

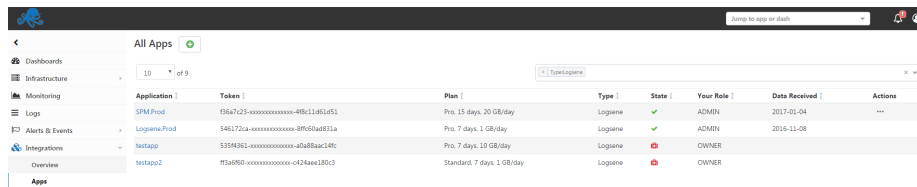
When you send syslog to Logsene, we strongly recommend you do that by adding your Logsene App's token as part of your CEE-formatted JSON over syslog.

If this is not possible for some reason - for example, if you're using the traditional syslogd - then you can authorize your public IP (or IPs) and send logs to Logsene as if it's your local log collector. Authorizing an IP lets us determine to which Logsene app logs originating from some IP should be routed. As such, a given IP address can be authorized in only one Logsene app.

You can authorize IPs from the Logsene application's Settings within your Sematext account (click here to go to the list of your Logsene applications), or from the Logsene application itself.

## Method 1: From the Application Settings

First, you have to get to your list of Applications. You can do that from anywhere by going to **Integrations-> Apps**:



Application	Token	Plan	Type	State	Your Role	Date Received	Actions
SPM-Prod	696a723-xxxxxxxxxxxx-4f6c11a61a451	Pro, 15 days, 20 GB/day	Logsene	✓	ADMIN	2017-03-04	...
Logsene-Prod	546173a-xxxxxxxxxxxx-8f6d5a8511a	Pro, 7 days, 1 GB/day	Logsene	✓	ADMIN	2016-11-08	...
testapp	535f65c1-xxxxxxxxxxxx-a2a85ac346c	Pro, 7 days, 10 GB/day	Logsene	✗	OWNER		...
testapp2	f5a985d-xxxxxxxxxxxx-c424aae281c3	Standard, 7 days, 1 GB/day	Logsene	✗	OWNER		...

Figure 1:

From the list of applications, click on the **Actions** button next to the Logsene application you need to work with:

Click on **Whitelist IP** item and add your IPs to the list:

## Method 2: From the Logsene Application

You can also authorize IPs without leaving the Logsene application. To do that, click on the **App actions→App Settings** button \*\*\* on the upper-right side:

Select **Source IPs** tab. From the **IPs authorized for...** screen, you can start adding IPs:

Type	State	Your Role	Data Received	Actions
Logsene	✓	ADMIN	2017-01-04	...
Logsene	✓	ADMIN	2016-11-08	App Settings
Logsene	✗	OWNER		Connect App
Logsene	✗	OWNER		Invite Others
				Transfer App Owner
				Integrations
				Whitelist IP
				Configure S3
				Disable app

Figure 2:

Application info Subscriptions Integrations Tokens Source IPs AWS S3 Storage

IP Addresses +

5 of 0 Search by text

IP Actions

There is no data available

**NOTE:** To send data Whitelisting!

Figure 3:

Logsene.Prod

The Logsene.Prod App has not received any data in the past 125 days. Please check troubleshooting tips:

- Double-check your log shipping configuration, esp. any error messages log shipper itself may be logging to its own
- Try running your log shipper in **debug and/or verbose mode**
- Check if there are any **network connectivity** issues, see our [wiki page](#)
- Check that your **server's clocks** are correct and check that your logs have accurate timestamps and not timestamps from the future
- Check that your logs have correctly **formatted timestamps**. Here are some examples of acceptable timestamps:
  - Epochtime: 2001-06-08T00:00:12.321 (ISO8601) or 1402645712.321 (milliseconds since UTC epoch)
  - Syslog: 2001-06-08T00:00:12.321 (ISO8601) or Oct 11 22:34:15 (RFC3164 timestamp - UTC)
- For more details around timestamp formats see [wiki page](#)
- Check [integrations guide](#), once more or consider using a different log shipper

App Settings

Connect App

Invite Others

Transfer App Owner

Integrations

Usage

@timestamp

class

host

ip

logsource

logsource,offset\_log

message

Figure 4:

App Settings

Application info Subscriptions Integrations Tokens Source IPs AWS S3 Storage

IP Addresses +

5 of 1 Search by text

IP Actions

Figure 5: