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## **Yealink Diagnostics 1**

Mike Johnstone - 2024-04-18 - Troubleshooting

## **Yealink Diagnostics 1**

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

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

	Lo	cal Log			4	
		Enable Local Log	Enabled	~		
		Local Log Level	3	~		
		Max Log File Size (1024-2048KB)	1024	À	]	
Qı	uick	Guide Export Local Log	sys.log	~	Export	
Syslog					2	
St	ep 1:	Browse to Phones Web UI Enable Syslog	Enabled	~	2	
	1. Pl	nones web UI: to access the phones web UI nones IP address.	press the OK button (on rig	ht of	the keypad) to retrie	ve the
	2. Ei	<b>Syslog Transport Type</b> nter the IP address in your browser (eg 192	UDP 168.1.xx).	~		
		Syslog Level	6	~		
	3. U	serName and Password: Admin- admin, Pas Syslog Facility	sword- admin.   local use 0 (local0)	~		
	4. C	liskysiographend MAC	Disabled	~		
Step 2x Expant Diogral stieg Files Start Stop Export						
	1. Se	elect Settings tab >> Configuration Confirm	Car	ncel		

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:  $103.55.116.47 \mid Port 514$
- 4. Transport Type: UDP
- 5. Select Confirm