

How to Capture the Network Trace Package and Export the Level 9 Syslog and Config.bin File

Issue Description

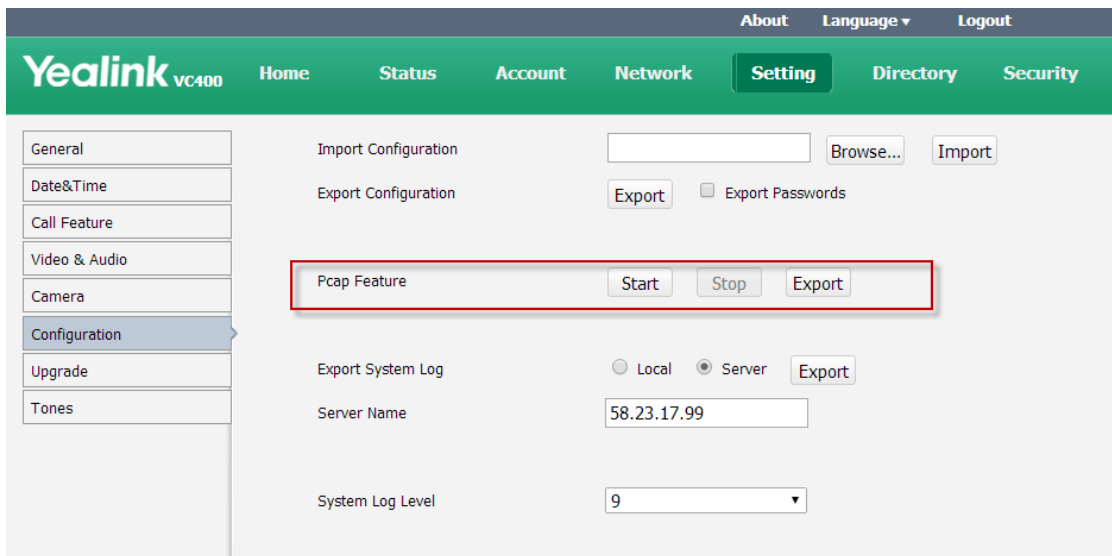
- ✧ When the problem is more complex, customers need to provide the network capture and level 9 syslog together with the config.bin file for Yealink R&D to analyze and fix the issue.

