

## How to Get the Correct Syslog, Config.bin and Trace

**There are only 4 steps you need to do:**

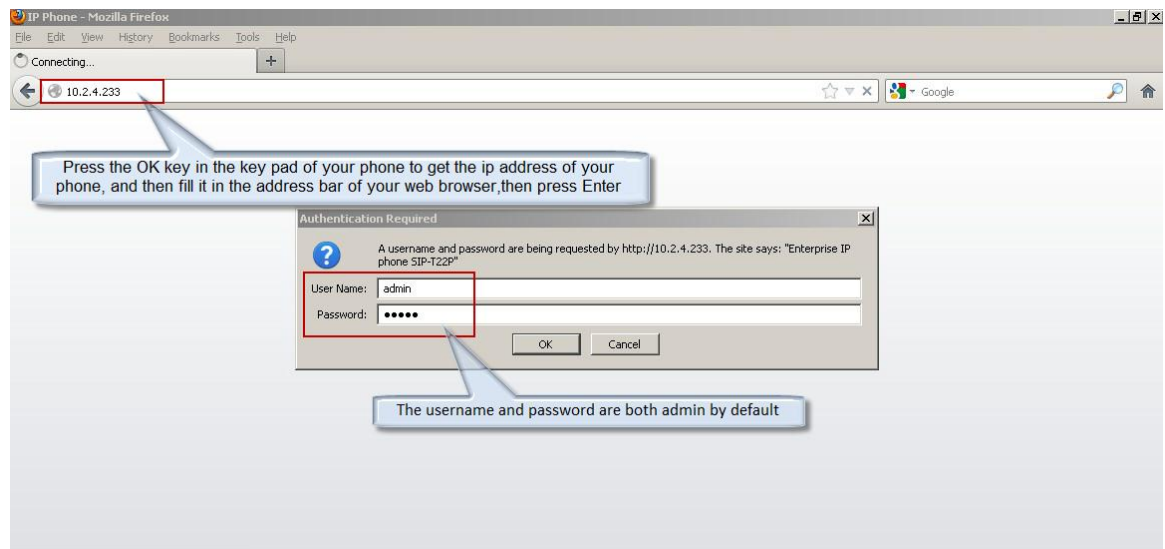
1. Set the syslog level to 6 -> reboot phone
2. Start to capture the Trace -> reproduce your issue -> stop capturing the Trace -> Export PCAP Trace
3. Export config.bin
4. Export level 6 syslog -> check the syslog level

[Details for T2X](#)

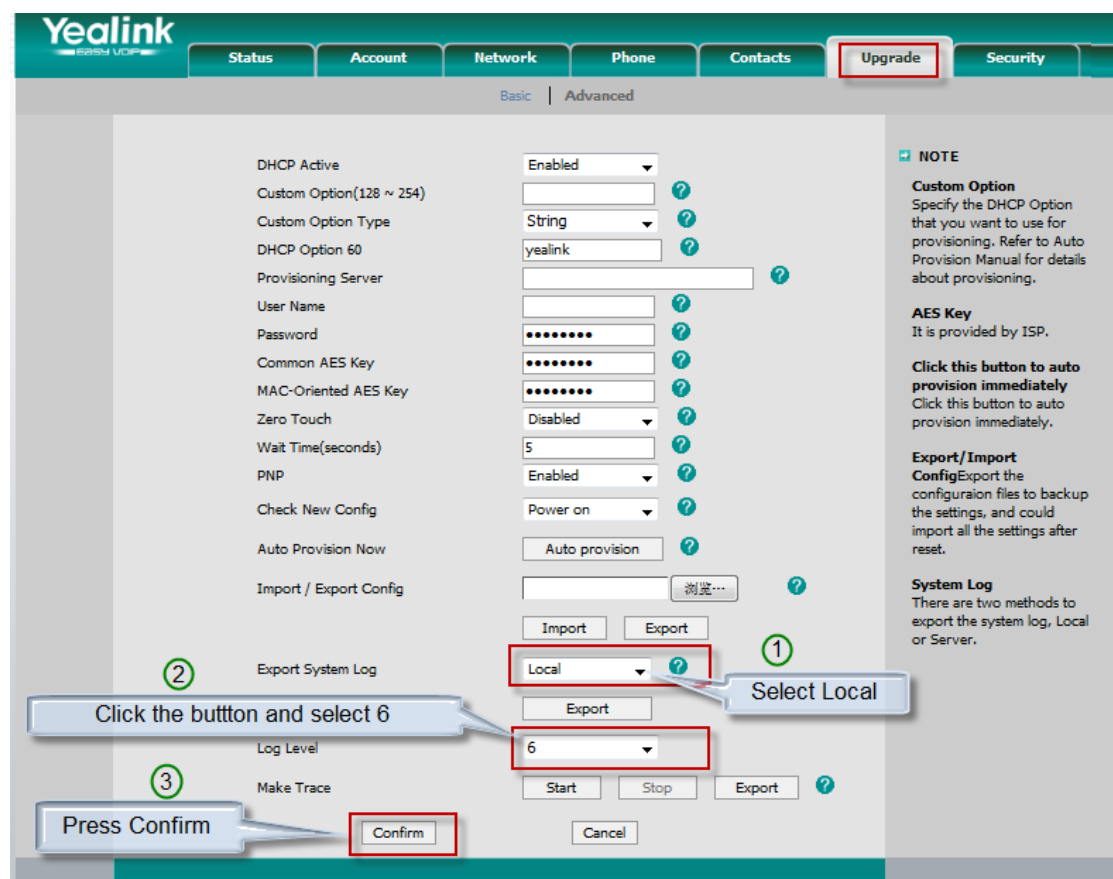
[Details for T3X/VP530](#)

