

Extra help: Logging

This section contains tips to help you with some common challenges of FortiGate logging.

No log messages appear.

Ensure that logging is enabled in both the **Log Settings** and the policy used for the traffic you wish to log, as logging will not function unless it is enabled in both places.

If logging is enabled in both places, check that the policy in which logging is enabled is the policy being used for your traffic. Also make sure that the policy is getting traffic by going to the policy list and adding the **Sessions** column to the list.

Logs from a FortiAnalyzer, FortiManager, or from FortiCloud do not appear in the GUI.

Ensure that the correct log source has been selected in the **Log Settings**, under **GUI Preferences**.

The FortiGate unit's performance level has decreased since enabling disk logging.

If enabling disk logging has impacted overall performance, change the log settings to either send logs to a FortiAnalyzer unit, a FortiManager unit, or to FortiCloud.

Log All Sessions is enabled on all security policies and cannot be changed.

This can occur if **Client Reputation** is enabled.

Logging to a FortiAnalyzer unit is not working as expected.

The firmware for the FortiGate and FortiAnalyzer units may not be compatible. Check the firmware release notes, found at support.fortinet.com, to see if this is the case.