

Collecting StarWind NVMe-oF Initiator logs

2025

StarWind Documents



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If you have questions about installing or using this software, check this and other documents first - you will find answers to most of your questions on the [Technical Papers](#) webpage or in [StarWind Forum](#). If you need further assistance, please [contact us](#) .

About StarWind

StarWind is a pioneer in virtualization and a company that participated in the development of this technology from its earliest days. Now the company is among the leading vendors of software and hardware hyper-converged solutions. The company's core product is the years-proven StarWind Virtual SAN, which allows SMB and ROBO to benefit from cost-efficient hyperconverged IT infrastructure. Having earned a reputation of reliability, StarWind created a hardware product line and is actively tapping into hyperconverged and storage appliances market. In 2016, Gartner named StarWind “Cool Vendor for Compute Platforms” following the success and popularity of StarWind HyperConverged Appliance. StarWind partners with world-known companies: Microsoft, VMware, Veeam, Intel, Dell, Mellanox, Citrix, Western Digital, etc.

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Description

StarWind NVMe-oF Initiator is the first software-based NVMe-oF Initiator for Windows.

Learn more about the Initiator at

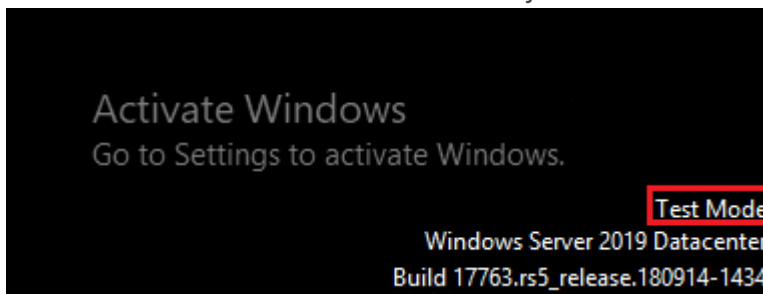
<https://www.starwindsoftware.com/resource-library/starwind-nvme-of-initiator-white-paper/>. This KB describes how to collect the logs of StarWind NVMe-oF Initiator with DebugView. If any assistance is required, do not hesitate to contact StarWind Technical Support by filling in this form <https://www.starwindsoftware.com/support-form>.

Prerequisites

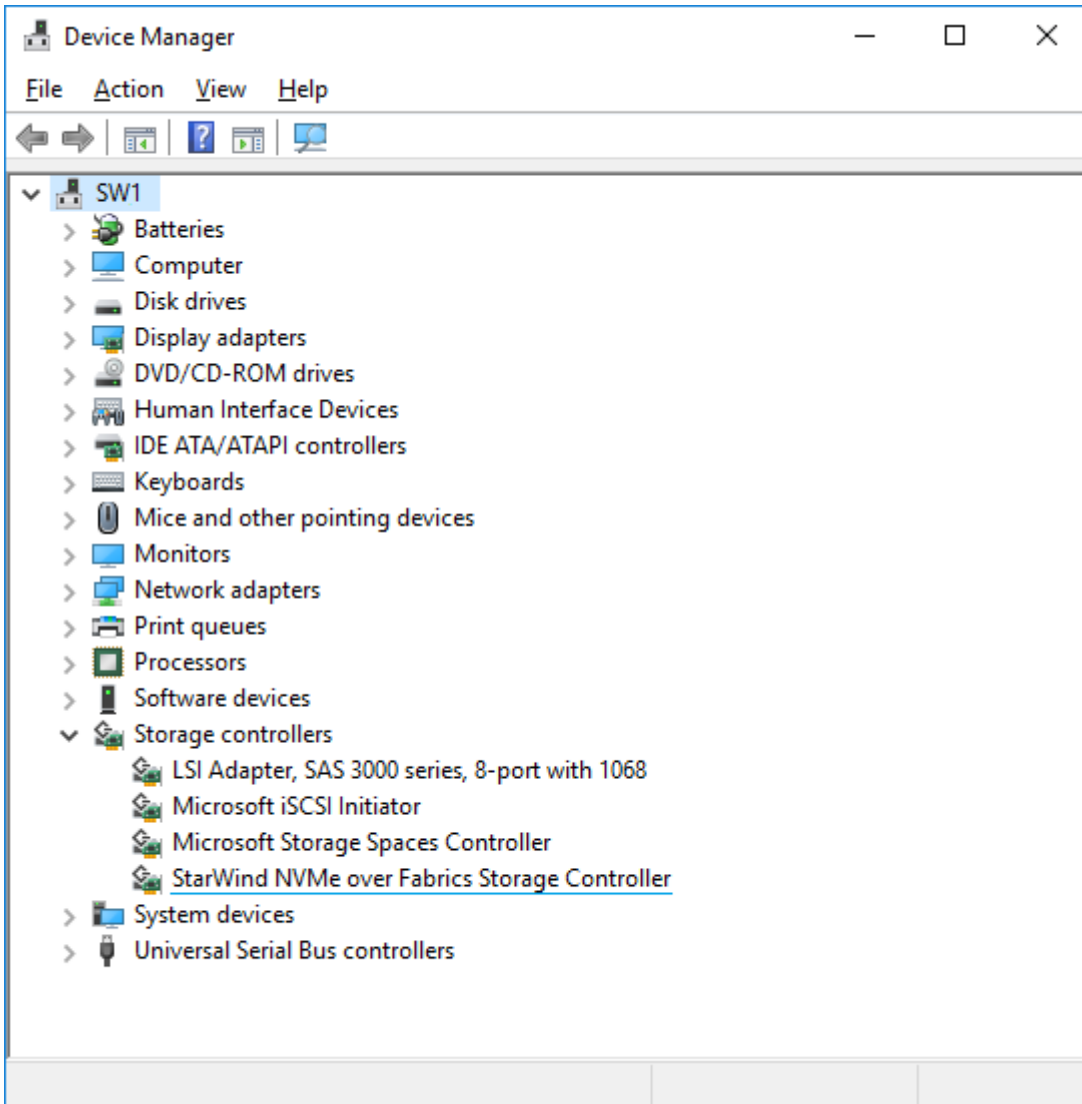
Please make sure that: - NIC drivers are up to date; - The connection present between the client machine and target ([rping](#) command can be used to check the connection with RDMA enabled);

Steps

On the server where StarWind NVMe-oF Initiator is installed: 1. Download DebugView at <https://docs.microsoft.com/en-us/sysinternals/downloads/debugview> 2. Download the debug version of NVMe-oF driver. Contact support to get the link. 3. Unzip the archive with debug version of NVMe-oF driver and execute *prepare_test_machine.cmd*. It will put Windows OS in the test mode. 4. Reboot the system and make sure that it is in the test

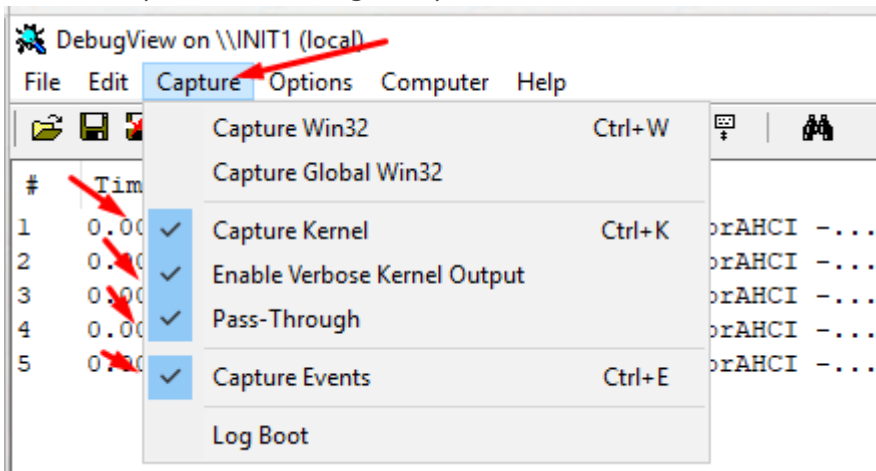


mode. 5. Install debug version of StarWind NVMe-oF Initiator by executing *drvinst_dbg.cmd* as administrator from the archive. 6. When prompted, press any key to continue and press "Install this driver software anyway". 7. Restart the server and confirm that StarWind NVMe over Fabrics Storage controller appears in Device Manager:

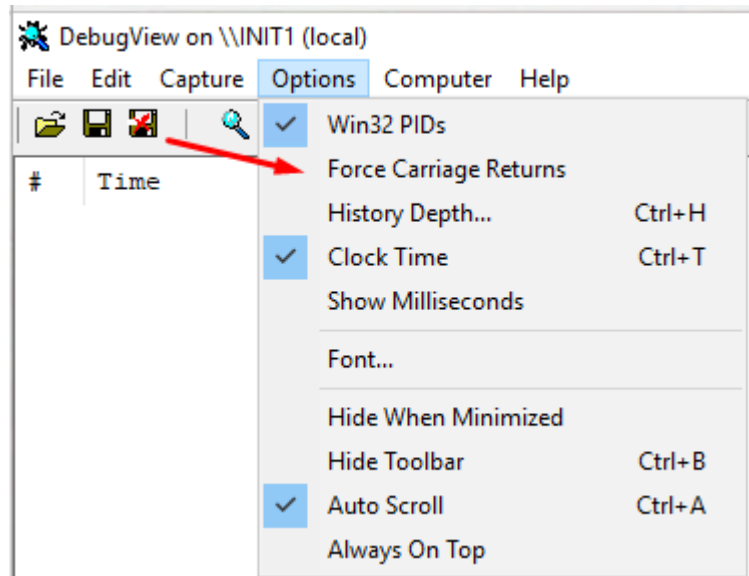


8. Run

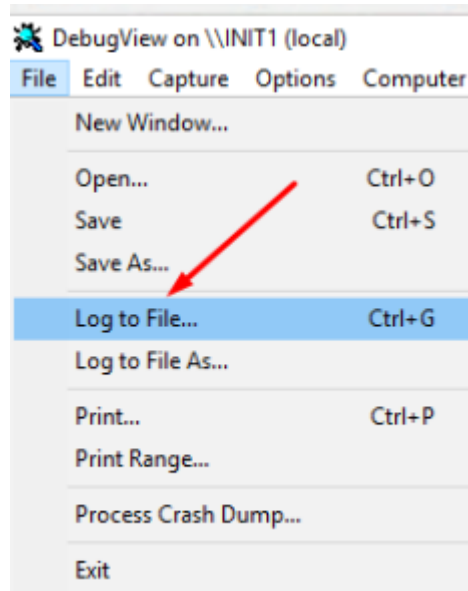
DebugView as administrator. 9. Go to Capture, check *Capture Kernel, Enable Verbose Kernel Output, Pass-Through, Capture Events*.



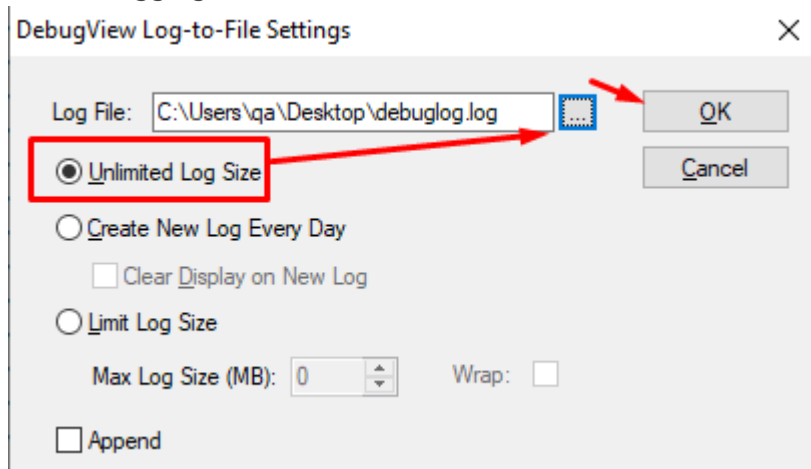
10. Under Options,



select *Force Carriage Returns*.



12. Set logging to the file.










13. Reproduce the issue.

14. Close DebugView and confirm the logs to be collected. **Request a Product Feature**

To request a new product feature or to provide feedback on a StarWind product, please send an email to support@starwind.com and put "Product Feature Request" in the subject line.

Contacts

US Headquarters	EMEA and APAC
 +1 617 829 44 95	 +44 2037 691 857 (United Kingdom)
 +1 617 507 58 45	 +49 800 100 68 26 (Germany)
 +1 866 790 26 46	 +34 629 03 07 17 (Spain and Portugal)
	 +33 788 60 30 06 (France)

Customer Support Portal: <https://www.starwind.com/support>

Support Forum: <https://www.starwind.com/forums>

Sales: sales@starwind.com

General Information: info@starwind.com



StarWind Software, Inc. 100 Cummings Center Suite 224-C Beverly MA 01915, USA
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