

Yealink Management Cloud Service ITSP Channel Guide V3.7.0.1

Contents

About This Guide.....	5
Introduction of Yealink Management Cloud Service.....	5
Browser Requirements.....	5
Related Documentations.....	5
In This Guide.....	5
Instruction for the Old ITSP Enterprise Users.....	6
Summary of Changes.....	6
Changes for Release 37, Guide Version 3.7.0.1.....	6
Changes for Release 36, Guide Version 3.6.0.30.....	6
Changes for Release 34, Guide Version V3.4.0.10.....	7
Logging into/Logging out of YMCS for Channel.....	7
Logging into YMCS for Channel.....	7
Logging out of YMCS for Channel.....	8
Managing ITSP Accounts.....	8
Editing the Account Information.....	9
Editing the Login Password.....	9
Enabling Login Protection.....	9
Managing Enterprises.....	10
Adding Enterprise Accounts.....	10
Searching for Enterprises.....	11
Resetting the Passwords of Enterprise Accounts.....	12
Editing the Information of Enterprise Accounts.....	12
Freezing/Unfreezing Enterprise Accounts.....	12
Logging into YMCS for Enterprise/RPS Enterprise.....	12
Managing Channels.....	13
Adding Channels.....	13
Searching for Channels.....	14
Resetting the Passwords for Channel Accounts.....	15
Editing the Channel Information.....	15
Freezing/Unfreezing Channel Accounts.....	15
Logging into YMCS for Channel.....	15
Managing Devices.....	16
Devices on the Platform.....	16
Viewing RPS Devices.....	16
Managing SIP Devices.....	17
Managing USB Devices.....	17
Managing the Room System.....	17

Managing Configuration.....	17
Enterprise Configuration.....	17
Adding Enterprise Configurations.....	18
Managing the Enterprise Configurations.....	18
Channel Configuration.....	18
Adding Channel Configurations.....	18
Managing the Channel Configurations.....	19
Viewing Executed Task.....	19
Managing the Alarm.....	20
Viewing the Latest Alarms.....	20
Editing the Alarm Strategies.....	20
Viewing Alarms.....	20
Diagnosing Devices.....	21
Going to the Device Diagnostics Page.....	21
Exporting the Packets, Logs, and Configuration Files by One Click.....	22
Capturing Packets.....	23
Diagnosing the Network.....	25
Exporting Syslogs.....	25
Exporting Backup Files.....	25
Viewing the CPU and the Memory Status.....	26
Viewing Recordings.....	27
Capturing the Screenshot.....	28
Getting the Device Log.....	28
Setting the Log Level.....	29
Backing up Configuration Files.....	29
Downloading the Backup Log.....	29
Diagnosis Assistance.....	29
Ending the Diagnosis.....	30
Managing Orders.....	30
Adding Orders.....	30
Viewing Orders.....	31
Searching for Orders.....	31
Cancelling Orders.....	31
Managing Statements.....	31
Exporting Statements.....	32
Searching for Statements.....	32
Managing System.....	32
Viewing Operation Logs.....	32
Managing Sub Accounts.....	32
Adding Sub Accounts.....	33
Editing Sub Accounts.....	33
Resetting the Password of the Sub Account.....	33
Deleting Sub Accounts.....	33

Feedback.....34

Troubleshooting..... 34

 Forgot Your Password..... 34

 Enterprises Do Not Receive Emails After Adding Enterprise Accounts?.....34

Appendix: Alarm Types.....35

About This Guide

This document mainly guides to create enterprise accounts, place orders, and manage statements through YMCS for channel.

If the enterprise authorizes you to manage devices for them, you can log into YMCS for enterprise directly through YMCS for channel to manage the enterprise devices.

