

How to collect logs

2025

StarWind Documents



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Technical Support and Services

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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Starwind Logs

By default StarWind logs are located here:

C:\Program Files\StarWind Software\StarWind\logs

This folder should be archived before submitting. Usually it is only StarWind log pack that required.

Log Level

Log level should be changed in case of StarWind Support Team request. It can be changed here:

C:\Program Files\StarWind Software\StarWind\StarWind.cfg

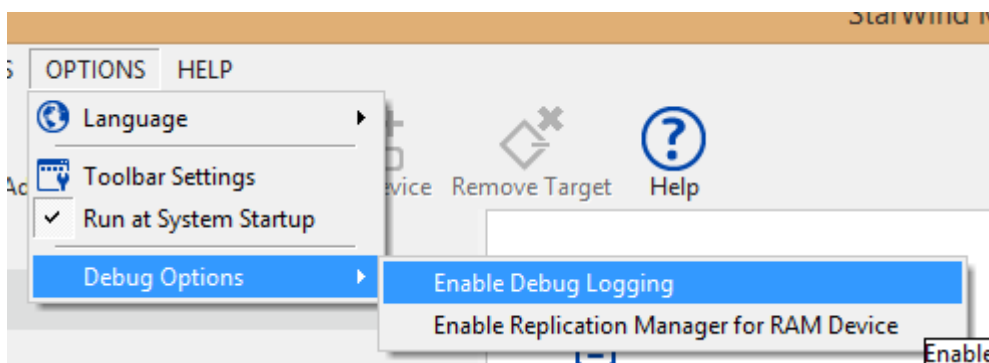
```
<LogLevel value="1"/>
```

StarWind service should be restarted for changes to take effect.

There is no need changing log level without request from StarWind Support Team. Different log level type can slows down your system and also logs with different log level occupy a lot of space.

Enable Debug Logging

Additionally, StarWind Support may request the logs taken using the Debugged logging. Below is the screenshot that shows how to enable it.



There is no need enabling Debug Logging without request from StarWind Support Team.

Starwind Console Logs

By default StarWind logs are located here:

`C:\Users*username*\AppData\Roaming\StarWind\5\Console\consolelogs`

This folder should be archived before submitting. Note there is no need sending Console logs without request from Support Team.








Windows System & Application Logs

Open Event Viewer Console from **command prompt** or from **Run** window by running the command **eventvwr**. Navigate to Windows Logs > System > Save All Events As.. > .csv format. Navigate to Windows Logs > Application > Save All Events As.. > .csv format. Archive and submit. For quicker and easier log collection from StarWind nodes, use StarWind Log Collector from KB article [here](#).

Request A Product Feature

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

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