Yealink

Stock Code 300628

How to do the troubleshooting

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1. Troubleshooting Steps

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Yealink Troubleshooting Step

When you face an problem, you can

1. Reboot the device check is it solved problem.

2. Reset to factory check is it solved problem.

3. Upgrade to the latest version check is it can solved the problem.

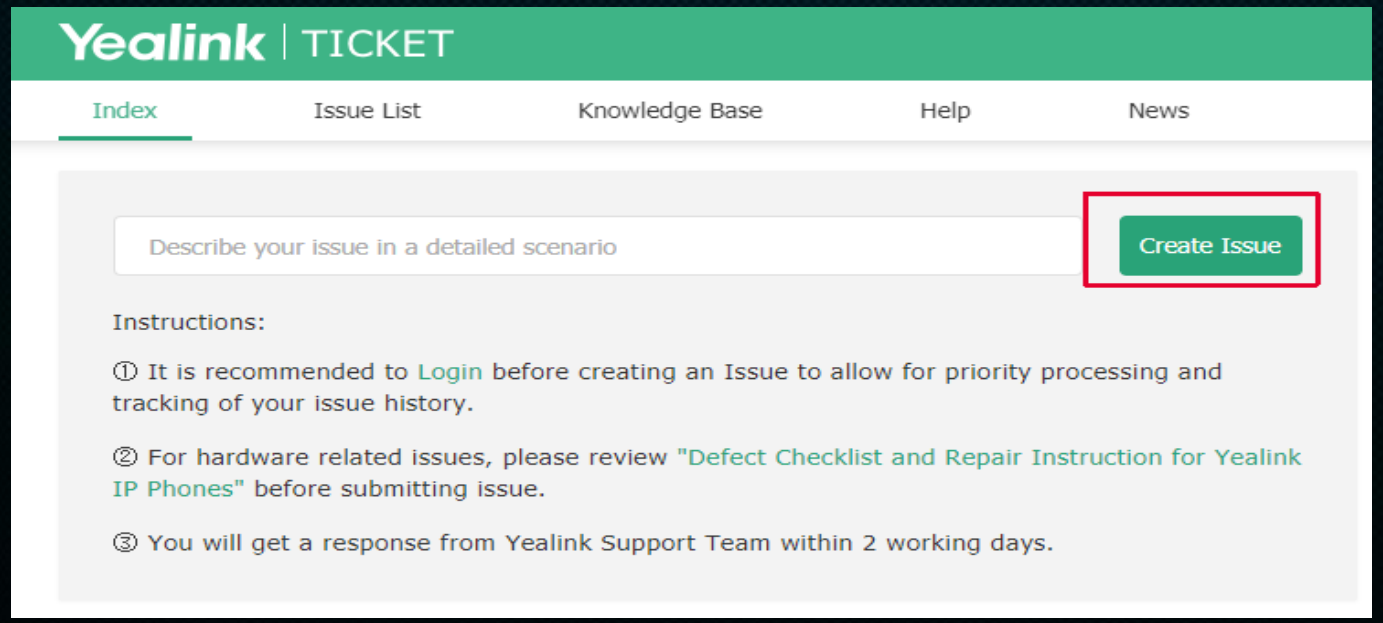
- All of our VCS device latest firmware you can download from follow link:
  http://support.yealink.com/documentFront/forwardToDocumentFrontDisplayPage
- If the VCS device include CP960 we should upgrade the CP960 firstly then second step upgrade our VCS device.

Yealink Troubleshooting Step

When you face an problem, you can

4. Contact Yealink support team for help.

- After we checked reboot, reset to factory and upgrade the new firmware still can't solve the problem.
- Log into our ticket web to create the issue then our engineer will contact you: https://ticket.yealink.com/



Yealink Troubleshooting Step

When you face an problem, you can

5. When you create the ticket focus two important thing.

- Describe the problem clearly.(provide the problem record video is the best way let we know the problem)
- The most important is that get effective material. The material include the device local log and the Capture Packets and the device configuration file. Follow material will let you know how to get the effective material.
    - Look up the solution on Yealink support website (http://support.yealink.com/)
    - Submit information to Yealink team
        - Trace
        - Syslog
        - Configuration file
        - Scenario description
        - Business information

2. How to get the effective material from VCS devices?

Methods

(include VC880/VC800/VC500/VC200)

1. **Separate to get three material**
2. Use one button to get three material
3. Use the USB disk to get the material

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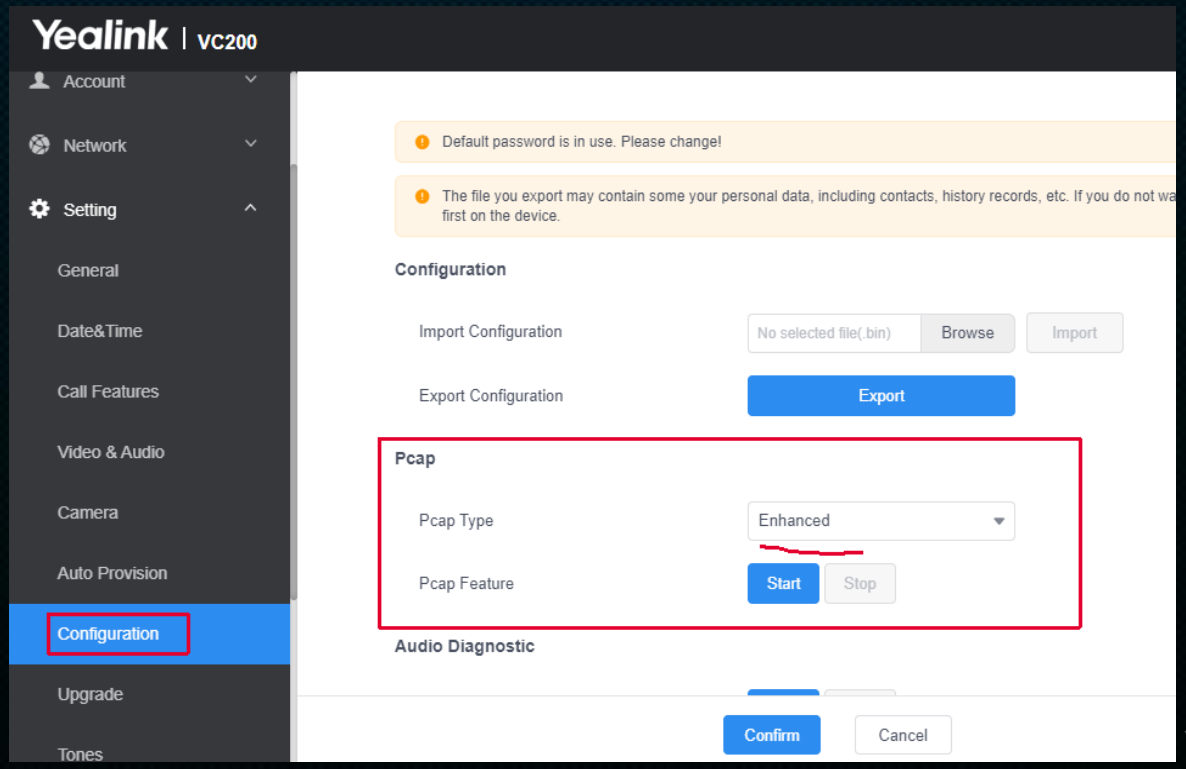
Separate to get three material

