How to get the Syslog, Config.bin and Trace

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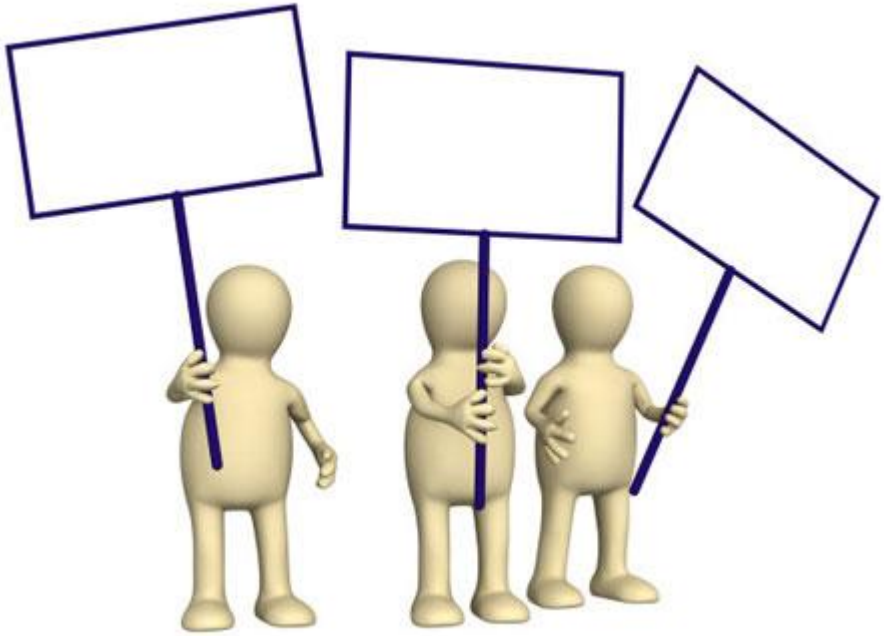
Export the files

There are only 5 steps you need to do:



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easy VoIP

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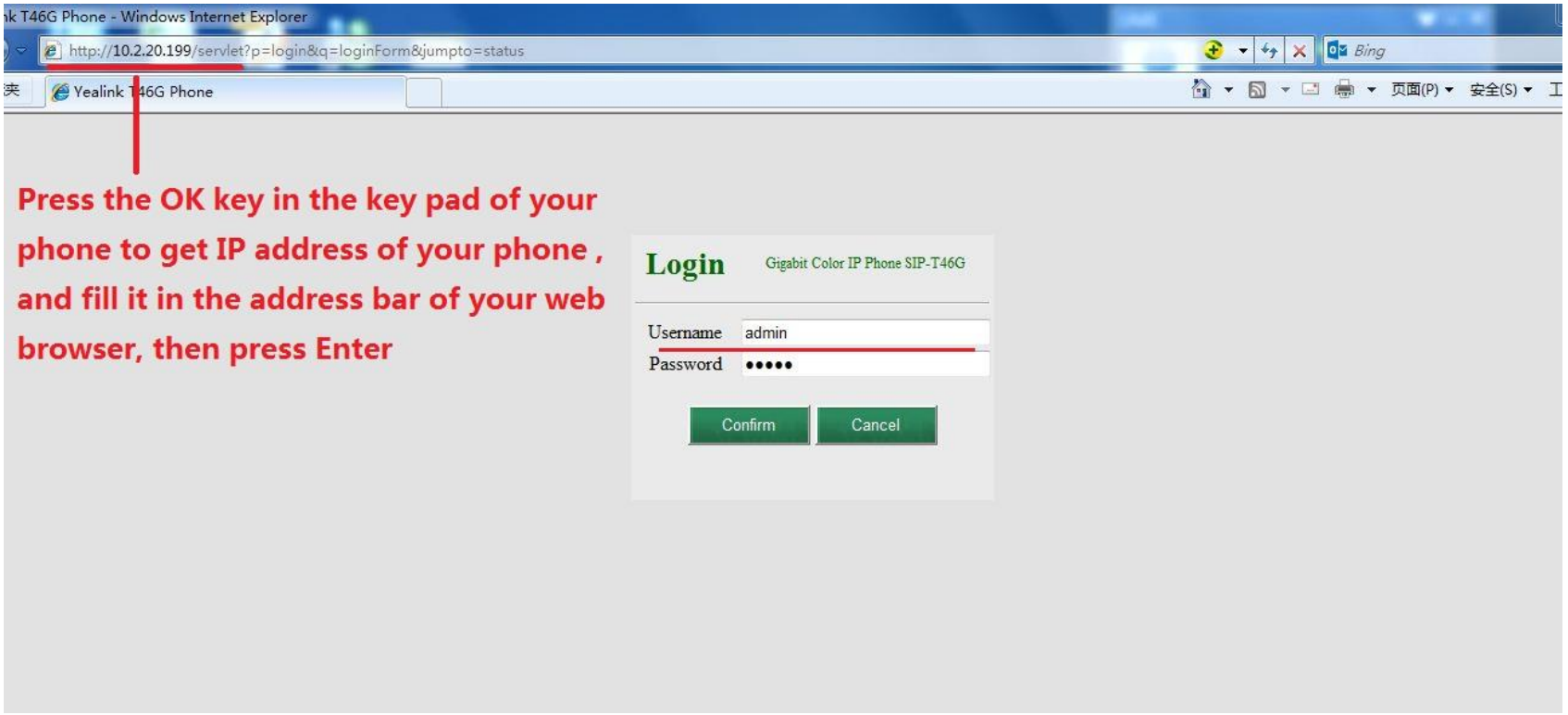
Step 1

