



Yealink Diagnostics

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Yealink Diagnostics

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

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

The screenshot displays the Yealink Diagnostics configuration interface. It is divided into two main sections: 'Local Log' and 'Syslog', both highlighted with red boxes and numbered '1' and '2' respectively. Below these sections are buttons for 'Export All Diagnostic Files', 'Start', 'Stop', 'Export', 'Confirm', and 'Cancel'.

Section	Setting	Value
Local Log (1)	Enable Local Log	Enabled
	Local Log Level	3
	Max Log File Size (1024-2048KB)	1024
	Export Local Log	sys.log
Syslog (2)	Enable Syslog	Enabled
	Syslog Server	27.111.12.129
	Syslog Transport Type	UDP
	Syslog Level	6
	Syslog Facility	local use 0 (local0)
	Syslog Prepend MAC	Disabled

Buttons: Export All Diagnostic Files, Start, Stop, Export, Confirm, Cancel

Quick Guide

Step 1: Browse to Phones Web UI

1. **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

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