

LOGZILLA DOCUMENTATION

Troubleshooting (Install & Startup)

Resolve LogZilla install and startup issues: RHEL firewalld ports, Docker health checks, disk and memory usage, and primary log file locations

Getting Started with LogZilla · Generated July 1, 2026 · logzilla.ai/docs/getting-started/troubleshooting

RHEL firewalld (post-install)

On RHEL, the default firewall can block incoming syslog traffic. After installing LogZilla, allow common ports and make the change permanent:

```
sudo firewall-cmd --list-all
sudo firewall-cmd --add-port=514-516/udp --add-port=514-516/tcp --add-port=601/tcp --add-port=6514/tcp
sudo firewall-cmd --runtime-to-permanent
sudo firewall-cmd --list-all
```

Note: Required ports depend on how the environment is configured. The above ports cover typical syslog (RFC 3164/5424) and TLS syslog.

Check Docker health

```
docker info
docker ps | grep lz_
```

Check system resources

- Disk (Docker data):

```
df -h /var/lib/docker
```

- CPU and memory:

```
top
free -h
```

Log locations

- Primary LogZilla log file:

```
/var/log/logzilla/logzilla.log
```

If issues persist, capture recent errors or warnings from the log and share with support.