



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 web interface. It features two main configuration panels: 'Local Log' and 'Syslog'. The 'Local Log' panel (marked with a red circle '1') includes settings for 'Enable Local Log' (set to 'Enabled'), 'Local Log Level' (set to '3'), 'Max Log File Size (1024-2048KB)' (set to '1024'), and 'Export Local Log' (set to 'sys.log'). An 'Export' button is located to the right of the 'Export Local Log' dropdown. The 'Syslog' panel (marked with a red circle '2') includes settings for 'Enable Syslog' (set to 'Enabled'), 'Syslog Server' (set to '27.111.12.129'), 'Port' (set to '514'), 'Syslog Transport Type' (set to 'UDP'), 'Syslog Level' (set to '6'), 'Syslog Facility' (set to 'local use 0 (local0)'), and 'Syslog Prepend MAC' (set to 'Disabled'). Below these panels, there are buttons for 'Export All Diagnostic Files', 'Start', 'Stop', and 'Export'. At the bottom, there are 'Confirm' and 'Cancel' buttons.

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

Device

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