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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 1

Enable Local Log

Local Log Level

Max Log File Size (1024-2048KB)

Export Local Log

Step 1: Browse to Phones Web UI Syslog 2

1. Phones web UI: to access the phones web UI press the OK button (on right of the keypad) to retrieve the phones 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.

Enable Syslog

Syslog Server Port

Syslog Transport Type

Syslog Level

Syslog Facility

Syslog Prepend MAC

Step 2: Export Local Log

Export All Diagnostic Files

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: 103.55.116.47 | Port 514
4. Transport Type: UDP
5. Select Confirm