enterprise



GitHub, Inc. github.com

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### Build software better, together.

Powerful collaboration, code review, and code management for open source and private projects. Need private repositories? [Upgraded plans start at \\$7/mo.](#)

Pick a username

Your email

Create a password

Use at least one lowercase letter, one numeral, and seven characters.

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Introducing a faster, more flexible GitHub Enterprise.

Now available on AWS.

[Tell me more](#)

### Why you'll love GitHub.

Powerful features to make software development more collaborative.

Great collaboration starts with communication.

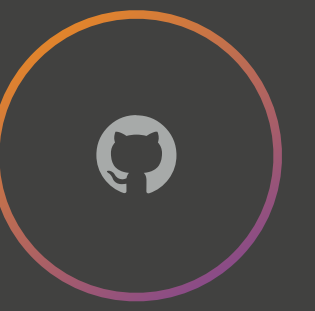
Review changes, comment on lines of code, report issues, and plan the future of your project with discussion tools.

Friction-less development across teams.

Work with project collaborators or teams of people in organization accounts to communicate with ease.







**Upload**

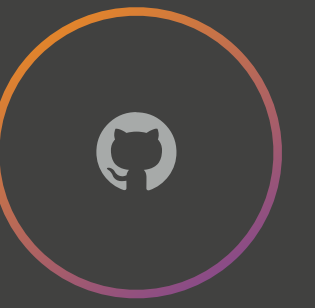


**Download**

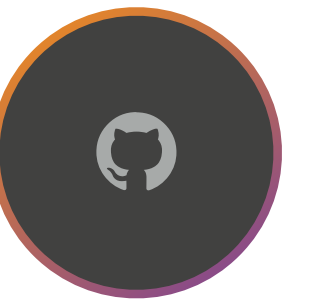




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GitHub, Inc.