Introduce methods to export the material (PCAP, log and config file)

- **Get the correct PCAP file**
  - login device website On the **Setting---configuration---PCAP,**
  - Choose Enhanced then click start, then reproduce the problem. then export the Capture Package material.



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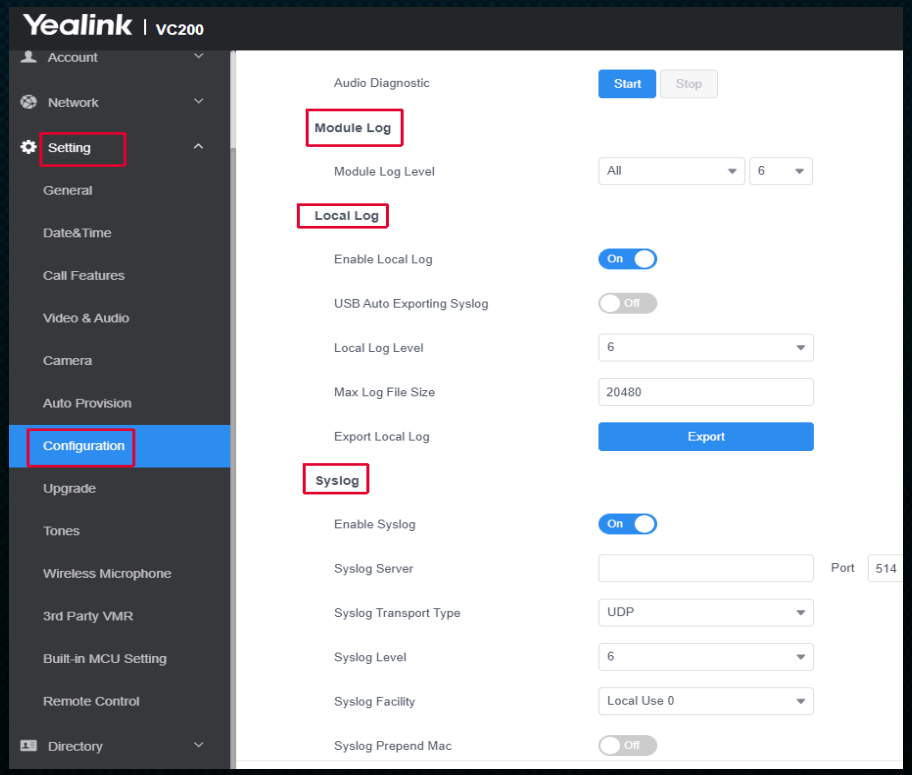
Separate to get three material

Introduce methods to export the material (PCAP, log and config file)

- Get the effective syslog
  - Export the local log and the module log level should be 6 (Usually default is 6 level)
  - After you config this log server, our VCS device all log will be save to log server. and local log can’ t be use.



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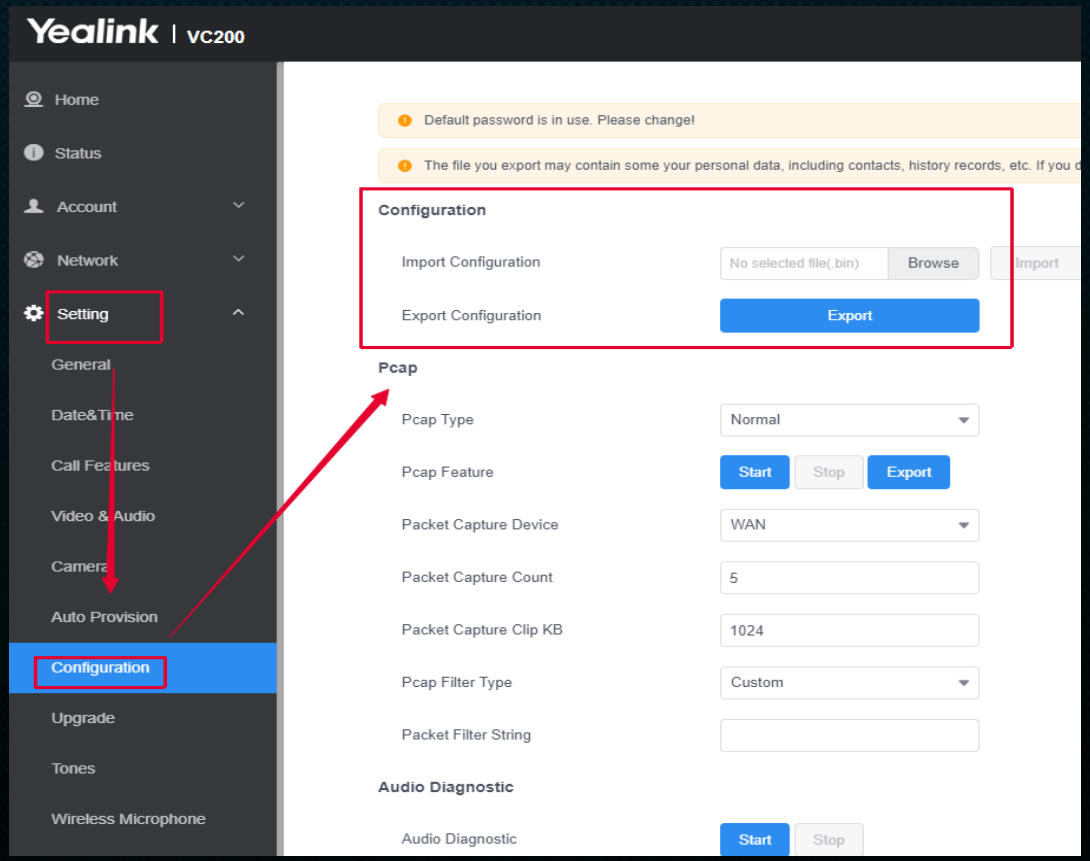
Separate to get three material

Introduce methods to export the material (PCAP, log and config file)

- import the config file
  - On the Setting--- configuration--- to export the config file to us.



