

**Yealink**

Stock Code 300628

# How to do the troubleshooting



# Content

- 1 Yealink Troubleshooting Step
- 2 How to get the effective material from VCS devices?
- 3 How to get the effective material from YMS?
- 4 How to troubleshoot for T49G?
- 5 How to troubleshoot for VCD & VCM?

# 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.

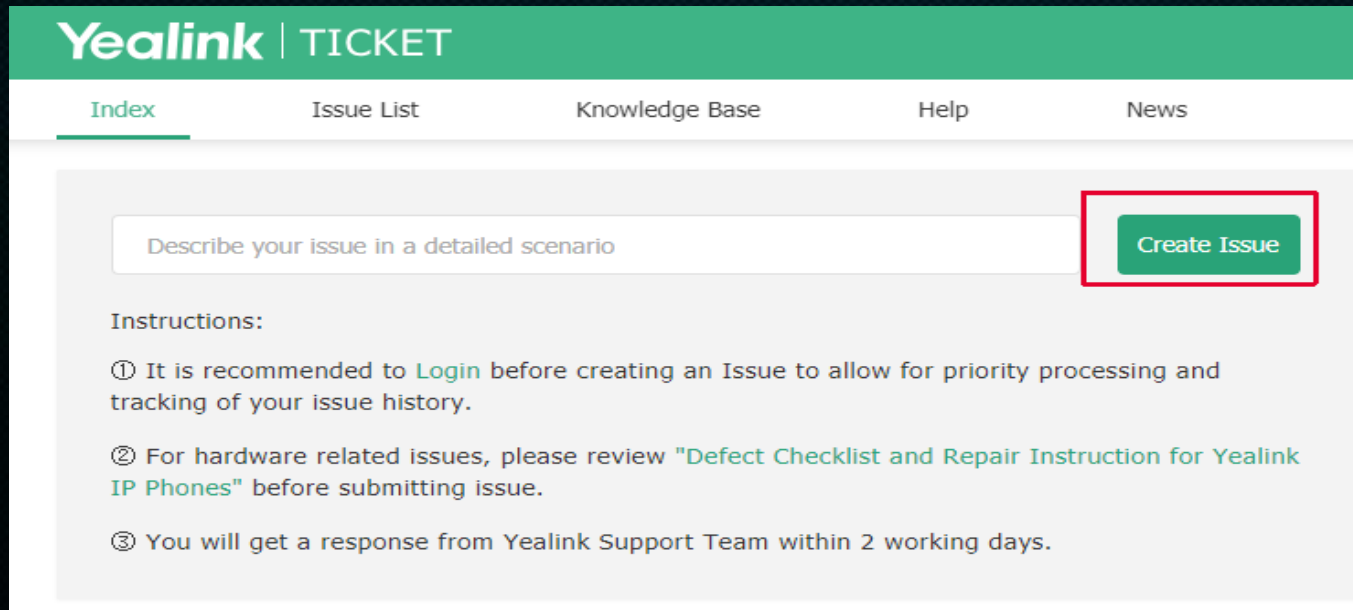
# Yealink Troubleshooting Step

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/>



The screenshot shows the Yealink Ticket web interface. The header is green with the Yealink logo and the word 'TICKET'. Below the header is a navigation bar with links for 'Index', 'Issue List', 'Knowledge Base', 'Help', and 'News'. The main content area features a text input field with the placeholder text 'Describe your issue in a detailed scenario' and a green 'Create Issue' button to its right, which is highlighted with a red rectangular box. Below the input field, there is a section titled 'Instructions:' containing three numbered points: ① It is recommended to Login before creating an Issue to allow for priority processing and tracking of your issue history. ② For hardware related issues, please review "Defect Checklist and Repair Instruction for Yealink IP Phones" before submitting issue. ③ You will get a response from Yealink Support Team within 2 working days.

# 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

A group of business professionals in a meeting room, with a woman standing and smiling in the center. The scene is dimly lit, with a dark blue overlay. The text is in a bright green color.

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

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# Methods

(include VC880/VC800/VC500/VC200)

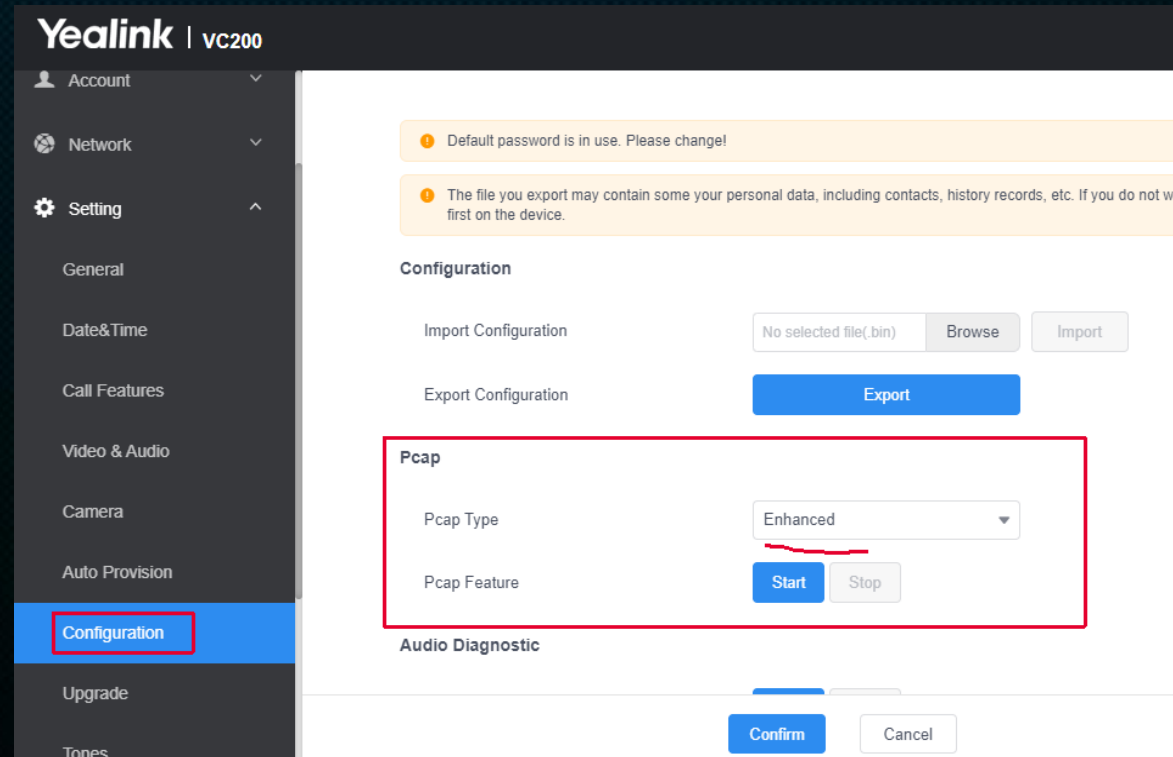
- 1 Separate to get three material
- 2 Use one button to get three material
- 3 Use the USB disk to get the material



# Separate to get three material

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

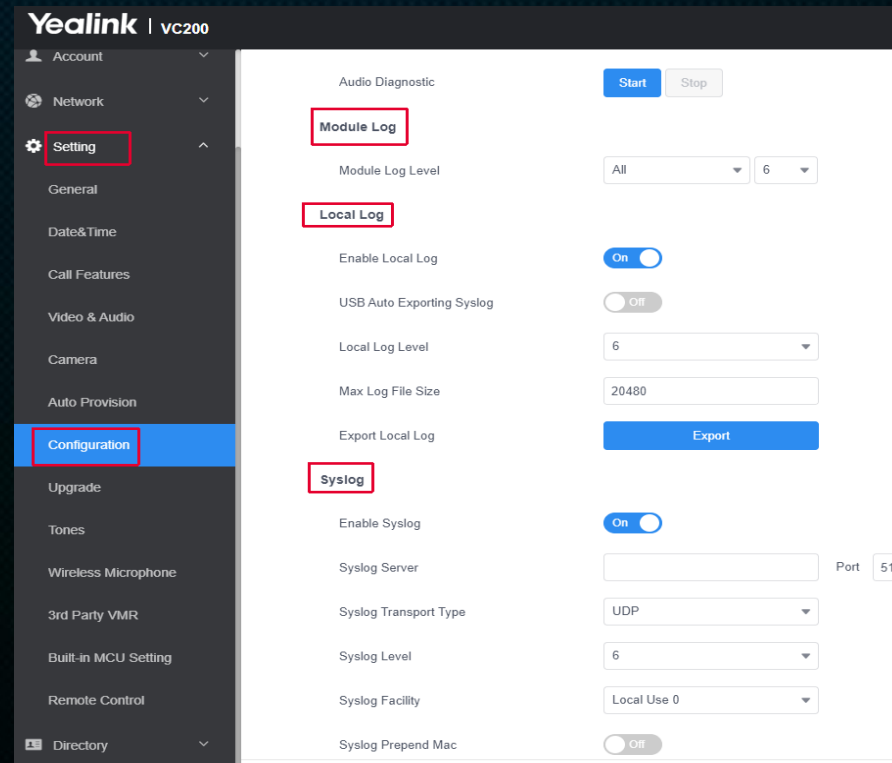
- **Get the correct PCAP file**
  - login device website On the **Setting---configuration---PCAP**,
  - Choose Enhanced then click start, then reproduce the problem. then export the Capture Package material.



# 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.



# 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.

The screenshot displays the Yealink VC200 web interface. On the left sidebar, the 'Setting' menu item is highlighted with a red box, and a red arrow points to the 'Configuration' sub-menu item, which is also highlighted with a red box. The main content area shows the 'Configuration' section, which is also highlighted with a red box. This section includes 'Import Configuration' (with a 'Browse' button) and 'Export Configuration' (with an 'Export' button). Below this, the 'Pcap' section is visible, featuring a 'Pcap Type' dropdown set to 'Normal', 'Pcap Feature' buttons for 'Start', 'Stop', and 'Export', and various configuration fields for 'Packet Capture Device', 'Packet Capture Count', 'Packet Capture Clip KB', 'Pcap Filter Type', and 'Packet Filter String'. The 'Audio Diagnostic' section is partially visible at the bottom with 'Start' and 'Stop' buttons.

# 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.

The screenshot displays the Yealink VC200 web interface. On the left, a navigation menu is visible with 'Setting' highlighted in red. Below 'Setting', a list of configuration categories includes General, Date&Time, Call Features, Video & Audio, Camera, Auto Provision, Configuration (highlighted in blue), Upgrade, Tones, Wireless Microphone, and 3rd Party VMR. The main content area is titled 'Module Log' and contains the following settings:

- Module Log Level:** All (dropdown), 6 (dropdown)
- Local Log:**
  - Enable Local Log: On (toggle)
  - USB Auto Exporting Syslog: Off (toggle)
  - Local Log Level: 6 (dropdown)
  - Max Log File Size: 20480 (input)
  - Export Local Log: Export (button)
- Syslog:**
  - Enable Syslog: On (toggle)
  - Syslog Server: [input field] Port 514
  - Syslog Transport Type: UDP (dropdown)
  - Syslog Level: 6 (dropdown)
  - Syslog Facility: Local Use 0 (dropdown)
  - Syslog Prepend Mac: Off (toggle)

At the bottom of the configuration area, there are 'Confirm' and 'Cancel' buttons.

# 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

# Use one button to get three material

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



The screenshot displays the Yealink VC200 web interface. On the left sidebar, the 'Setting' menu item is highlighted with a red box, and a red arrow points to the 'Configuration' sub-menu. The main content area shows the 'Local Log' and 'Syslog' configuration sections. In the 'Local Log' section, there are toggle switches for 'Enable Local Log' (On) and 'USB Auto Exporting Syslog' (Off), a dropdown for 'Local Log Level' (6), a text input for 'Max Log File Size' (20480), and a blue 'Export' button. The 'Syslog' section includes 'Enable Syslog' (On), 'Syslog Server' (empty), 'Port' (514), 'Syslog Transport Type' (UDP), 'Syslog Level' (6), 'Syslog Facility' (Local Use 0), and 'Syslog Prepend Mac' (Off). At the bottom, the 'Export All Diagnostic Files' button is highlighted with a red box, and a red arrow points to it from the 'Configuration' menu. This button has three sub-buttons: 'Start', 'Stop', and 'Export'.

# 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

# 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.

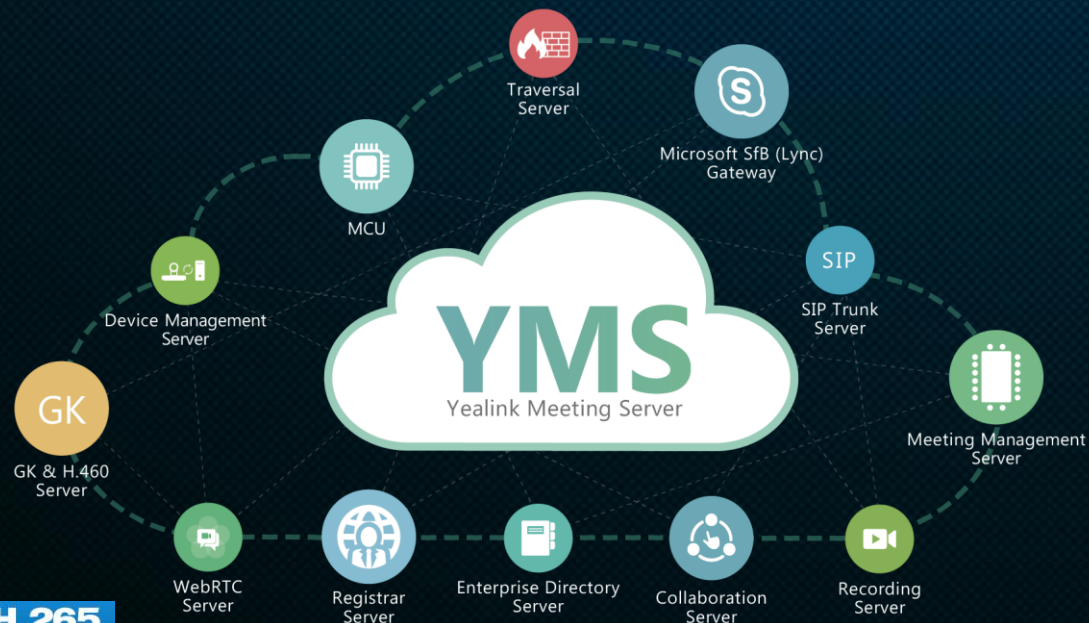


A group of business professionals are gathered around a conference table in a modern office setting. A woman stands in the center, smiling, while others are seated around the table, some looking at laptops. The scene is dimly lit, with a dark blue overlay.

### **3. How to get the effective material from YMS?**

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# How to get the effective material from YMS?



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

4K

H.265 HEVC

Cloud-based Video Collaboration Infrastructure

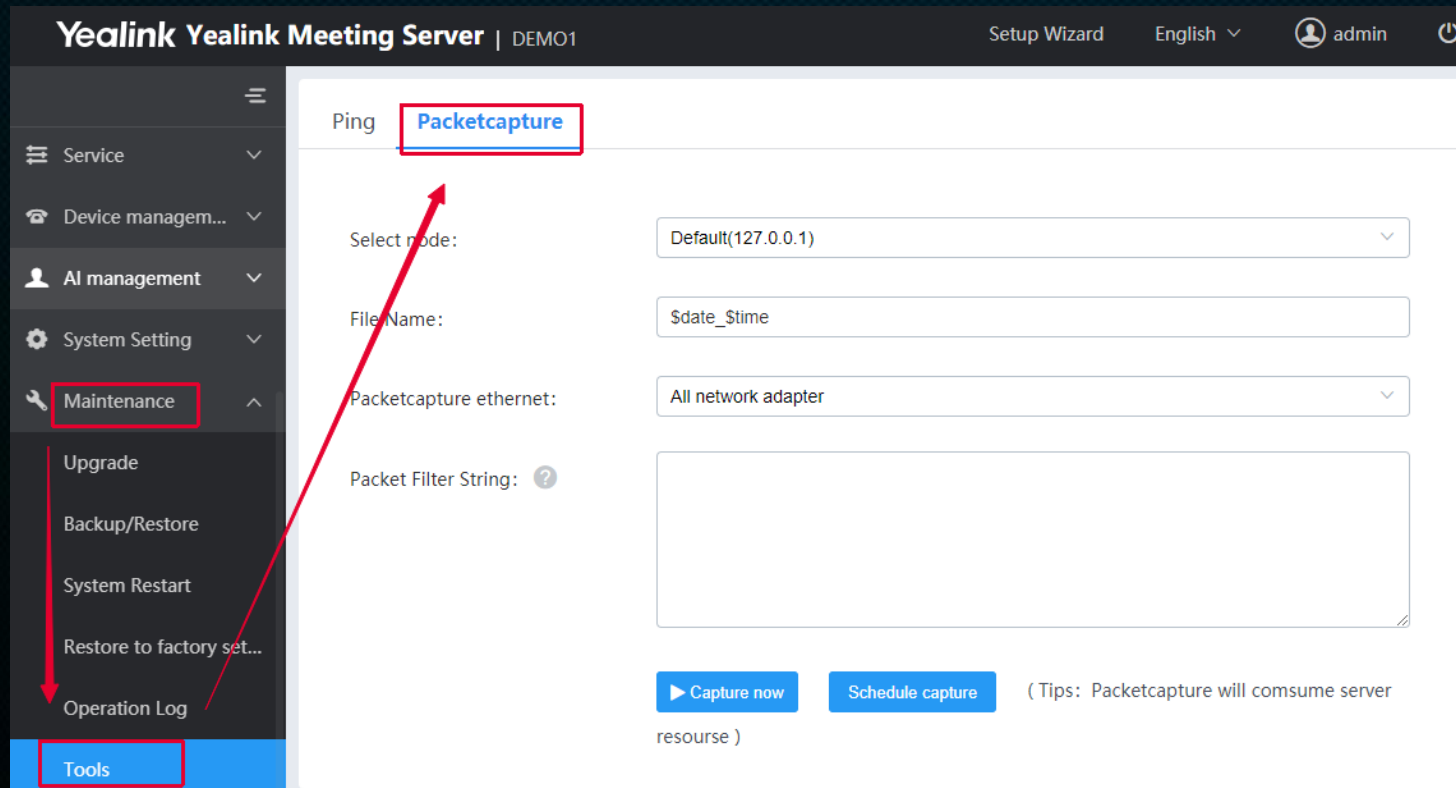
- Distributed Architecture
- Server Federation
- Multi-host Hot Standby
- Virtualization
- Full-HD 1080P
- Scheduled Meeting
- Outlook Plug-in
- VMR
- Virtual Meeting Room
- RTMP Live
- One-touch Conference Access
- Conference Control

# 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..

The screenshot shows the 'System Log' configuration page in the YMS interface. The left sidebar contains a menu with 'Operation Log' highlighted. The main content area has three tabs: 'Operation Log', 'System Log' (selected), and 'Recording log'. Below the tabs, there are three sections: 1. 'Please select the desired time to export logs:' with date and time pickers for 2019-12-20 from 11:00 to 12:00. 2. 'Please select the module that need to export server logs:' with checkboxes for Signalling, Media, Web, and System, all of which are checked. 3. 'Please select the node that need to export server logs:' with a table showing 'Nodes (1)' and 'Selected nodes (1)'. The table contains one entry: 'Default(127.0.0.1)' which is checked. At the bottom, there is a 'Select All' button and a 'Cancel' button. A red box highlights the 'Export Syslog' button at the bottom left of the main content area. Red arrows point from the 'Operation Log' menu item to the 'System Log' tab, from the time pickers to the 'Please select the desired time...' text, from the checked checkboxes to the 'Please select the module...' text, and from the 'Select All' button to the 'Export Syslog' button.

# 4. How to troubleshoot for T49G?

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# How to troubleshoot for T49G?

- **Situation 1: Web Interface**

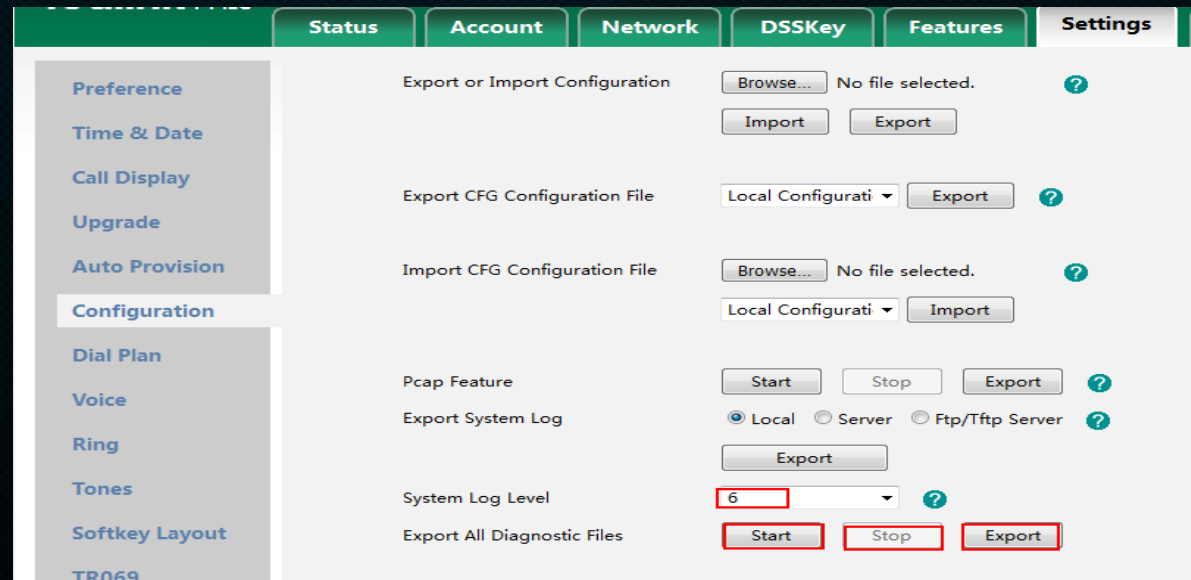
- The Issue is easy to be repeated within 20s, then to get information through web interface, Please see the picture below and follow the steps:

- 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



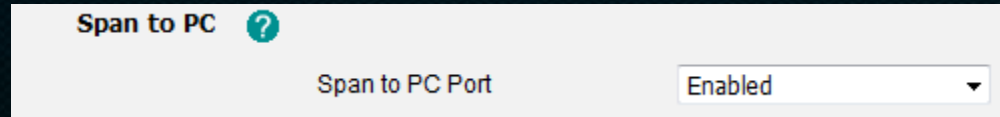
# How to troubleshoot for T49G?

- **Situation 2: Span to PC**

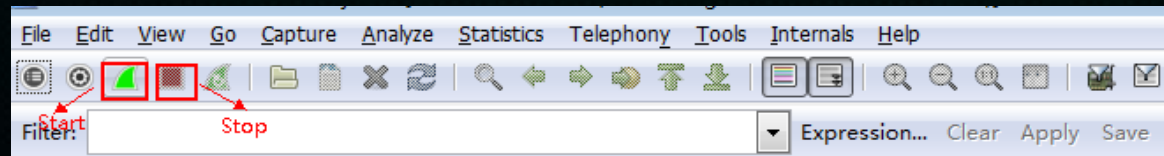
- If you are suffering a randomly happened issue or need to do a long time test, phone's memory will not enough to record the useful information. Please use the method below:

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.





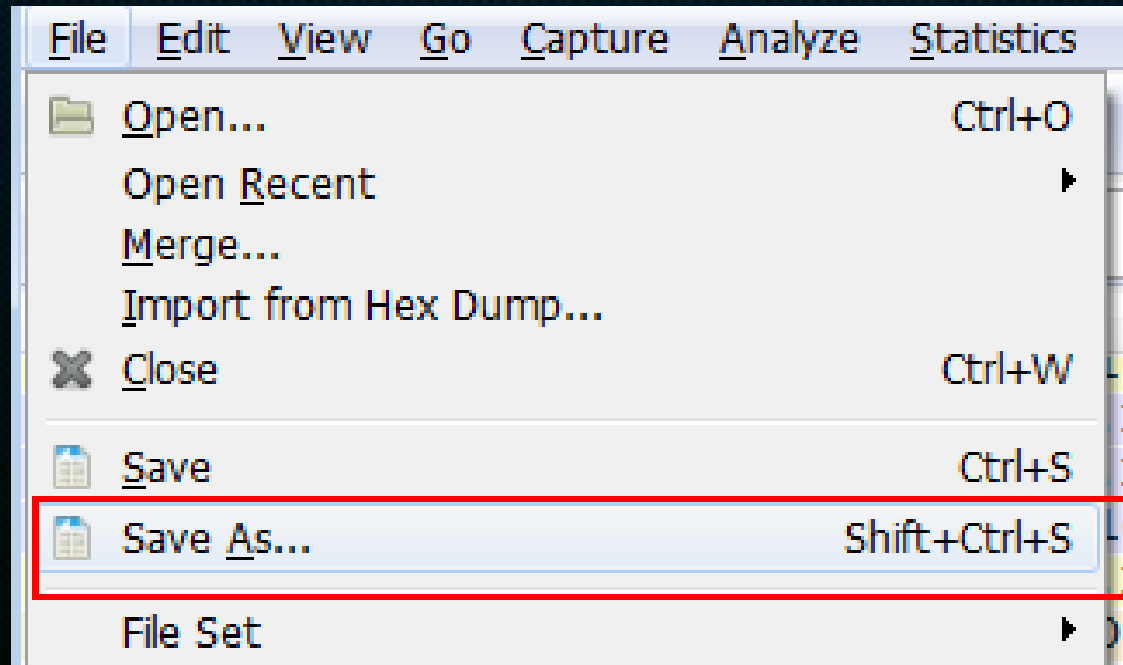
# How to troubleshoot for T49G?

- **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:

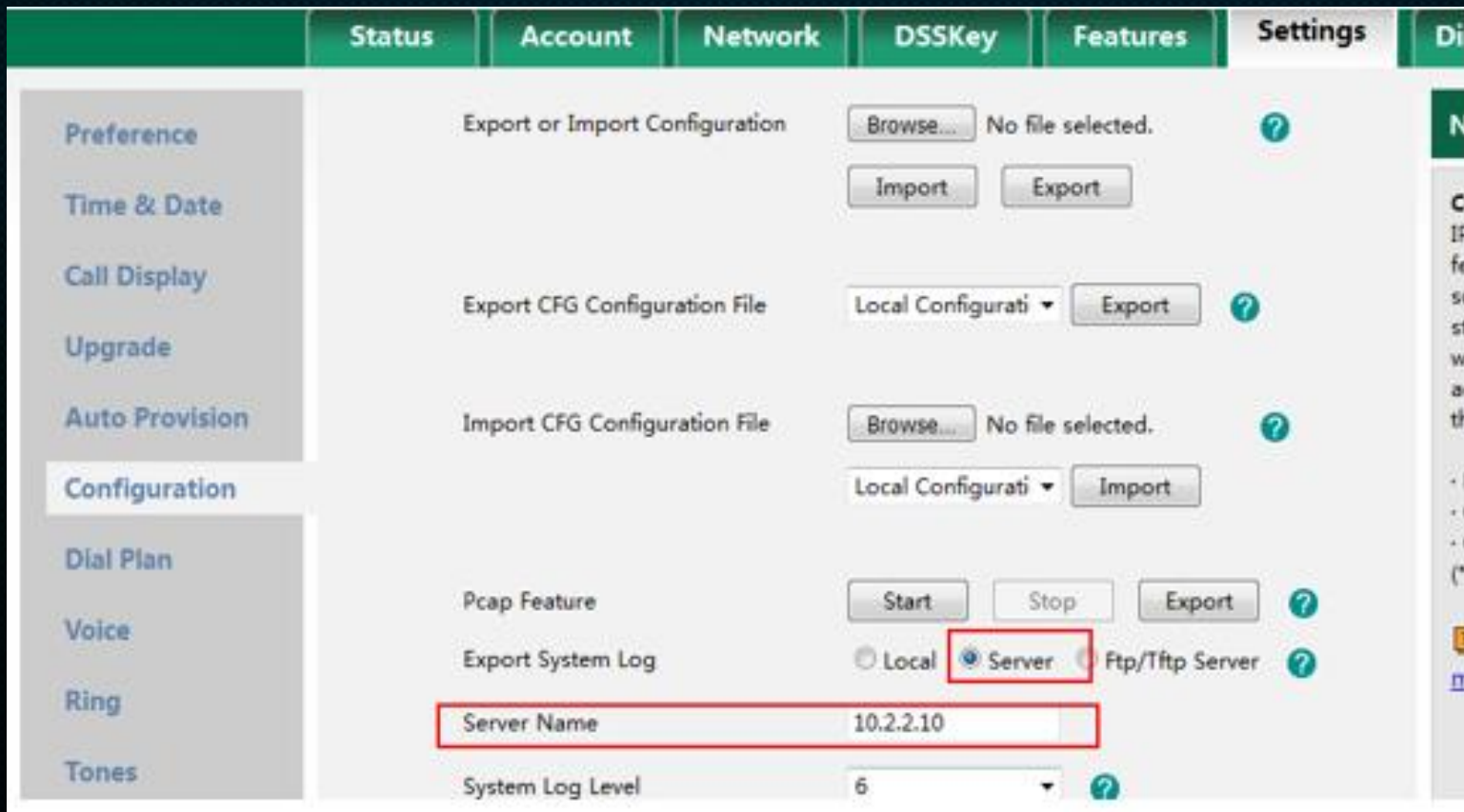
Capture pcap with Wireshark:

4) Save the file and send to Yealink support.



# How to troubleshoot for T49G?

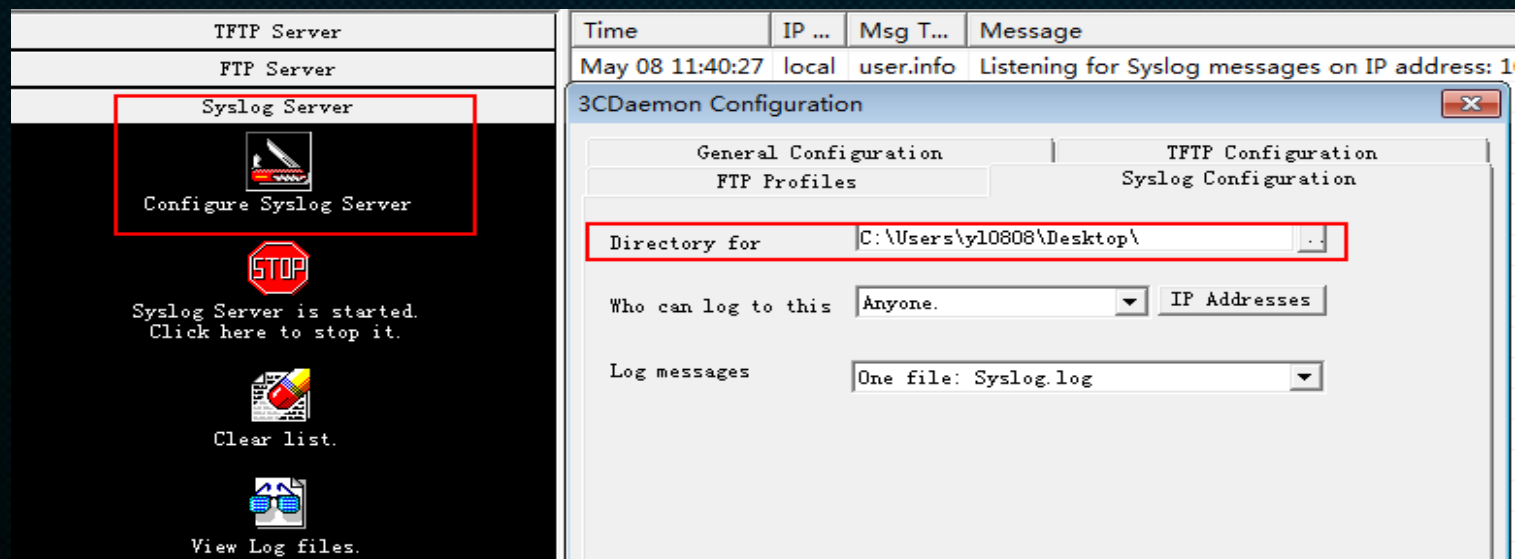
- **Situation 2: Span to PC**
  - Capture syslog using syslog server (please do it at the same time with pcap trace):
    - 1) On Yealink IP phone, please visit web below to change the configuration:



# 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.

A group of business professionals in a meeting room, with a woman standing and smiling in the center. The scene is dimly lit, with a large window in the background showing a cityscape. Several laptops and coffee cups are on the table.