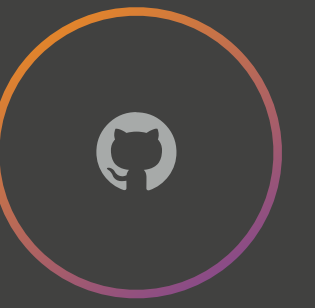




**GitHub** makes it **easier to work together** than to work alone!



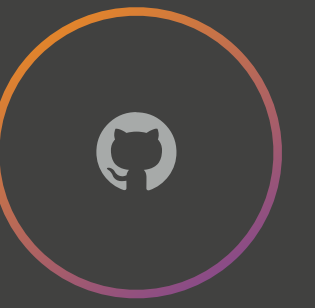




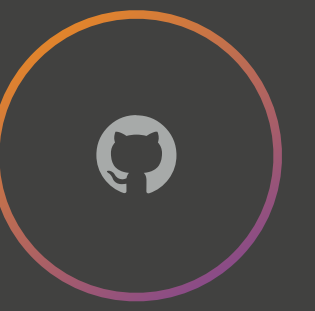


# Support@GitHub

## Support teams







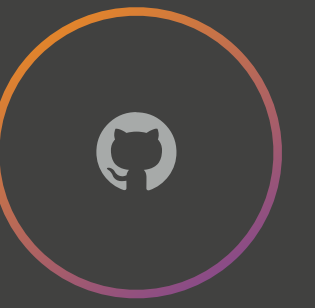
//

***GENTLEMEN, YOU CAN'T FIGHT IN HERE!  
THIS IS THE WAR ROOM!***

- PRESIDENT MERKIN MUFFLEY

//





A/P uebergibt  
Ticket an Europa

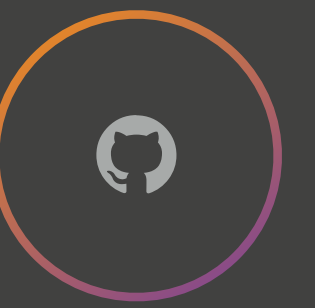


Asien/Pacific beginnt  
mit Arbeit am Ticket

Europa uebergibt  
Ticket an die USA







# Ubuntu GNU/Linux

LDAP      HAProxy      Git

SAML      NGINX      memcached

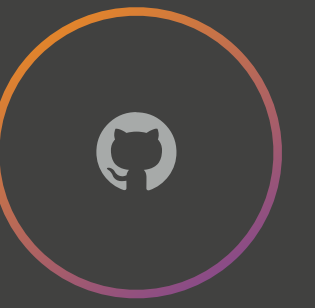
OAuth      Unicorn      resque

MySQL      Elasticsearch      Virtualisierung

DNS / DHCP      OpenSSH      SNMPd      Postfix  
GitHub's own apps



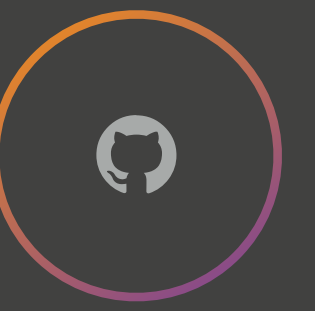
# Support@GitHub Integrations



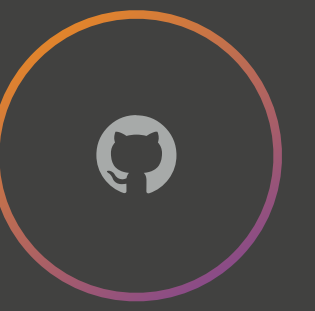


# Support@GitHub

Da da dada da da, da da da da dada da da!





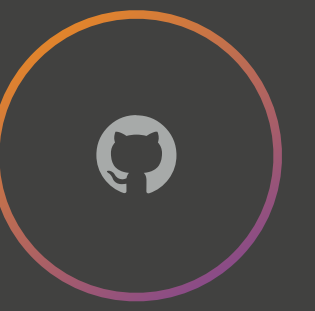


*HUSTON, WE'VE HAD A PROBLEM!*

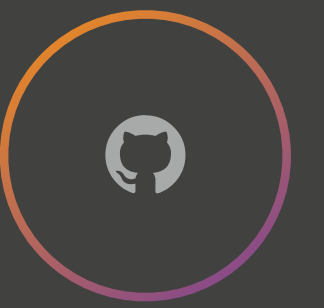
- JIM LOVELL









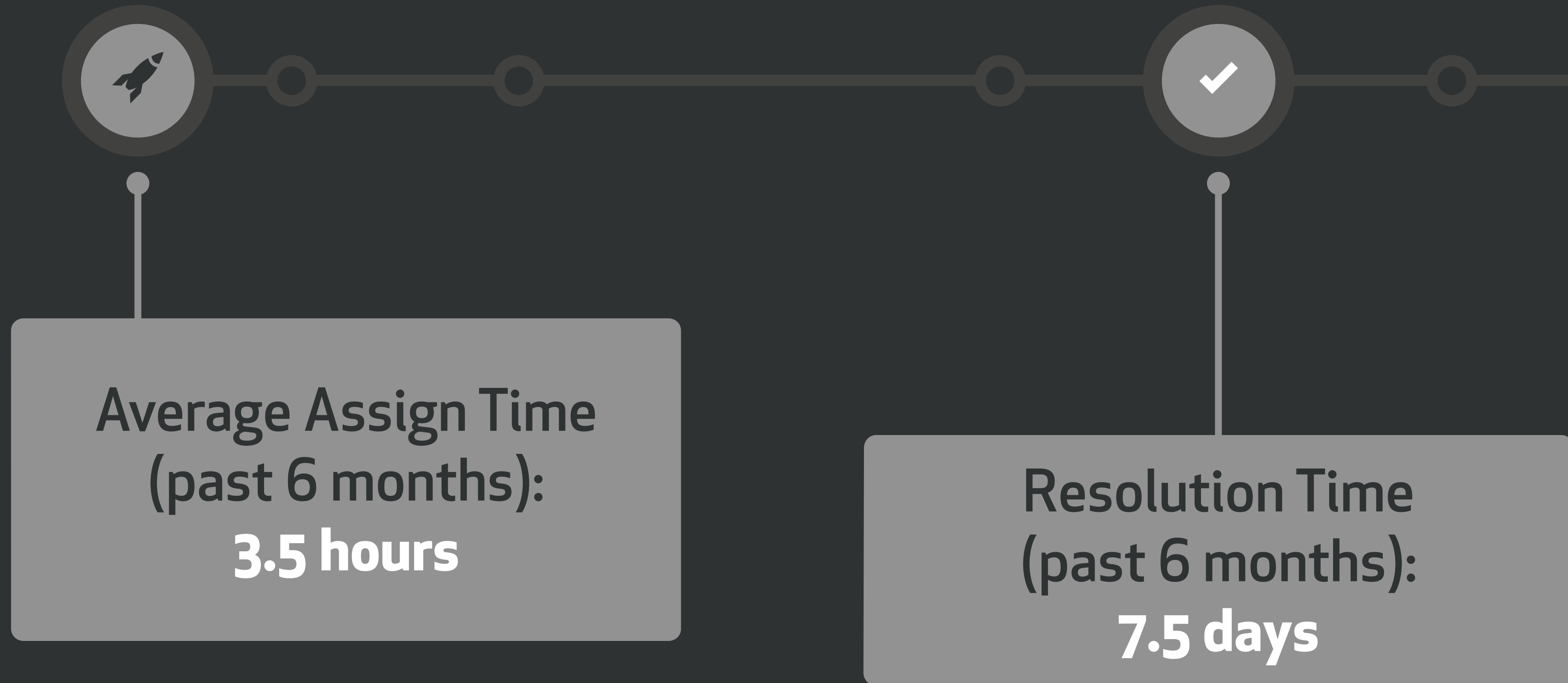
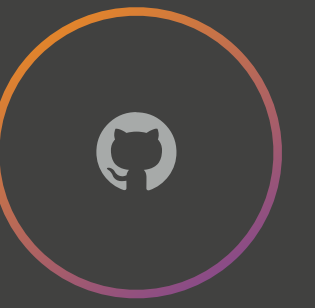