Causation

- ✧ None

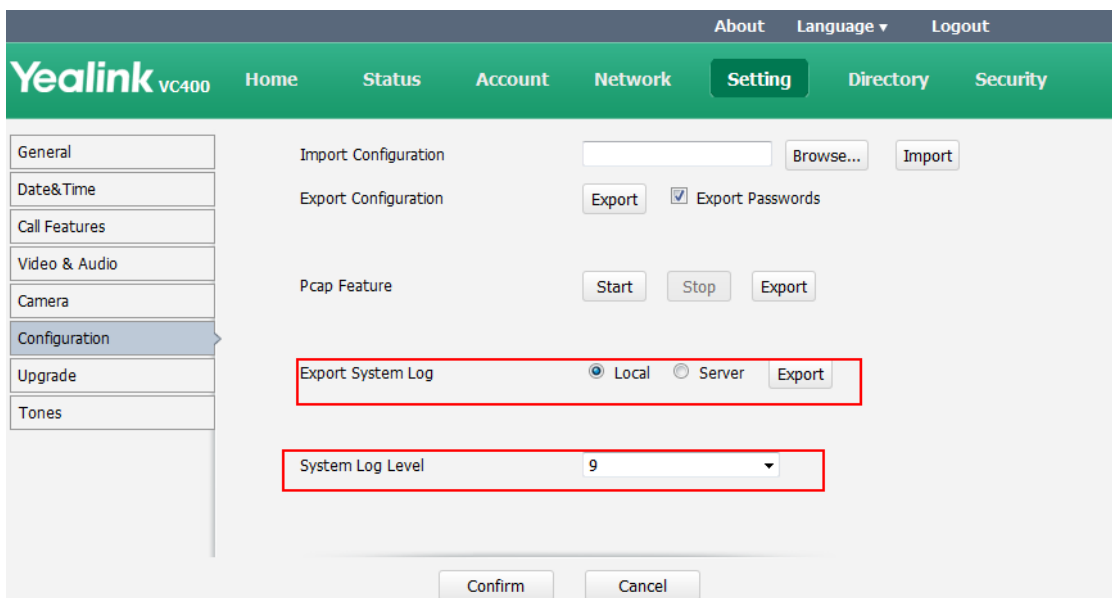
Solution

1. Yealink VCS provides two ways to get the trace package : Through the website or through the USB disk. Because of the limitation of the website trace flash, you can only get little useful information, so it is recommended to use the USB disk. And note, **before you try to reproduce the issue to catch the trace, the System Log Level should be configured with 9.**
2. **Getting the trace package through the USB disk:** You can use any USB disk that is available, steps are like below:
 - 1) Create a new folder named **“yealink.debug”** in the USB disk , then insert it to any USB port on the VCS Codec. At this time the VCS will prompt that a USB disk is connected, a USB icon will also displayed on the status bar that means the USB disk is ready.
 - 2) At this time , you can press the # key on the remote control to start to catch the trace package, and it will also have a prompt box on the screen which shows **“debug on”**.
 - 3) Reproduce the issue step by step.
 - 4) After all steps are done, press the # key again to finish catching the trace package. 5-10s later, there will have a prompt box which shows **“debug off”** on the screen, that means the package is caught successfully.
After that, please pull out the USB disk, all the data will be saved in the **“yealink.debug”** folder.
3. **Getting the trace package through the website:**
Go to the webpage path: **Setting → Configuration → Pcap Feature**
 - 1) Press **“Start”** to start catching the trace.
 - 2) Reproduce the issue step by step.
 - 3) Press **“Stop”** to stop catching the trace.
 - 4) Press **“Export”** to export the trace package and save it to local PC.



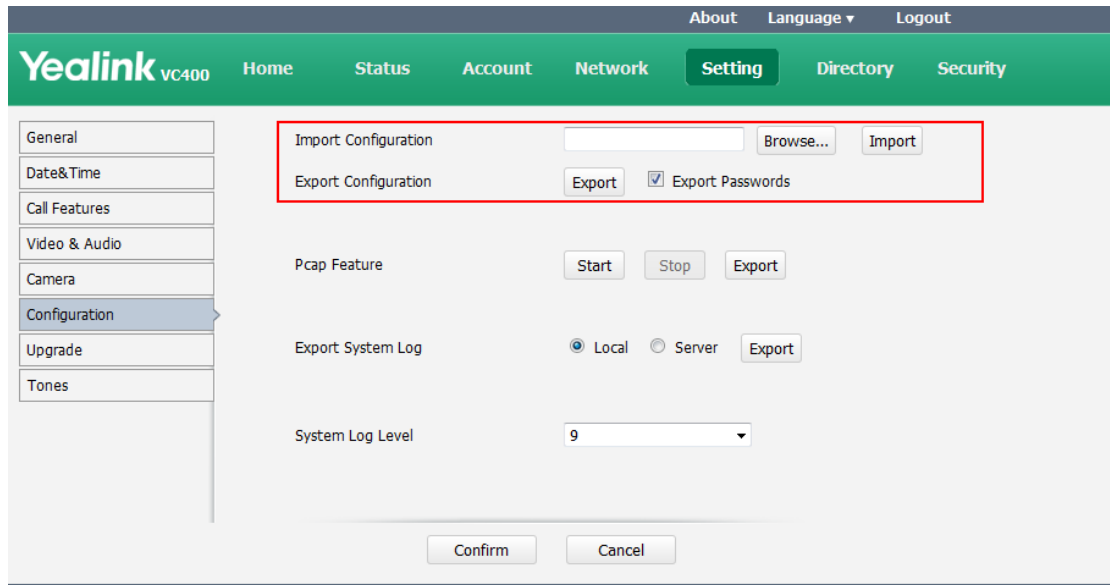
4. Export the syslog with Level 9:

Go to the webpage path: **Setting** → **Configuration** → **Export System Log**, press “**Export**” to export the syslog and then save it to local PC and make sure the System Log Level has been configured with 9.



5. Export the config.bin file :

Go to the webpage path: **Setting** → **Configuration** → **Export Configuration**, press “**Export**” to export the config.bin file and then save it to local PC.



For More Information

No

Product Name

VC400、VC120

Version

ALL