## Details of each step for T2X

1. Login the phone web UI, The username and password are both admin by default.



2. Go to the path: Upgrade -> Advanced -> Log Level and then set the system log level to level 6.



3. Please reboot your phone to make the configuration effective, and this is so important that it can help our R&D to get more useful information.
4. In the web UI, go to path: Upgrade -> Advanced -> Make Trace. Click Start button, and then

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reproduce your issue. When the test is finished, Please click Stop button. And then click Export button to export the PCAP file.

**NOTE**

**Custom Option**  
Specify the DHCP Option that you want to use for provisioning. Refer to Auto Provision Manual for details about provisioning.

**AES Key**  
It is provided by ISP.

**Click this button to auto provision immediately**  
Click this button to auto provision immediately.

**Export/Import Config**  
Export the configuration files to backup the settings, and could import all the settings after reset.

**System Log**  
There are two methods to export the system log, Local or Server.

1 Click here before you start testing

2 Click here after you finish testing

3 Click here to export the Trace

5. In the web UI, go to path: Upgrade -> Advanced -> Export/Import Config. Click Export to export the config.bin file

**NOTE**

**Custom Option**  
Specify the DHCP Option that you want to use for provisioning. Refer to Auto Provision Manual for details about provisioning.

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It is provided by ISP.

**Click this button to auto provision immediately**  
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**Export/Import Config**  
Export the configuration files to backup the settings, and could import all the settings after reset.

**System Log**  
There are two methods to export the system log, Local or Server.

Click here to export the Config.bin

6. Go to the path: Upgrade -> Advanced -> Export System Log and click Export to export the local level 6 system log.

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It is provided by ISP.

**Click this button to auto provision immediately**  
Click this button to auto provision immediately.

**Export/Import Config**  
Export the configuration files to backup the settings, and could import all the settings after reset.

**System Log**  
There are two methods to export the system log, Local or Server.

- Please check that when you got the correct syslog, you can see the following information like below when you open it:

```
Nov 26 17:06:48 syslog[414]: Contact: <sip:6783999309@192.168.129.183:5062>;expires=45^M
Nov 26 17:06:48 syslog[414]: ^M
Nov 26 17:06:48 syslog[414]:
Nov 26 17:06:48 syslog[414]: <0> | LEVEL4 | Message received from: 209.209.172.236:5060
Nov 26 17:06:48 syslog[414]: <0> | LEVEL5 | STATE MACHINE MSG: [User is successfully register
Nov 26 17:06:48 syslog[414]: <0> | LEVEL4 | Register expire time updated to (45)
Nov 26 17:07:11 syslog[414]: <0> | LEVEL5 | add authentication header !
Nov 26 17:07:11 syslog[414]: <0> | LEVEL5 | allocating transaction resource 212 66949994
Nov 26 17:07:11 syslog[414]: <0> | LEVEL5 | allocating NICT context
Nov 26 17:07:11 syslog[414]: <0> | LEVEL4 | Set dns cache used:209.209.172.236 -> 209.209.172
Nov 26 17:07:11 syslog[414]: <0> | LEVEL5 | DNS resolution with 209.209.172.236:5060
Nov 26 17:07:11 syslog[414]: <0> | LEVEL5 | getaddrinfo returned the following addresses:
Nov 26 17:07:11 syslog[414]: <0> | LEVEL5 | 209.209.172.236 port 5060
Nov 26 17:07:11 syslog[414]: <0> | LEVEL4 | Message sent: (to dest=209.209.172.236:5060)
Nov 26 17:07:11 syslog[414]: REGISTER sip:100s.com SIP/2.0^M
Nov 26 17:07:11 syslog[414]: Via: SIP/2.0/UDP 192.168.129.183:5062;branch=z9hG4bK143863551^M
```