*MAMA ALWAYS SAID LIFE WAS A BOX OF  
CHOCOLATES. YOU NEVER KNOW WHAT  
YOU'RE GONNA GET.*

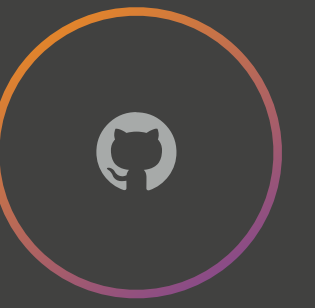
- FORREST GUMP



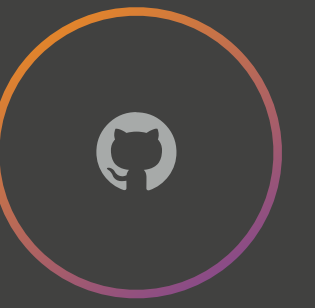












ZENDESK  
Ticket system

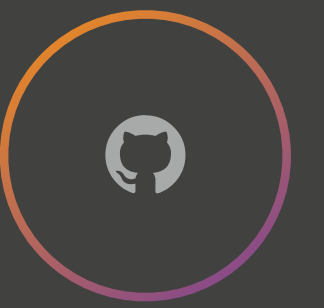


HALP  
Ticket system



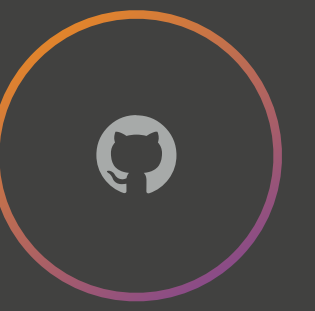
TEXT EXPANDER  
Canned replies





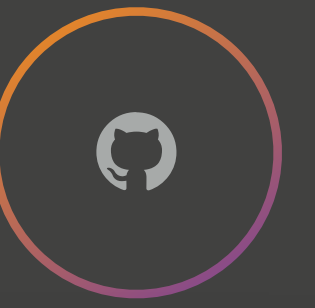
```
51 |2.1.6-github| Mikes-MacBook-Pro in ~/Downloads
52 ○ →
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67
```





```
51 |2.1.6-github| Mikes-MacBook-Pro in ~/Downloads
52 o → ssh -p 122 admin@172.16.136.145 -- "ghe-support-bundle -o" > support-bundle.tgz
53 o → ll support-bundle.tgz
54 -rw-r--r--  1 fooforge  staff  4115707 May 15 14:59 support-bundle.tgz
55
56
57
58
59
60
61
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64
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66
67
```



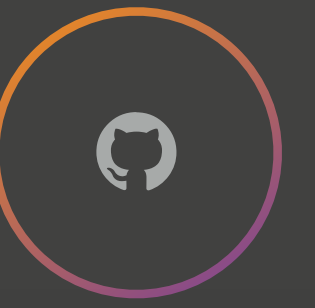


## Upload Support Bundle

Upload a support bundle for GitHub Enterprise Support.