- Login the phone web UI and input the username and password which are both admin by default



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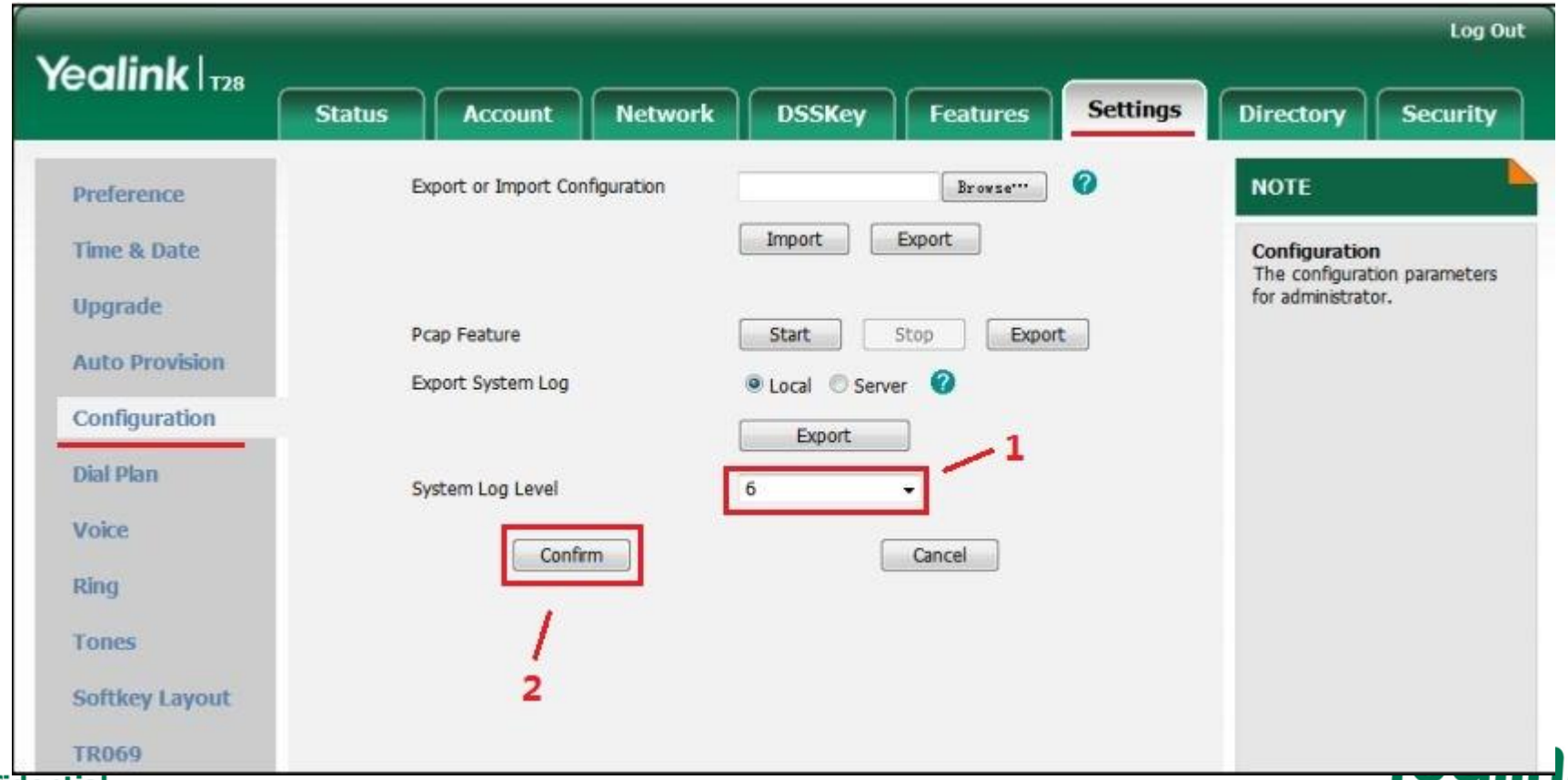
Step 2