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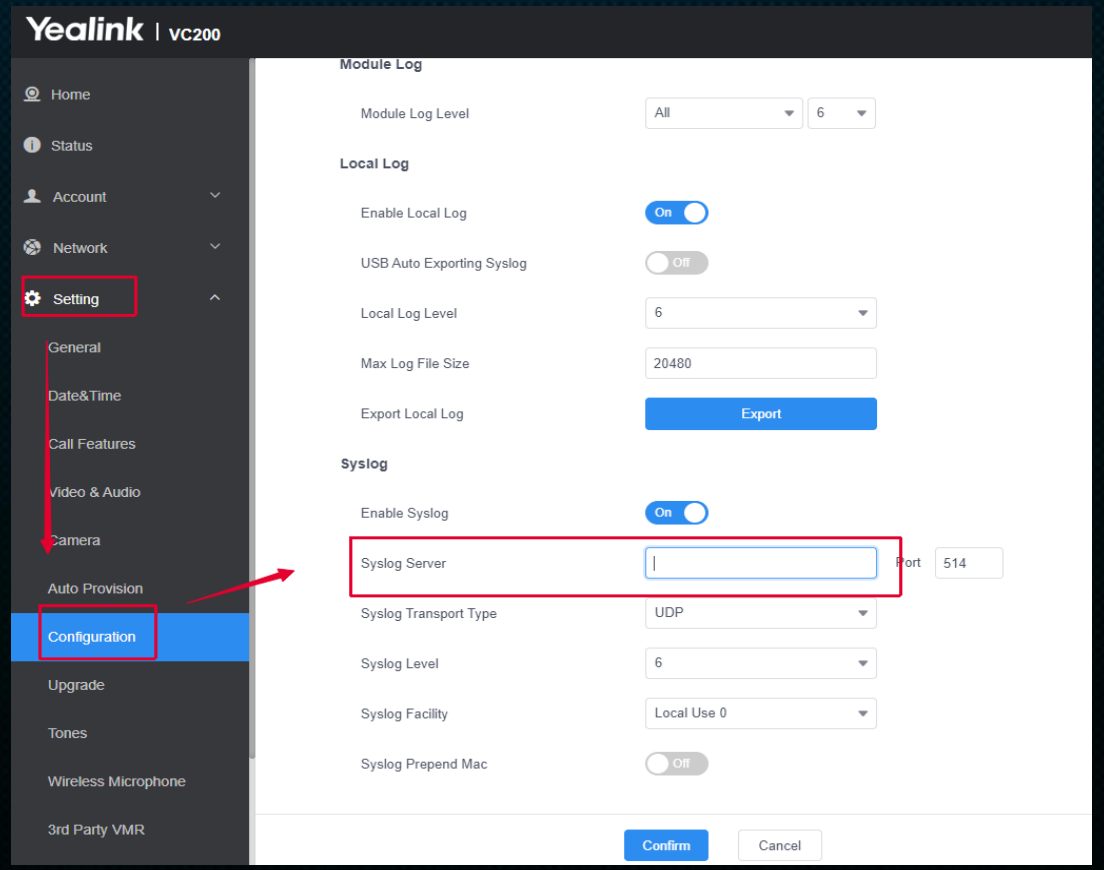
Separate to get three material

Introduce methods to export the material (PCAP, log and config file)

- import the config file
  - Use the VCS terminal Syslog to get the terminal log.



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Methods

(include VC880/VC800/VC500/VC200)

1. Separate to get three material
2. **Use one button to get three material**
3. Use the USB disk to get the material

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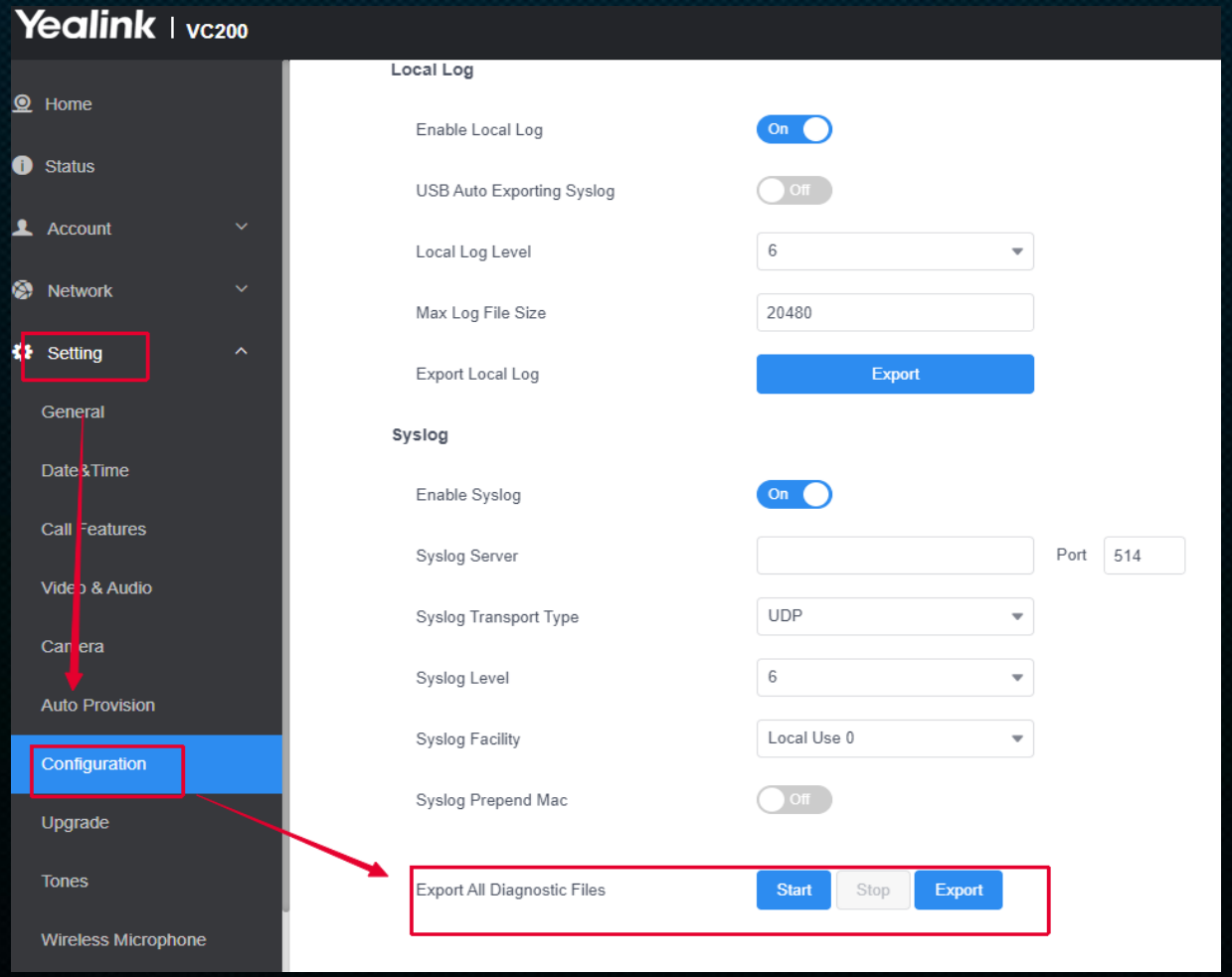
Use one button to get three material