[+ Add attachment](#)





## Bundle github-support-bundle

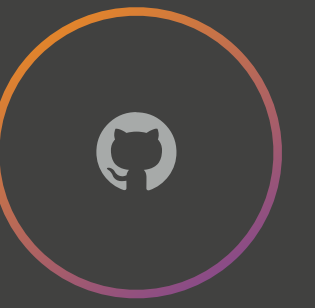
Analyze again Download File

- Overview
- Diagnostics
- Exceptions
- Graphs
- Files
- Chef & System

<b>Company Name:</b>	
<b>Ticket:</b>	<a href="#">#20832</a>
<b>Number of seats:</b>	0 (9976 active)
<b>Version:</b>	2.1.5
<b>Authentication mode:</b>	cas
<b>File Size:</b>	2.08 GB
<b>Uploaded by:</b>	
<b>Uploaded at:</b>	
<b>Bundle created at:</b>	
<b>Last analyzed at:</b>	

<b>Virtualization:</b>	VMWare
<b>Architecture:</b>	64-bit
<b>CPU:</b>	40 CPUs @ ? GHz
<b>Load:</b>	11.37, 12.51, 13.42
<b>Memory:</b>	121.98 GB
<b>Swap usage:</b>	0 MB / 0 MB used (NaN%)
<b>Uptime:</b>	4 days
<b>Root access:</b>	Yes
<b>TCP syslog forwarding:</b>	Yes

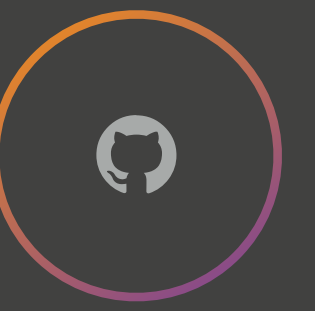




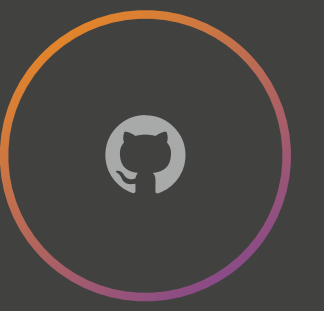


# Support@GitHub

Da Da Da Da Da Da Da Da Da Da Da Da Da Da... BATCAT!







