How to collect logs with StarWind Log Collector

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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 Log Collector compiles all information that might be required by StarWind Support engineers during issue investigation. Download link (Windows 2012 R2 / 2016 / 2019 /2022): StarWind Log Collector Download link (Windows 2008 R2): StarWind Log Collector Also, logs can be collected from the StarWind Management Console: StarWind VSAN help

Steps

For StarWind VSAN for Hyper-V

- Run StarWind Log Collector with administrator rights.
- Wait until "**Zipped folder %userprofile%\desktop\FILENAME.zip was created. Please transfer it to StarWind Support**" message pops up. Disregard the app's "Not responding" status, which is observed sometimes during the procedure of retrieving Windows Server logs from systems with long production operation time.
- Provide StarWind Support team with FILENAME.zip created on your desktop.

For StarWind VSAN for vSphere

- Using vSphere Client, open Remote Console for StarWind VSAN VM and login to it.
- Change current folder with the following command to access **collectswlogs.run** file: **cd /opt/StarWind/StarWindVSA/drive_c/StarWind/CollectLogs** In previous builds, the file is located in **/opt** folder.
- Run the log collection script with the following command and type the password: **sudo ./collectswlogs.run ./your_archive_name**
- Move the collected logs *your_archive_name.tar.gz* archive to *your_user_name* directory that will be used to login in WinSCP or another SFTP tool: **mv your_archive_name.tar.gz /home/your_user_name**
- Change the current folder to your_user_name directory with the following command: **cd /home/your_user_name**
- Apply permissions to have access to the archive: **chmod ug=rw,o=r your_archive_name.tar.gz**
- Use WinSCP or another SFTP tool to access the *your_archive_name*.tar.gz archive in **/home/your_user_name** folder. In previous builds, the file is located in **/var/StarWind** folder.

```
[root@sw-vsa2 ~]# cd /opt/StarWind/StarWindVSA/drive_c/StarWind/CollectLogs
[root@sw-vsa2 CollectLogs]# ./collectswlogs.run ./your_archive_name
Verifying archive integrity... All good.
Uncompressing Collect Logs script  100%
[root@sw-vsa2 CollectLogs]# mv your_archive_name.tar.gz  /home/user
[root@sw-vsa2 CollectLogs]# cd /home/user
[root@sw-vsa2 user]# chmod ug=rw,o=r your_archive_name.tar.gz
[root@sw-vsa2 user]#
```

Important Note

- StarWind Log Collector supports only Windows Server 2008R2 and newer Windows Server versions. For Windows 2012R2/2016 version, .NET 4.5 is required, which should be installed by default at the time of OS installation. The Windows 2008R2 version requires .NET 3.5 installed. If you have errors concerning the impossibility of running StarWind Log Collector, please make sure you have this prerequisite installed.
- StarWind Log Collector needs to be executed on all hosts where StarWind VSAN is installed.

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