- On the Setting---Configuration---Export All Diagnostic Files
  - When you begin reproduct problem click the start then



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Methods

(include VC880/VC800/VC500/VC200)

1. Separate to get three material
2. Use one button to get three material
3. **Use the USB disk to get the material**

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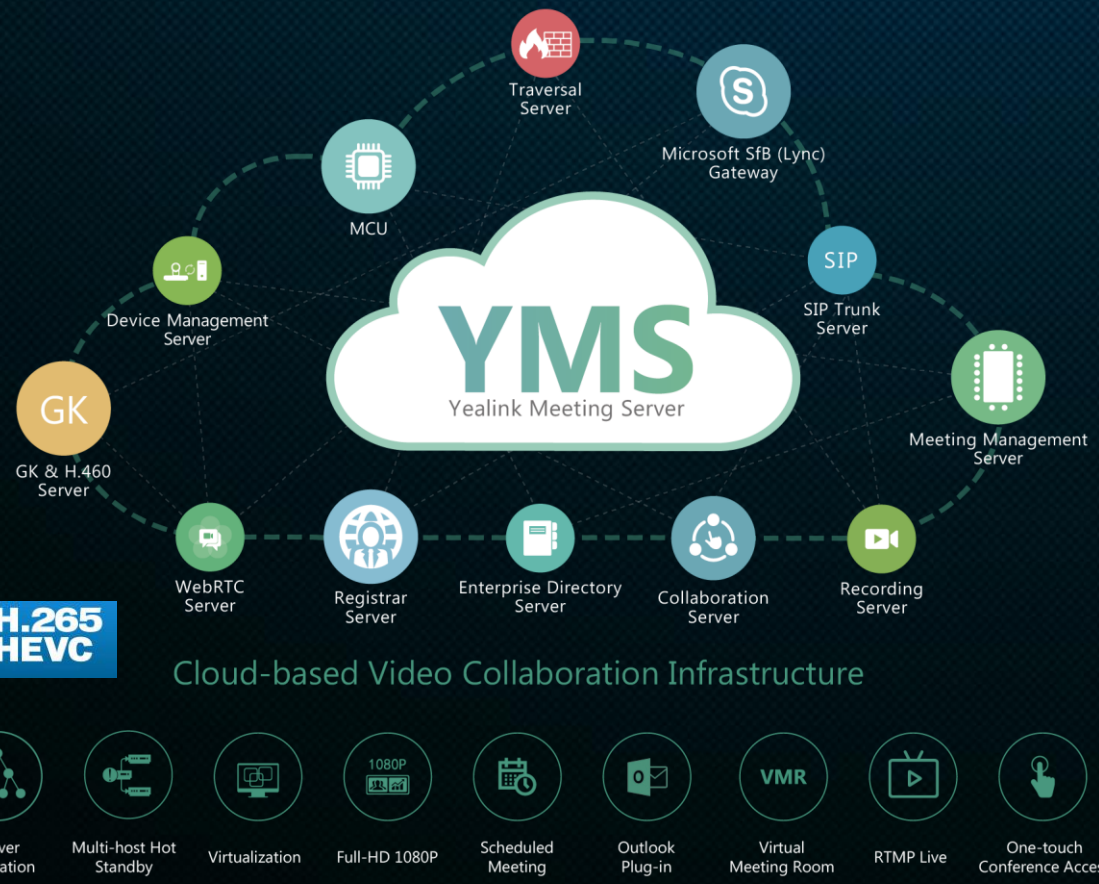
Use the USB disk to get the material

- Before capturing packets, make sure a USB flash driver is connected to VC800/VC500/VC200 codec the USB feature is enabled.
  - On the remote control Long press ⌫ before you reproduce the problem. after the display device prompts “Onekey-capture has been turned on, it means USB begin get the analysis material.
  - Long press ⌫ for 2 seconds to stop capturing packets. The packets are saved in the yealink.debug folder on your USB flash driver.

3. How to get the effective material from YMS?

How to get the effective material from YMS?



For YMS problem remember feedback the syslog and capture packet material.

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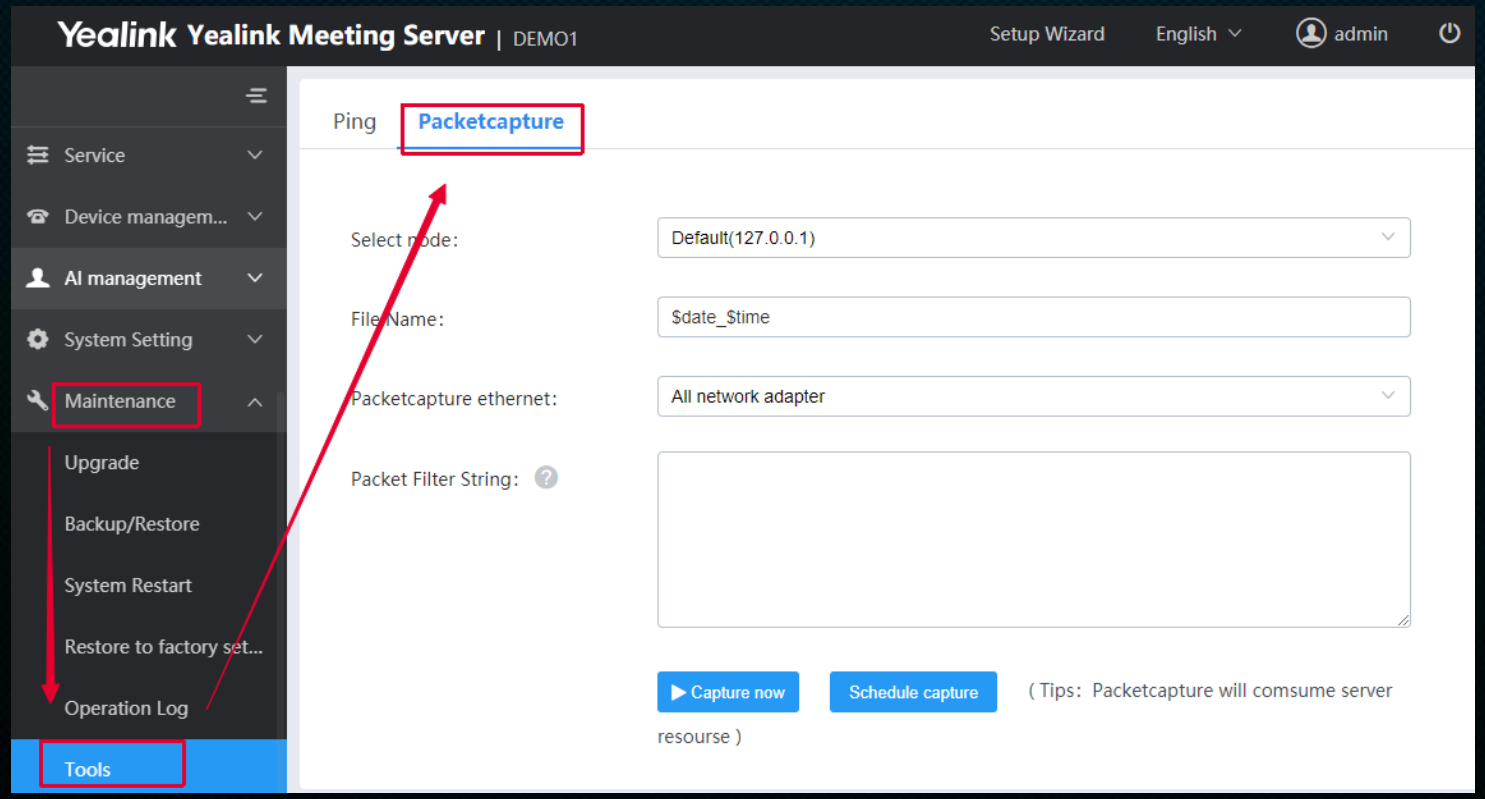
How to get the effective material from YMS?

- **Capturing Packets**

We have two methods to get the capture packets material.

- First method: On our YMS **Maintenance---Tools** we have this function.



How to get the effective material from YMS?

- **Capturing Packets**

We have two methods to get the capture packets material.

- Second method: Connect to the YMS via SSH connection.

The command to Start PCAP Trace.

tcpdump -i any -s 0 -w /tmp/test.pcap

The command to download to local tmp directory.

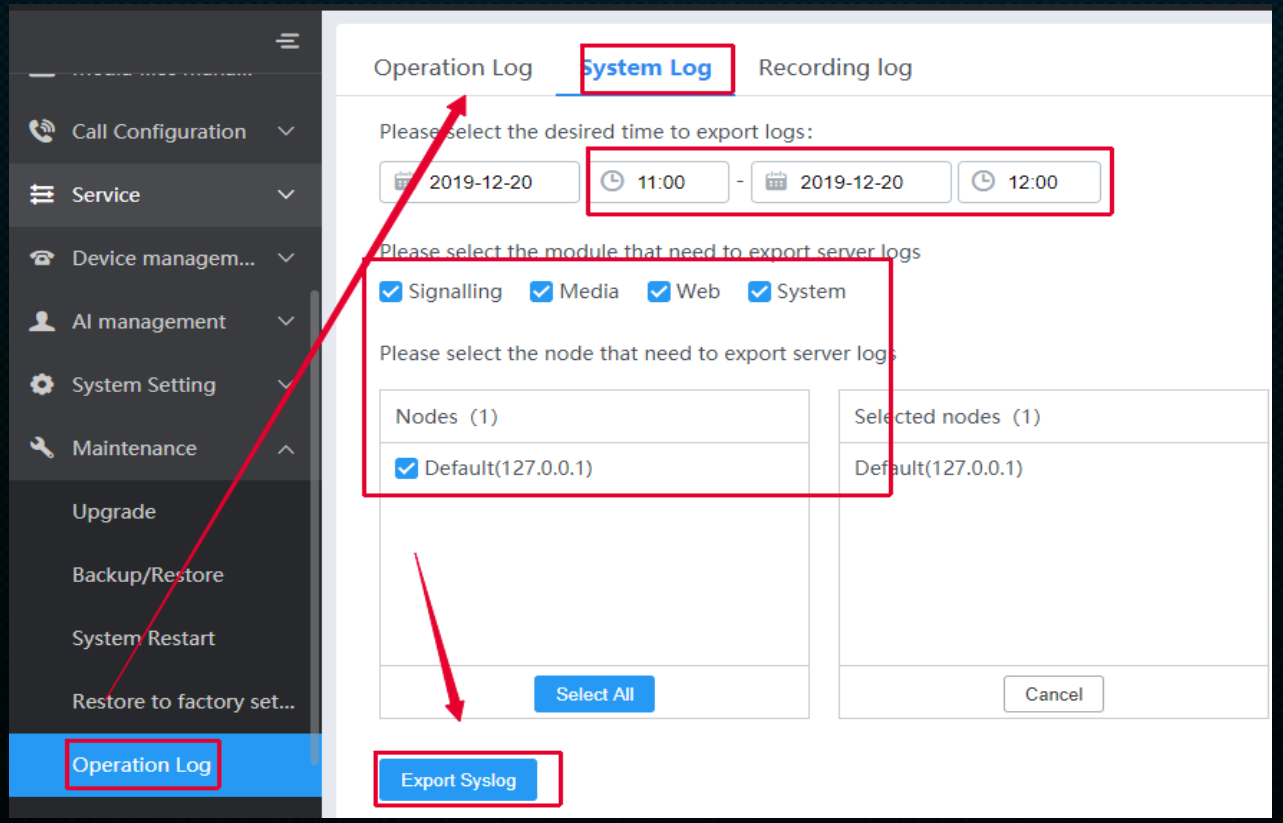
sz /tmp/test.pcap

How to get the effective material from YMS?

- **Server Logs**

  - On Operation log---system log

  Select the correct time then choose all (Signaling Media Web System) to export the the syslog..



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4. How to troubleshoot for T49G?

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How to troubleshoot for T49G?

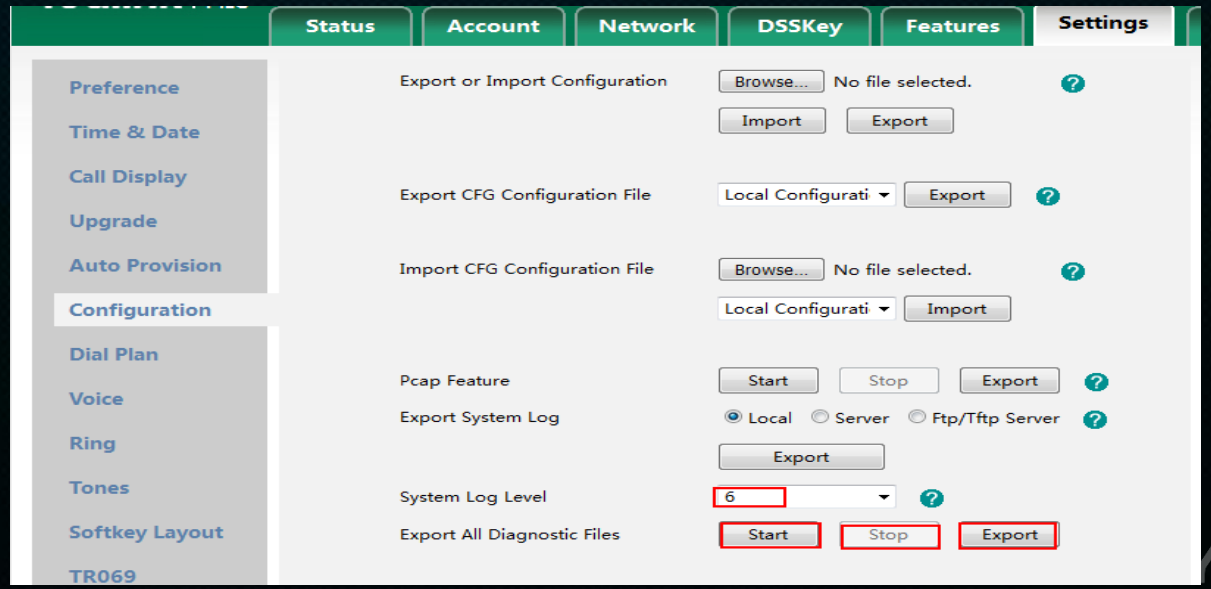
- **Situation 1: Web Interface**
  - The Issue is easy to be repeated within 20s, then to get information through web interface, Please see the picture below and follow the steps:

    1) Login to the web interface of the device.

    2) Go to **Settings->Configuration**: change the syslog log level to 6 and confirm, press **Start** button.

    3) Repeat the issue step by step

    4) Press **Stop->Export** marked in red. You can get **pcap, syslog** and **config.bin** in one package



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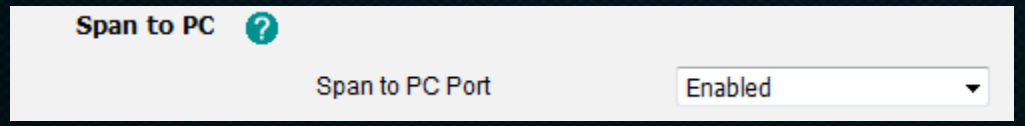
How to troubleshoot for T49G?

- **Situation 2: Span to PC**
  - If you are suffering a randomly happened issue or need to do a long time test, phone's memory will not enough to record the useful information. Please use the method below:

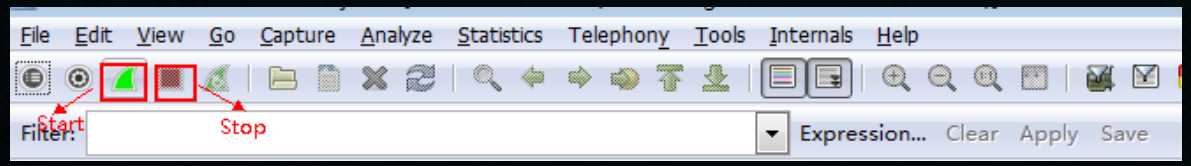
Capture pcap with Wireshark:

1) On Yealink IP phone, we have a feature named Span to PC. Please login to the web interface of Yealink Phone and go to **Network->Advance** page to enable Span to PC, then hit **Confirm**.



2) Connect PC port of Yealink phone to your PC and Internet port to network.

3) On Wireshark, press Start, repeat the steps on phone to reproduce the issue. All the pcap will be recorded. Then hit Stop to stop trace.



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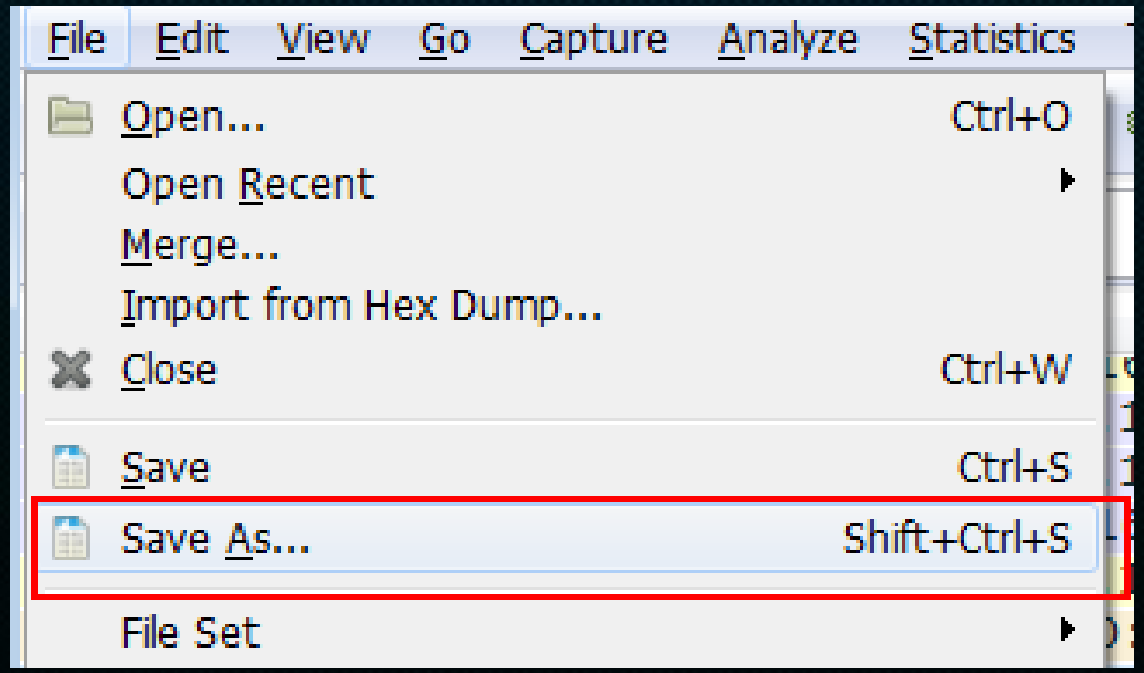
How to troubleshoot for T49G?

- **Situation 2: Span to PC**
  - If you are suffering a randomly happened issue or need to do a long time test, phone's memory will not enough to record the useful information. Please use the method below:

    Capture pcap with Wireshark:

    4) Save the file and send to Yealink support.



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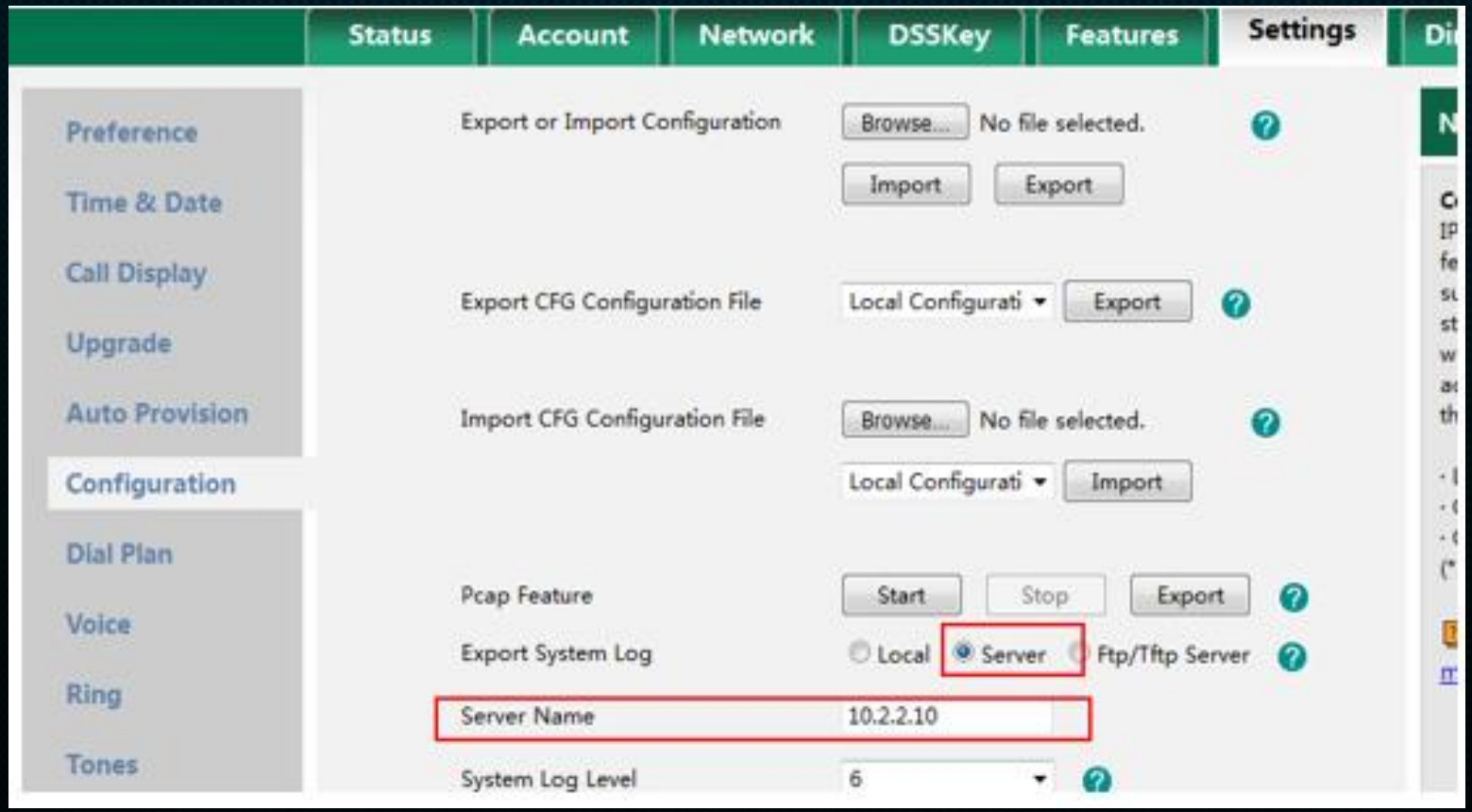
How to troubleshoot for T49G?

- **Situation 2: Span to PC**
  - Capture syslog using syslog server (please do it at the same time with pcap trace):
    1) On Yealink IP phone, please visit web below to change the configuration:



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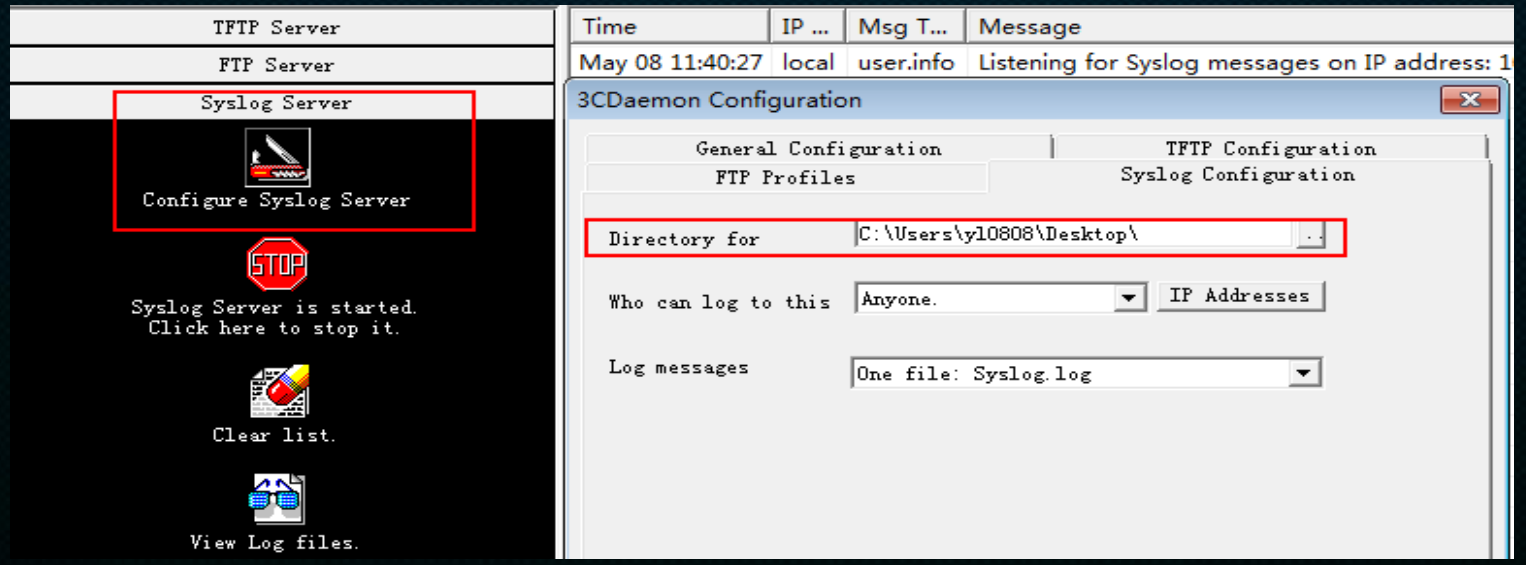
How to troubleshoot for T49G?

