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

Local Log

Enable Local Log	Enabled	
Local Log Level	3	
Max Log File Size (1024-2048KB)	1024	

Quick Guide

Export Local Log   sys.log   Export

Syslog

Step 1: Browse to Phones Web UI

Enable Syslog   Enabled

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.

    Syslog Server   103.55.116.47   Port   514

    Syslog Transport Type   UDP

2. Enter the IP address in your browser (eg 192.168.1.xx).

    Syslog Level   6

3. UserName and Password: Admin- admin, Password- admin.

    Syslog Facility   local use 0 (local0)

4. Click Confirm

    Syslog Prepend MAC   Disabled

Step 2: Export Local Log

Export All Diagnostics Files   Start   Stop   Export

1. Select Settings tab >> Configuration

    Confirm   Cancel

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