

# How to collect support bundle in StarWind SAN & NAS

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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## Important Information

StarWind SAN & NAS is now legacy product and no longer provided; please download and use the latest StarWind Virtual SAN Controller Virtual Machine build

## Description

StarWind SAN & NAS support bundle compiles all information that might be required by StarWind Support engineers during issue investigation. Follow the steps below depending on your case to collect the support bundle.

## Steps

### Using the Web console:

1. Log in to the Web console; 2. Open the General settings page (gear icon on top right corner); 3. Click on the Appliance block to open it up; 4. Click the Support bundle button to collect the logs and download the archive file; 5. Provide the logs to StarWind support;








### Using the Text-based User Interface:

- On the appliance with a network connection
  1. Log in to the Text-based User Interface Console
  2. Navigate to Configure Management Network menu
  3. Set an IP address to the appliance by completing the wizard.
  4. Try to ping the appliance from a client computer. Proceed, if no ping requests were lost
  5. Navigate to Troubleshoot menu
  6. Click on Collect Support Bundle and generate the support bundle.
  7. From the client computer connect to the appliance using SFTP or SSH clients.
  8. Download the logs from the **/tmp/support\_bundle** folder.
  9. Provide the logs to StarWind support.
- On the appliance using an external storage device
  1. Connect an external storage device to the appliance;
  2. Log in to the Text-based User Interface Console
  3. Navigate to Troubleshoot menu;
  4. Click on Collect Support Bundle and generate the support bundle;
  5. Click on Open Shell Terminal;
  6. Find the device name by executing the command **lsblk**;
  7. Mount the device to the **/mnt** folder by executing the command **sudo mount /dev/sdX/mnt**, where **sdX** is the name of the external storage device;
  8. Run **sudo cp -r /tmp/support\_bundle /mnt** to copy the logs;
  9. Execute **sudo umount /dev/sdX** to unmount the external storage;
  10. Connect the storage device to a client computer to provide logs to StarWind support.

## 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](mailto:support@starwind.com) and put “Product Feature Request” in the subject line.

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