



Yealink Diagnostics

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Yealink Diagnostics

Yealink provides two diagnostic tools to help our support team diagnose connectivity issues within your network a) local log and b) Syslog which conveniently writes directly back to our network.)

The screenshot displays the Yealink Diagnostics configuration page, which is divided into two main sections: Local Log and Syslog. Both sections are highlighted with a red border and a red circle containing a number (1 for Local Log, 2 for Syslog).

Local Log

- Enable Local Log: Enabled
- Local Log Level: 3
- Max Log File Size (1024-2048KB): 1024
- Export Local Log: sys.log
- Export button

Syslog

- Enable Syslog: Enabled
- Syslog Server: 27.111.12.129
- Port: 514
- Syslog Transport Type: UDP
- Syslog Level: 6
- Syslog Facility: local use 0 (local0)
- Syslog Prepend MAC: Disabled

At the bottom of the interface, there are buttons for "Export All Diagnostic Files", "Start", "Stop", "Export", "Confirm", and "Cancel".

Quick Guide

Step 1: Browse to Phones Web UI

1. **Phones web UI:** to access the phone's web UI press the OK button (on the right of the keypad) to retrieve the phone's IP address.

2. Enter the IP address in your browser (eg 192.168.1.xx).
3. UserName and Password: **Admin-** admin, **Password-** admin.
4. Click Confirm.

Step 2: Export Local Log

1. Select **Settings** tab >> **Configuration**
2. **Export System Log:** Set the Local log level to 6 -> reboot the phone
3. **Pcap Feature:** Start to capture the Trace -> reproduce your issue -> stop capturing the Trace -> Export PCAP Trace
4. **Export or Import Configuration:** Export config.bin
5. Email Download files to our support site.

Step 3: Syslog

1. Select **Settings** tab >> **Configuration**
2. **Enable Syslog**
3. **Syslog server:** 27.111.12.129 | Port 514
4. **Transport Type:** UDP
5. Select Confirm

Tags
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