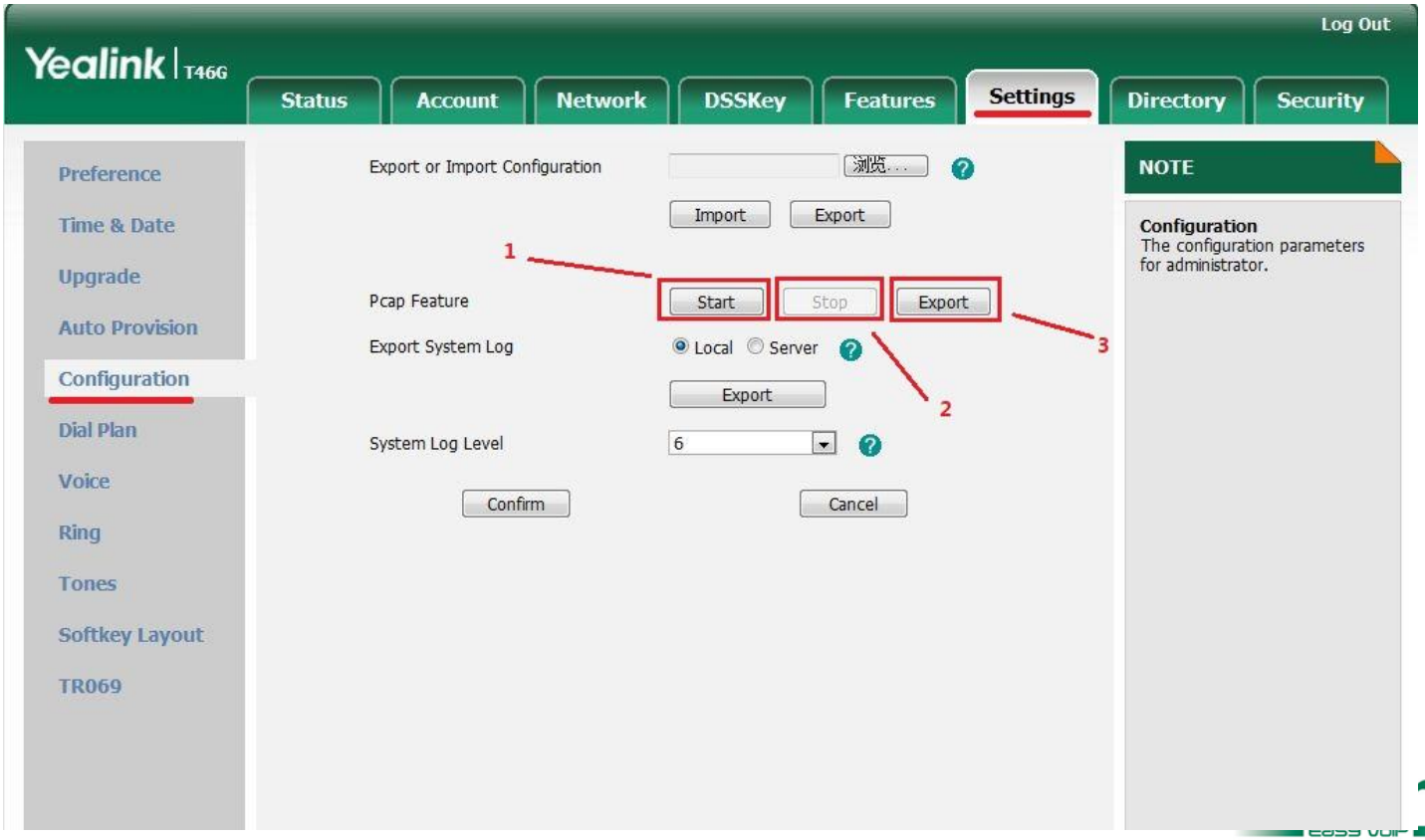
- Click on Settings->Configuration.
- Set Log Level to 6
- Click ‘Confirm’ ,then restart the phone