- **Situation 2: Span to PC**
  - Capture syslog using syslog server (please do it at the same time with pcap trace):

    2) On syslog server (take 3CDaemon as an example): configure the syslog server and set up a directory to store the syslog file.



3) Repeat the operations on Yealink phone to reproduce the problem. All the messages will be recorded to syslog server.

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5. How to troubleshoot for VCD & VCM?

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Troubleshooting Methods for VCD

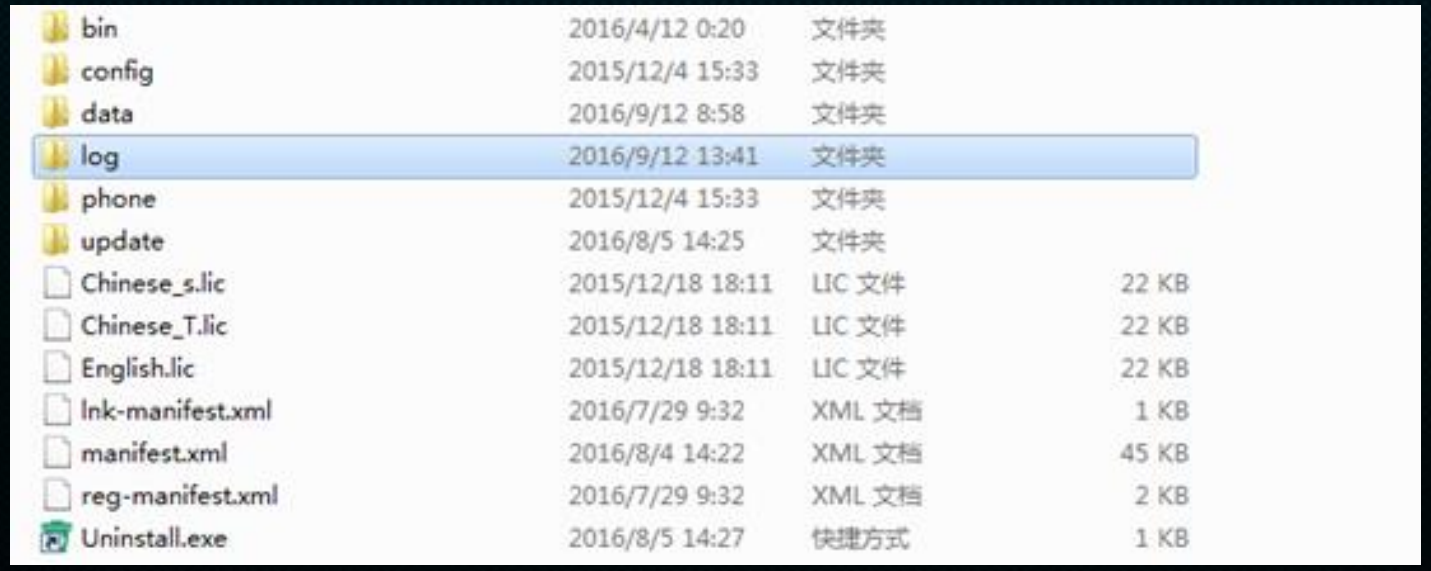
The Yealink VC Desktop can provide feedback in two forms, they are packets and call statistics, which can help you to find the problem more easily and then solve it.

- **Capturing Packets**
  1) You can capture packets using the Ethernet software, and then analyze it to troubleshoot problems.
  2) To capture packets using the Ethernet software: Use Sniffer, Ethereal or Wireshark software to capture the signal traffic.

Troubleshooting Methods for VCD

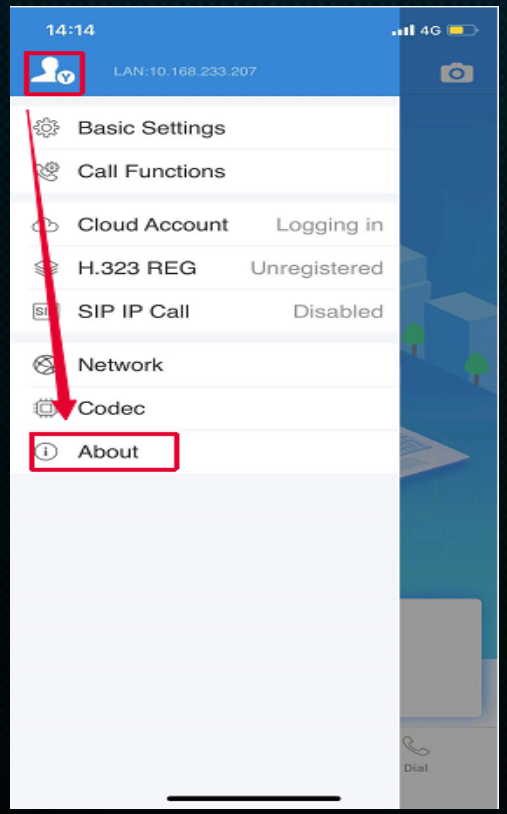
The Yealink VC Desktop can provide feedback in two forms, they are packets and call statistics, which can help you to find the problem more easily and then solve it.

- **Capturing Logs File**
  1) The log of VCD can be found under VCD installation directory. It is named as log. Compress the file and send it to Yealink.
  2) From syslog, Yealink can detail information and confirm what cause an issue.



Troubleshooting Methods for VCM

- **How to export the logs file**
  1) On the About ---Feedback---to upload the log.
  2) On the problem Description help import the problem time and problem description.



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