- [Introduction of Yealink Management Cloud Service](#)
- [Browser Requirements](#)
- [Related Documentations](#)
- [In This Guide](#)
- [Instruction for the Old ITSP Enterprise Users](#)

Introduction of Yealink Management Cloud Service

Yealink Management Cloud Service (YMCS) can be divided into the channel, the enterprise and the RPS platform. Through YMCS for channel, the resellers can provide services for the enterprises, for example, create the accounts and place orders. With the enterprise authorization, resellers can log into YMCS for enterprise through YMCS for channel, to manage, to manage, configure and update devices for the enterprises. However, without any authorization, resellers can log into YMCS for RPS enterprise through YMCS for channel, to manage RPS devices and to use the RPS feature.

Browser Requirements

Table 1: Following browsers are supported:

Browser	Version
Firefox	55 or later
Chrome	55 or later
Internet Explorer	11 or later
Safari	10 or later

Related Documentations

For more information about how to use YMCS for enterprise or YMCS for RPS enterprise, refer to [Yealink Management Cloud Service Administrator Guide](#).

In This Guide

This guide contains the following chapters.

- Chapter 1 [Logging into/Logging out of YMCS for Channel](#)
- Chapter 2 [Managing ITSP Accounts](#)
- Chapter 3 [Managing Enterprises](#)

- Chapter 4 [Managing Devices](#)
- Chapter 5 [Managing the Alarm](#)
- Chapter 6 [Diagnosing Devices](#)
- Chapter 7 [Managing Orders](#)
- Chapter 8 [Managing Statements](#)
- Chapter 9 [Managing System](#)
- Chapter 10 [Feedback](#)
- Chapter 11 [Troubleshooting](#)
- Chapter 12 [Appendix: Alarm Types](#)

Instruction for the Old ITSP Enterprise Users

The system will generate a channel account for the old ITSP enterprise. The generated channel account and the old ITSP enterprise account have the same username and password. ITSP users can log into YMCS for channel from <https://dm.yealink.com/reseller/login>.

All the data of the old ITSP enterprise will be saved, and new features are added, for example, the account management and the timer task.

If you want to manage the previous devices, you can do one of the following:

- If you want to use the complete ITSP features (ITSP channel and ITSP enterprise), you can log into YMCS for channel (<https://dm.yealink.com/reseller/login>), go to **Enterprise Management**, find the ITSP enterprise with the same name as your ITSP channel, and go to YMCS for enterprise to do the corresponding management.
- If you want to manage the previous devices from YMCS for enterprise, you can log into YMCS for enterprise as before (<https://dm.yealink.com/manager/login>). Note that when the first time you log in, the page will prompt whether you want to allow the authorization to the ITSP channel. We recommend that you allow the authorization so you can use the complete ITSP features.

For more information about how the ITSP enterprise users manage the devices, refer to [Yealink Management Cloud Service for Service Provider Administrator Guide](#).

Summary of Changes

- [Changes for Release 37, Guide Version 3.7.0.1](#)
- [Changes for Release 36, Guide Version 3.6.0.30](#)
- [Changes for Release 34, Guide Version V3.4.0.10](#)

Changes for Release 37, Guide Version 3.7.0.1

From this version, we adopt a new UI design, providing a friendly user experience.

Changes for Release 36, Guide Version 3.6.0.30

The following sections are new for this version:

- [Enabling Login Protection](#)

Major updates have occurred to the following sections:

- [Logging into the YMCS for Channel](#)
- [Devices on the Platform](#)
- [Capturing Packets](#)
- [Getting the Device Log](#)
- [Downloading the Backup Log](#)
- [Backing up Configuration Files](#)
- [Appendix: Alarm Types](#)

Changes for Release 34, Guide Version V3.4.0.10

The following sections are new for this version:

- [Exporting the Packets, Logs, and Configuration Files by One Click](#)

Major updates have occurred to the following sections:

- [Logging into YMCS for Channel](#)
- [Adding Enterprise Accounts](#)
- [Adding Channels](#)

