



**SANGFOR**

# NGAF

## Can not see the log Troubleshooting

Version 8.0.6

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## Change Log

| Date         | Change Description                  |
|--------------|-------------------------------------|
| Mar 08, 2019 | Can not see the log Troubleshooting |
|              |                                     |

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## Chapter 1 Application scenario

Internal Report Center can not see the log Troubleshooting.

## Chapter 2 Troubleshooting methods

1. Check if the log settings are synced to the Internal Report Center, Related configuration path: [System]-[General]-[Logging Options].
2. Confirm whether the intranet server traffic passes through the NGAF in both directions.
3. Check if the data IP is in the whitelist (Path:[Policies]-[Blacklist/Whitelist]) .
4. Check in the system log whether there have been recent policy changes, View log path [Logs]-[Admin Operation].
5. Check if Report center and data center synchronization is abnormal, Check log path [System]-[Troubleshooting]-[Logs]. You need to pay special attention to error and warning logs.



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