How to get auto-update logs

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1. Confirm with customer the time when auto-update failed.

2. Get instance id from SHIR name and SHIR node name

```
let failedTime = datetime({failed time});
let SHIRName = "shir_name";
let SHIRNodeName = "shir_node_name";
InstanceDailySnapShot
| where TIMESTAMP between (bin(failedTime, 1d)..1d)
| where GatewayName =~ SHIRName and InstanceName =~ SHIRNodeName
| summarize arg_min(abs(TIMESTAMP - failedTime), *)
| distinct InstanceId
```

3. Get activity id of the round of auto-update

```
let failedTime = datetime({failed time});
TraceTelemetry
| where TIMESTAMP between (bin(failedTime, 1d)..1d)
| where InstanceId == "{instanceId}"
| distinct ActivityId
```

4. Log into IR hosted machine

5. Check the link Check whether IR download latest bits

6. Collect IR logs refer to: Collecting Self hosted IR logs

7. Open the folder:

```
%programdata%\Microsoft\Data Transfer\DataManagementGatewayUpgrade\Activity\{activity id}
```

send us all the *.log files. If the folder doesn't exist, send us all the *.log files of `%programdata%\Microsoft\Data Transfer\DataManagementGatewayUpgrade\Activity`

If you can't get activity id from step 3 OR you don't find the activity folder. Login all nodes of the SHIR and send us all the *.log files under the folder
`%programdata%\Microsoft\Data Transfer\DataManagementGatewayUpgrade\Activity\`
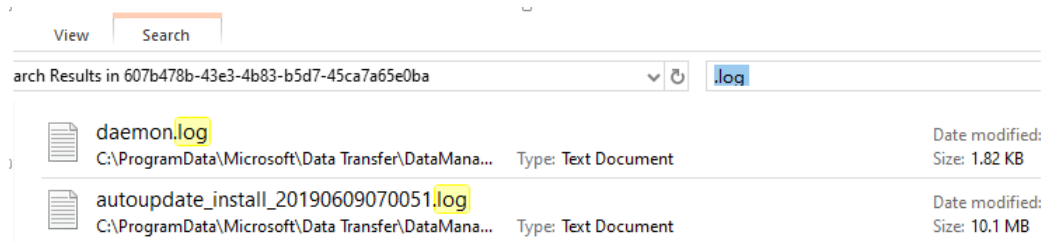
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