

I do not receive any Syslog messages

There are several possible reasons for not receiving syslog messages:

1. Syslog export port and NetVizura Syslog socket port do not match
2. NetVizura server has firewall (port is not opened)
3. Devices exporting syslog and NetVizura server are not connected

Syslog export port and NetVizura Syslog socket port do not match

Syslog socket port in [blocked URL](#) > Settings > EventLog Settings > Configuration needs to match the port on which you are sending syslog messages. You need to (1) redirect syslog messages to the 33514, or (2) export syslog messages to 33514, or (3) change NetVizura EventLog configuration so that the export port (devices or redirection) match the Syslog socket port in the configuration. Check the IP table to see if redirection is applied.



On Linux systems ports lower than 1024 can not be used by application. Tomcat web server running NetVizura EventLog needs to be started by root user to allow NetVizura EventLog service to listen on ports lower than 1024.

NetVizura server has firewall (port is not opened)

Port to which syslog messages are exported to (Syslog socket port in [blocked URL](#) > Settings > EventLog Settings > Configuration) might not be opened during installation process, if so, you need to manually open that port. Check your software firewall on the NetVizura server and open the port. Iptables is an example of firewall on CentOS and RedHat systems.

Devices exporting syslog and NetVizura server are not connected

Contact your system and network administrators and make sure that all devices exporting syslog messages have network connection to the server running NetVizura EventLog.