Export the files

Step 3

- Click ‘Start’ to capture the Trace
- reproduce your issue
- Click ‘Stop’ to stop capturing.
- Click ‘Export’ to export PCAP , and then save the file to your local system.



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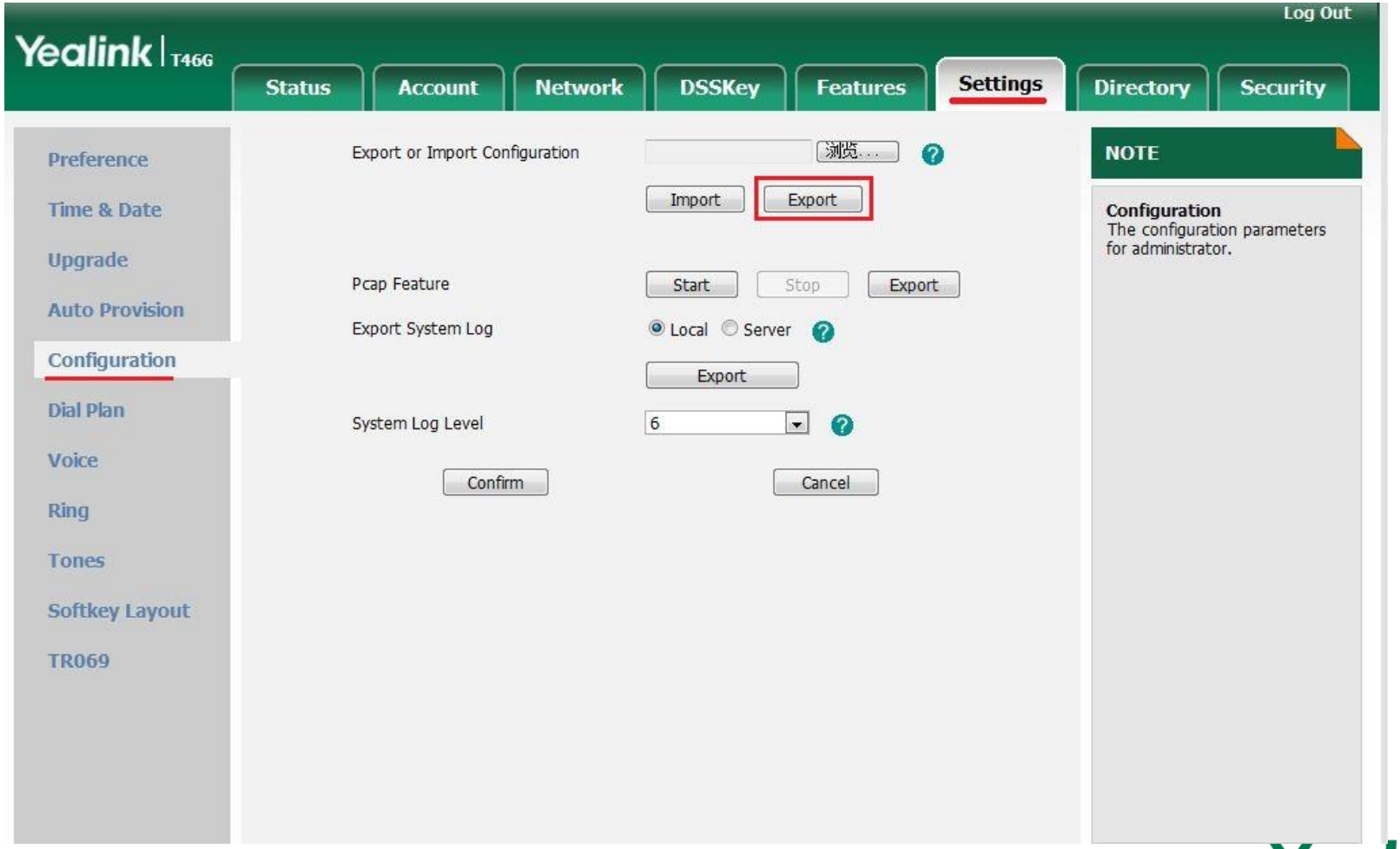
Step 4

