

Knowledge Base > Troubleshooting > Yealink Diagnostics 1

Yealink Diagnostics 1 Mike Johnstone - 2024-04-17 - Troubleshooting

Yealink Diagnostics 1

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

- 1. Local log
- 2. Syslog which conveniently writes directly back to our network

	Local Log	_
	Enable Local Log	Enabled V
	Local Log Level	3 🗸
)U	ick Guide Max Log File Size (1024-2048KB)	1024
	Export Local Log	sys.log 🗸 Export
Step 1: Browse to Phones Web UI		
	Syslog	
	 Phones web UI: to access the phones Enable Syslog keypad) to retrieve the phones IP ad 	s web UI press the OK button (on right of the Enabled
	Syslog Server 2. Enter the IP address in your browser	103.55.116.47 Port 514 (eg 192.168.1.xx).
	Syslog Transport Type 3. UserName and Password: Admin- ad	UDP 🗸 🗸
	Syslog Level 4. Click Confirm.	6 🗸
	Syslog Facility	local use 0 (local0)
	Syslog Prepend MAC	Disabled V
Step 2: Export Local Log		
	Export All Diagnostic Files 1. Select Settings tab >> Configuration	Start Stop Export
	2. Export System Log: Set the Local log	level to 6 -> reboot the phone
	Confirm	Cancel

3. Pcap Feature: Staff 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: 103.55.116.47 | Port 514
- 4. Transport Type: UDP
- 5. Select Confirm