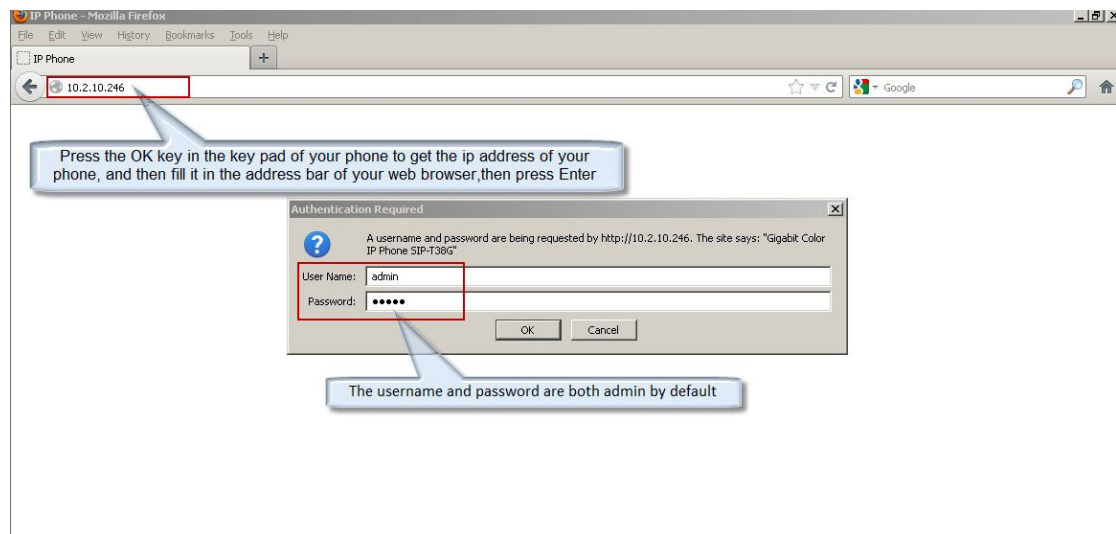
When you find the LEVEL4,LEVEL5, that means you have got the correct syslog

- For how to export syslog of the phone to a syslog server, please refer to the file from below link.

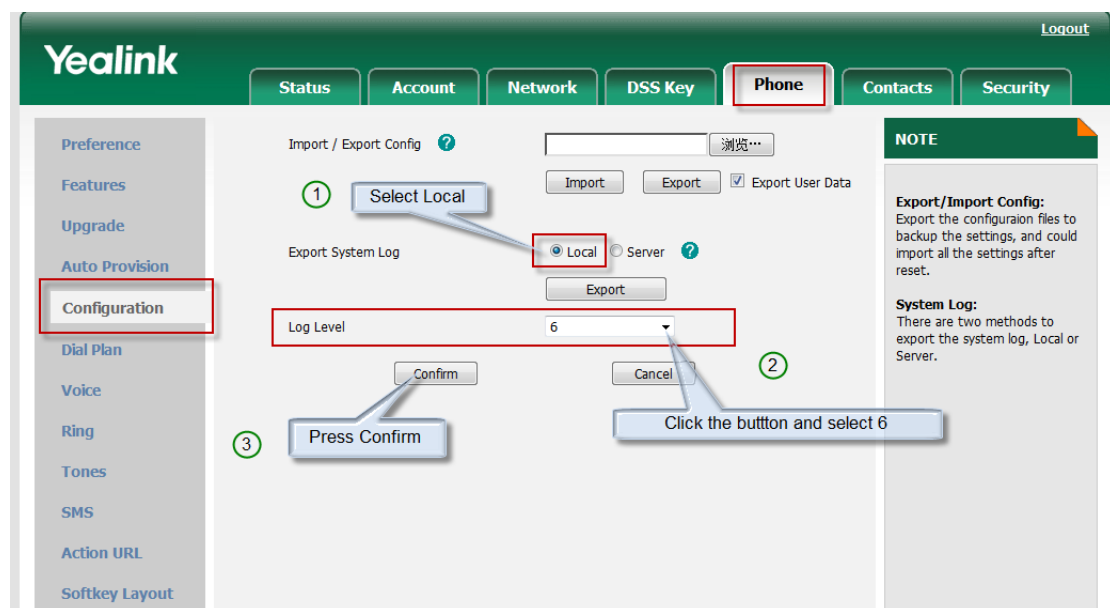
[https://ticket.yealink.com/How\\_to\\_Use\\_Server\\_Syslog\\_on\\_Yealink\\_Phones.pdf](https://ticket.yealink.com/How_to_Use_Server_Syslog_on_Yealink_Phones.pdf)