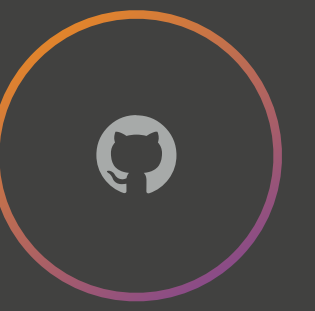
//

*YOU CANNOT SHAKE HANDS WITH A  
CLENCHED FIST.*

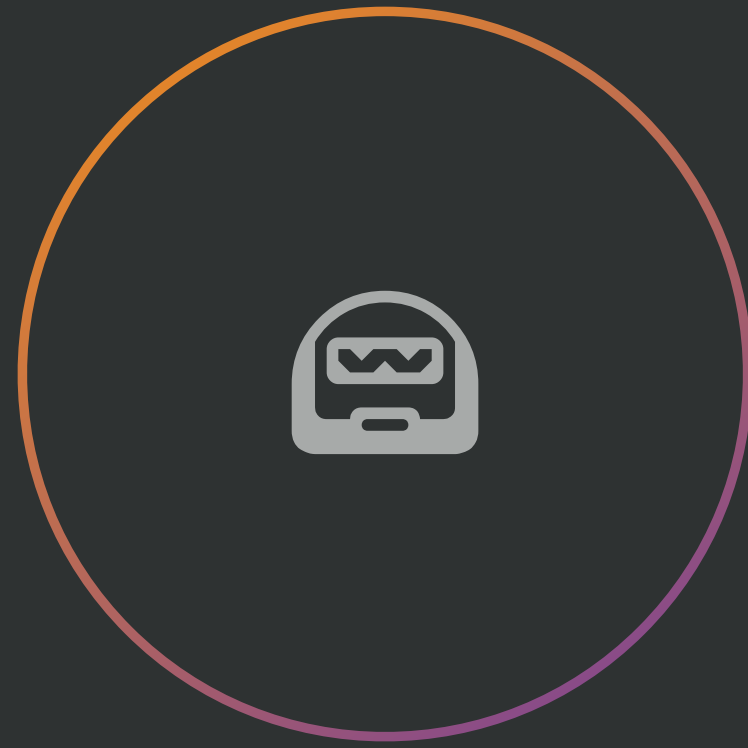
- INDIRA GANDHI

//

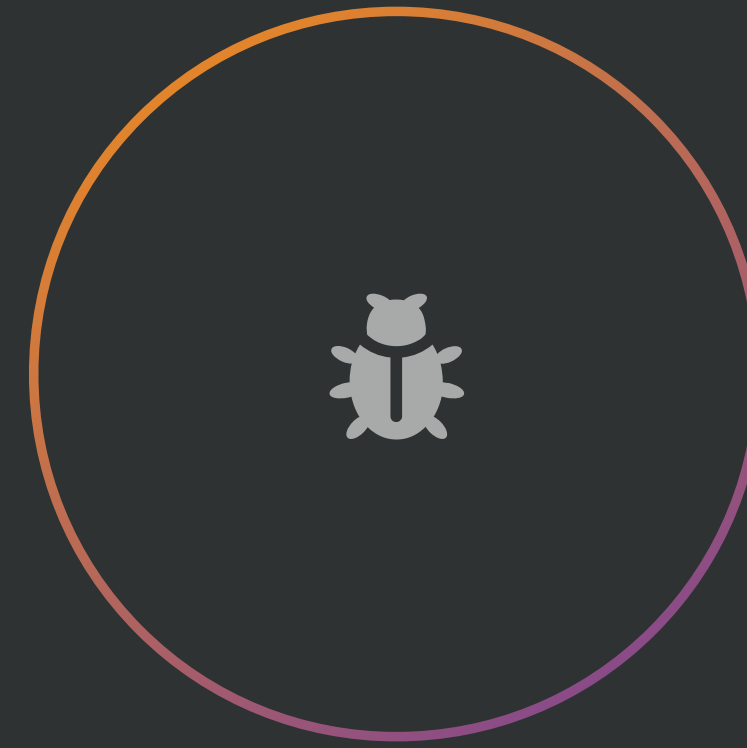




FREUNDLICH

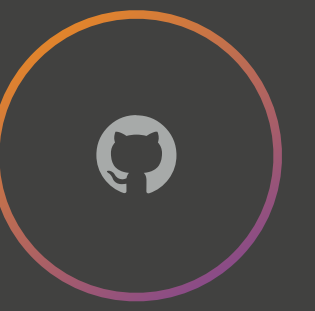


EHRlich



ERKLAERBÄR



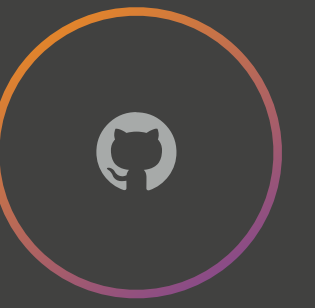


*PEOPLE WILL FORGET WHAT YOU SAID.  
PEOPLE WILL FORGET WHAT YOU DID.  
BUT PEOPLE WILL NEVER FORGET HOW  
YOU MADE THEM FEEL.*

- MAYA ANGELOU

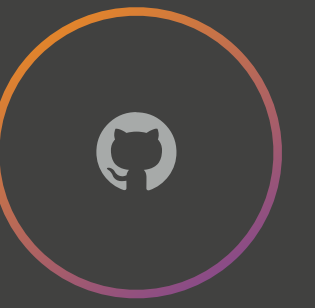








Support@GitHub  
Work for us!



[mike@github.com](mailto:mike@github.com)

<http://github.com/about/jobs>



# Thanks!



[mike@github.com](mailto:mike@github.com) | @fooforge

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Music:

from [bensound.com](https://www.bensound.com)