



Yealink Diagnostics

Mike Johnstone - 2024-08-08 - Yealink Devices

Yealink Diagnostics

Yealink provides two diagnostic tools to help our support team diagnose connectivity issues within your network

- local log and
- Syslog which conveniently writes directly back to our network.

Local Log

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

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	

Export All Diagnostic Files Start Stop Export

Confirm Cancel

Quick Guide

Step 1: Browse to Phones Web UI

- 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
Yealink