## Details of each step for T3X/VP530

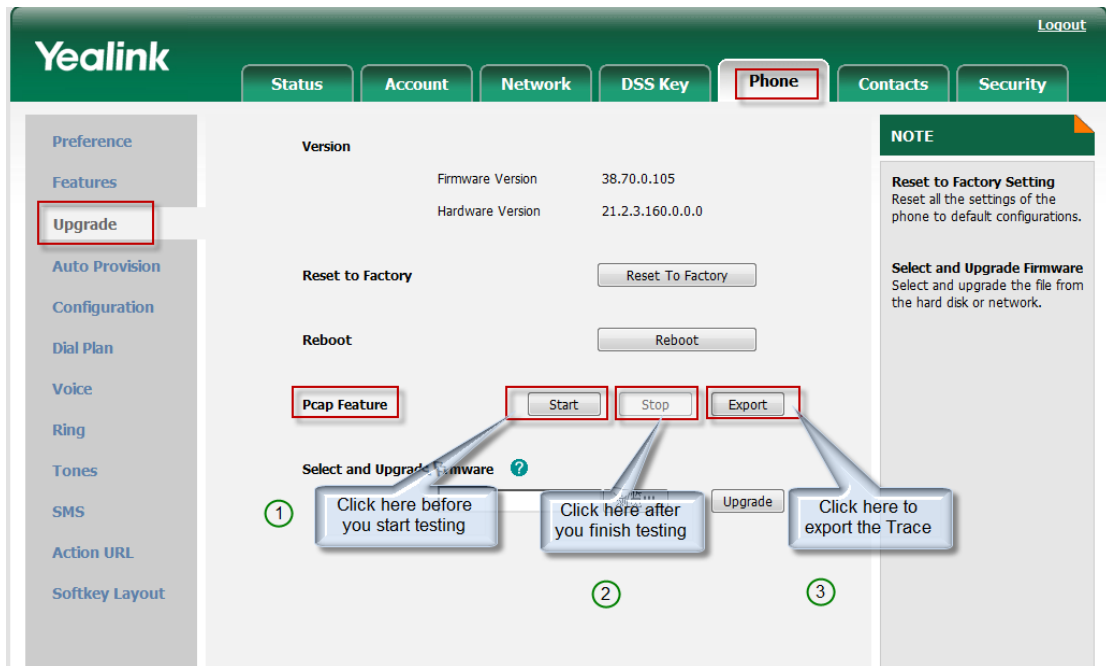
1. Login the phone web UI, default user name and password is admin/admin



