

ControlSuite AutoStore Log Collector: Verify and Adjust Log Paths Before & After Running the Tool

000045996 | Troubleshooting | Last updated 2026-09-14 | ControlSuite AutoStore

Issue

The AutoStore Log Collector is preconfigured with the default AutoStore installation paths. If AutoStore was installed in a custom location, or if the log path was changed manually, some of the log files needed for troubleshooting may not be included in the collected package, even though the Log Collector completed without any error.

Missing log files can delay the analysis of a reported issue. In some situations, they cannot be recreated afterward, for example if an update or a fix pack is installed before the analysis has been completed.

Cause

The Log Collector attempts to detect the AutoStore installation paths automatically. However, this automatic detection does not always work correctly, for instance when the log location was changed manually after the installation. If the paths shown in the tool are not compared with the actual AutoStore configuration before starting the collection, some required log files will not be collected.

Solution

Step 1: Determine the log path actually configured in AutoStore

Open the AutoStore Process Designer and check where the log files are actually being written:

- On the Ribbon Bar, open the **Service Manager** tab (the same tab used to configure and start the service).
- Go to **General**.
- Check the **Log File** field. It shows the path currently used for the AutoStore log files.

Note: This log path setting is global and applies to all CFGs, unless a specific CFG explicitly defines its own, separate task log path.

Step 2: Adjust the paths in the Log Collector before starting the collection

- Open the AutoStore Log Collector.
- On the **Configuration** page, click **Adjust Log Paths** (in older tool versions labeled **Show Macros**).
- Compare the displayed paths to the actual path identified in Step 1.
- Adjust any path that does not match the actual AutoStore configuration.
- Continue through **Supplementary**, **Collector Modules** and **Summary**, then run the collection.

Recent versions of the Log Collector already display a short explanatory note on the Configuration page, reminding the user to verify or adjust the installation paths if AutoStore was not installed in the default location, or if a non-default log path is being used. If the installed version does not yet show this note, the steps above still apply.

Step 3: Verify the result before providing it

- After the collection finishes, open the resulting archive and confirm that it contains recent log files matching the timeframe of the reported issue.
- Only proceed with further steps, such as installing an update or a fix pack, once it has been confirmed that all required logs were actually collected, or after they have been sent to Tungsten Support.

Important: Before providing the collected package to Tungsten Support, open the zipped archive and confirm that it actually contains AutoStore log files. These files are named after the AutoStore task, for example *AutoStore_<TaskName>*, and include a separate log for the Batch.exe process as well as one log file per configured task. On a productive system, the archive should show up to seven days of these logs, since AutoStore keeps log files for seven days by default. If this check is delayed, for example over a weekend, the required logs may already be deleted by the time the issue is investigated. If the Log Collector did not automatically collect the log files, still send the Log Collector output, since it contains other useful information, and add the log folder separately, either by specifying the log path directly, or by adding the relevant files and folders on the **Supplementary** tab of the Log Collector.

Applies to

Product	Version
ControlSuite AutoStore (Log Collector)	1.3
ControlSuite AutoStore (Log Collector)	1.4
ControlSuite AutoStore (Log Collector)	1.5
ControlSuite AutoStore (Log Collector)	2025.2

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