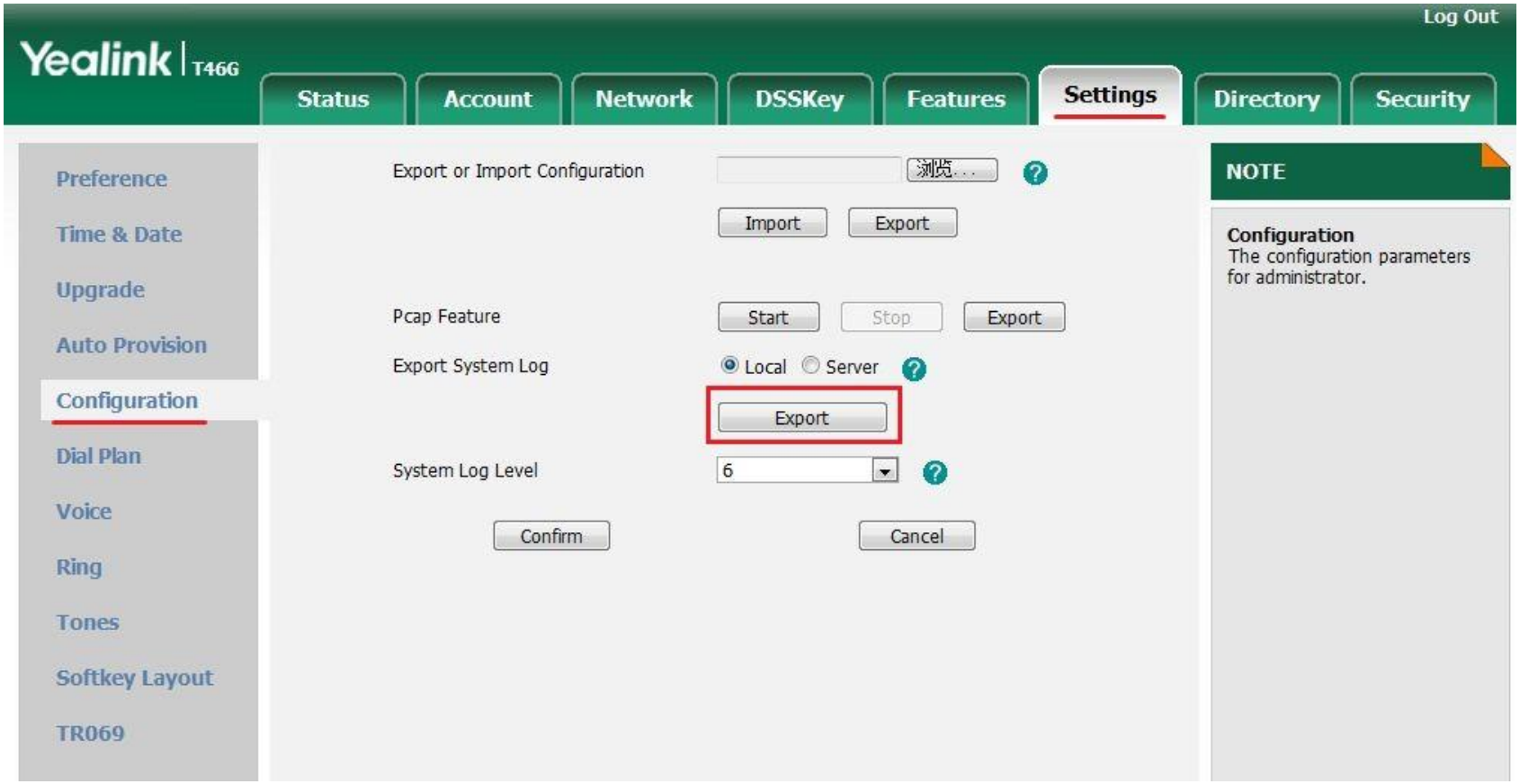
- Export config.bin



Export the files

Step 5

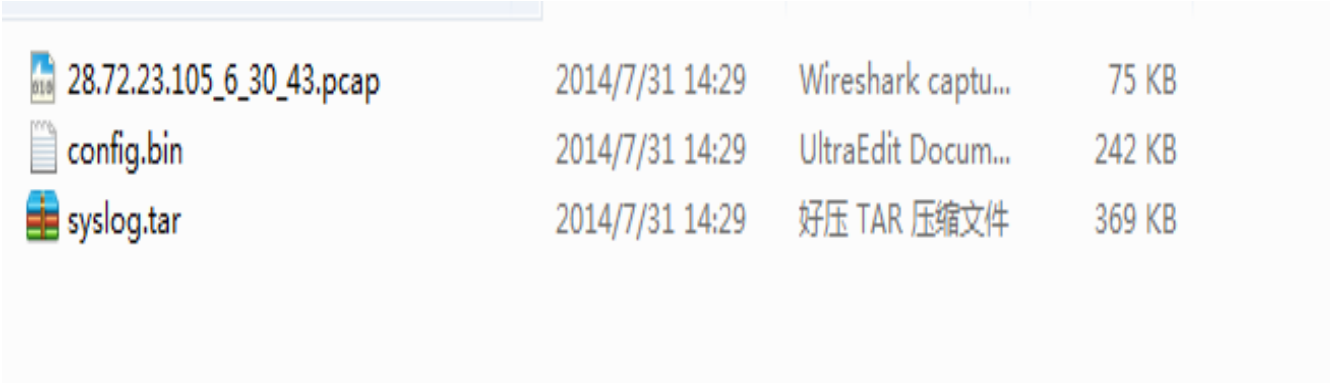
- Export level 6 syslog



Export the files

Now you have 3 kinds of files, please provide to us, Thank you!

- Syslog(level 6)
- Config.bin
- PCAP Trace



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