Logging into/Logging out of YMCS for Channel

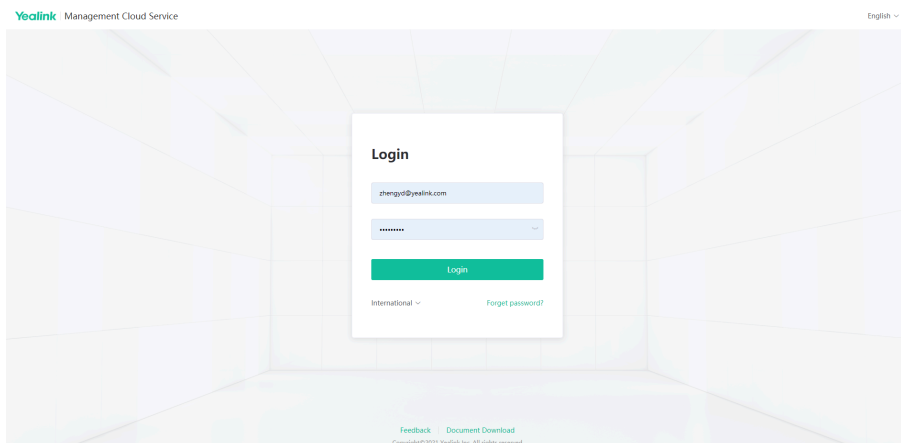
- [Logging into YMCS for Channel](#)
- [Logging out of YMCS for Channel](#)

Logging into YMCS for Channel

You can use the ITSP account to log into YMCS for channel (<https://dm.yealink.com/reseller/login>). You can obtain the account information and the login address from the email.

Procedure

1. Go to the Login page of YMCS for channel.



2. Optional: Select a **language** from the drop-down menu of **Language**.
3. Enter the account name (your registered email) and the password.
4. Click **Advanced** and select the desired site.

5. Click **Login**.
6. If you register the enterprise account and the channel account with the same email, select the desired account to log in.

Choose account to log in ×

Enterprise
Login

Channel
Login

7. If you want to enable the login protection feature for dual identify authentication, refer to [Enabling Login Protection](#).

If you enable the login protection of **Email**, the page is shown as below:

Identity Verification

The verification code has been sent to the mailbox bound to the account.

R3MO8Z
(Resend 40)

OK

« Return

If you enable the login protection of **Virtual MFA Device**, the page is shown as below:


Identity Verification

Please open Google Authenticator on your phone to get a 6-digit verification code.

634482

OK

« Return

8. If you log into the platform for the first time, change the login password.
 9. Enter the old and the new password, click **Confirm**.
-  **Note:** If you enter the correct username and password, but you fail to log in. You can change the site and log in again.

Logging out of YMCS for Channel

If you want to use other accounts to log into YMCS for channel, you can log out of the current account. Note that if the system has been idle for more than 30 minutes on any page, the system will log out of the account automatically and return to the Login page.

Procedure

Click the account name in the top-right corner, and select **Exit**.

Managing ITSP Accounts

This chapter introduces basic operations for ITSP accounts.

- [Editing the Account Information](#)
- [Editing the Login Password](#)
- [Enabling Login Protection](#)

Editing the Account Information

You can update the corresponding account information if some of your previous information is changed, for example, the phone number, so that your superior can contact you. If you want to change the registered email, you can contact Yealink administrator.

Procedure

1. Click the account name in the top-right corner, select **Account Settings**.
2. In the **Basic Settings** field, edit the corresponding information.
3. Click **Save**.

Editing the Login Password

For account security, we recommend that you can change your password regularly.

Procedure

1. Click the account name in the top-right corner, select **Account Settings**.
2. In the **Password** field, click **Edit**.
3. Enter the old password, and enter the new password twice.
4. Click **Confirm**.

Enabling Login Protection

For single factor authentication, the passwords are easily cracked by brute force. To solve that, YMCS supports multi-factor authentication (MFA), requiring users to pass two authentications before they can log into YMCS.