# 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**

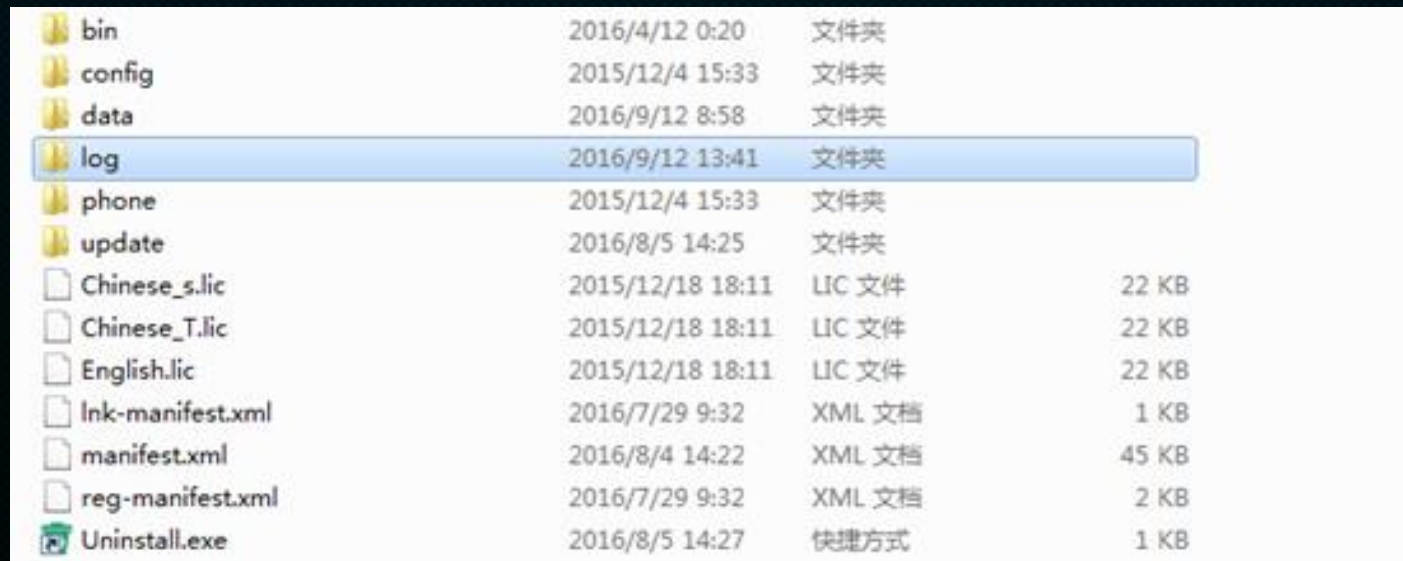
- 1) You can capture packets using the Ethernet software, and then analyze it to troubleshoot problems.
- 2) To capture packets using the Ethernet software: Use Sniffer, Ethereal or Wireshark software to capture the signal traffic.

# 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.

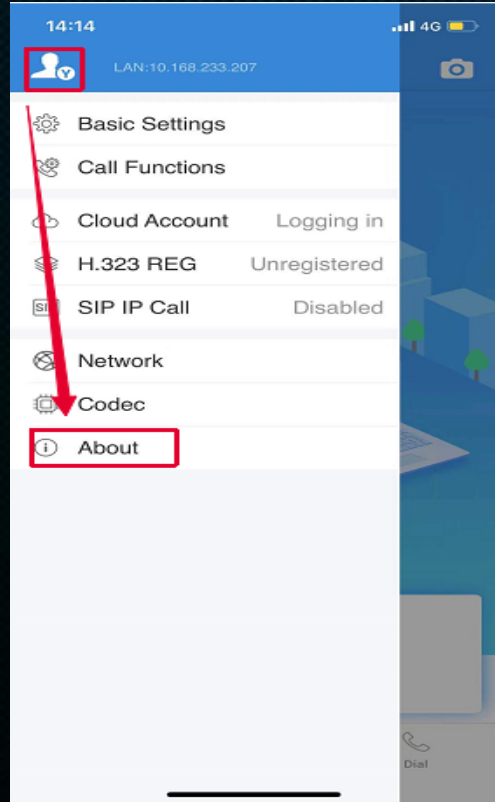


bin	2016/4/12 0:20	文件夹	
config	2015/12/4 15:33	文件夹	
data	2016/9/12 8:58	文件夹	
log	2016/9/12 13:41	文件夹	
phone	2015/12/4 15:33	文件夹	
update	2016/8/5 14:25	文件夹	
Chinese_s.lic	2015/12/18 18:11	LIC 文件	22 KB
Chinese_T.lic	2015/12/18 18:11	LIC 文件	22 KB
English.lic	2015/12/18 18:11	LIC 文件	22 KB
Ink-manifest.xml	2016/7/29 9:32	XML 文档	1 KB
manifest.xml	2016/8/4 14:22	XML 文档	45 KB
reg-manifest.xml	2016/7/29 9:32	XML 文档	2 KB
Uninstall.exe	2016/8/5 14:27	快捷方式	1 KB

# 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.



A glowing Earth with a satellite network overlay and the word 'Yealink' in the center. The Earth is shown from space, with a bright cyan glow around its horizon. A network of glowing cyan lines and dots represents a satellite constellation. The word 'Yealink' is written in a bold, white, sans-serif font across the center of the Earth.

**Yealink**