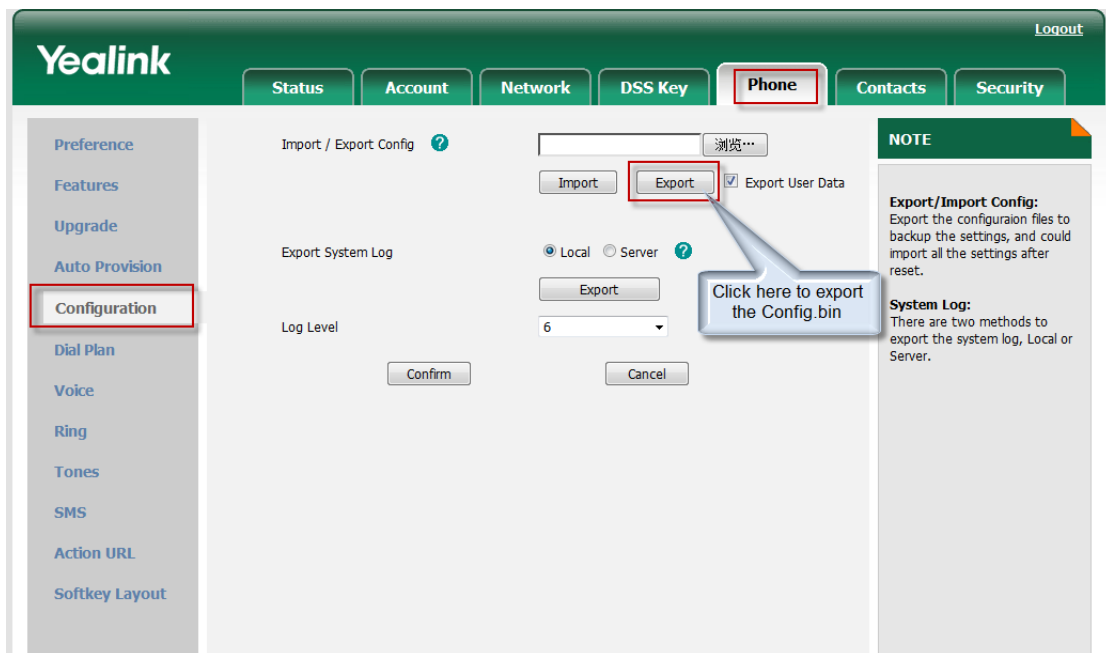
2. Go to the path: Phone -> Configuration -> Log Level and then set the system log level to level 6.



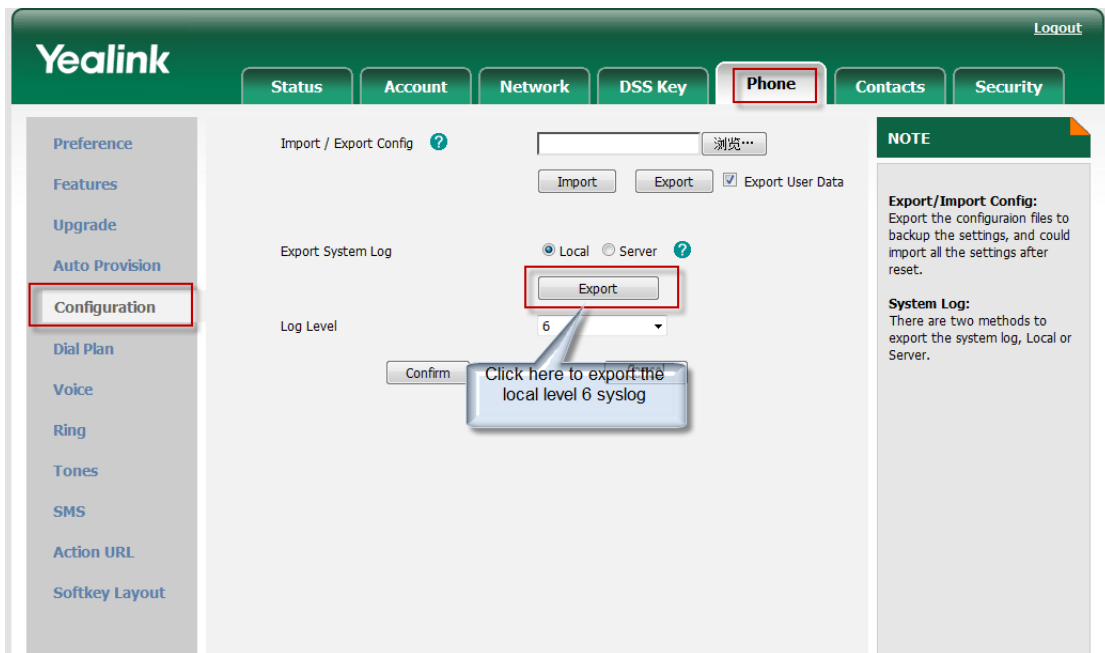
3. Please reboot your phone to make the configuration effective, and this is so important that it can help our R&D to get more useful information.
4. In the web UI, go to path: Phone -> Upgrade -> PCAP Feature. Click Start button, and then reproduce your issue. When the test is finished, please click Stop button. And Export the PCAP file.



5. In the web UI, go to path: Phone -> Configuration -> Export/Import Config. Click Export to export the config.bin file



6. Go to the path: Phone -> Configuration -> Export System Log and click Export to export the local level 6 system log.



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<https://ticket.yealink.com/How to Use Server Syslog on Yealink Phones.pdf>