Procedure

1. Hover your mouse over the account avatar in the top-right corner of the page, and then click **Account Settings**.
2. In the **Login Protection** field, click **Edit**.

Login Protection

☐ Close

☒ Email

☐ Virtual MFA Device

* After the login protection is enabled, identity verification is required when logging in.

3. Select Virtual MFA Device or Email, complete the operation according to the on-screen prompts.
If the page prompts "Login expired, please log in again", you need to use the new verification method to complete the login.

Managing Enterprises

You can add enterprise accounts and edit the enterprise information. When an exception occurs to the enterprise, you can freeze the enterprise account. Form the channel platform, you can log into YMCS for enterprise or YMCS for RPS enterprise to manage devices for enterprises.

For more information about YDMP, refer to [Yealink Management Cloud Service Administrator Guide](#).

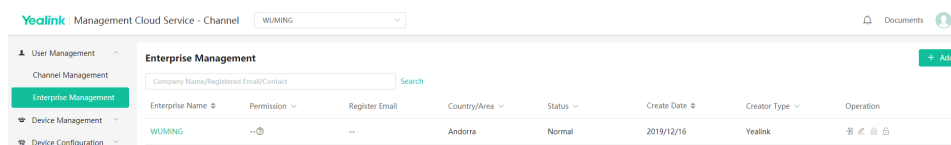
- [Adding Enterprise Accounts](#)
- [Searching for Enterprises](#)
- [Resetting the Passwords of Enterprise Accounts](#)
- [Editing the Information of Enterprise Accounts](#)
- [Freezing/Unfreezing Enterprise Accounts](#)
- [Logging into YMCS for Enterprise/RPS Enterprise](#)

Adding Enterprise Accounts

When adding enterprise accounts, you can choose the permission type according to enterprise needs. The permission type is divided into the device management permission (DMP) and the RPS permission (RPS).

About this task

In the list of Enterprise Management, you can see an enterprise with the same name as your ITSP channel. This enterprise is automatically generated by the system for the ITSP channel.



Procedure

1. Click **User Management > Enterprise Management**.
2. Click **Add** in the top-right corner.

3. Configure the information of the enterprise account.

Add Enterprise

Account Info

* Enterprise Name
Zhonghua

* Permission
☒ Device Management
 ☐ RPS

Set master administrator? [?](#)
☒ YES ☐ No

* Register Email
zhonghua@35608.com

Enterprise info

* Country/Area
Singapore

* Time Zone
(UTC+08:00) Kuala Lumpur, Singapore

* Temp symbol
Celsius

Contact

Save Cancel

Enter the email address and this enterprise account can use this email to log into YMCs for Enterprise.

The email address is not required and you can log into YMCs for Enterprise for this account.

4. Click **Save**.

- By default, the enterprise authorizes the channel to manage the devices. When the enterprise administrator logs into YMCs for enterprise for the first time, the page will prompt whether you allow the authorization to the channel, you can accept or reject it.
- If you do not associate with the Master administrator, the menu of **Authorized Channels** will be hidden on YMCs for enterprise.
- If the channel account belongs to the international site, all the subordinate channel and enterprise accounts he creates also belong to the international site. If the channel account belongs to the Mainland China site, the subordinate channel and enterprise accounts he creates also belong to the Mainland China site.

Searching for Enterprises

You can enter the enterprise name, the registered email address or contacts to search for the enterprise account.


Procedure

1. Click **User Management > Enterprise Management**.
2. In the search bar, enter the information of corresponding enterprise accounts.
3. Click **Search**.
The search results will be displayed in the list.

Resetting the Passwords of Enterprise Accounts

If enterprises forget their passwords, you can reset their passwords.


Procedure

1. Click **User Management > Enterprise Management**.
2. On the right side of the desired enterprise, click .
If the operation succeeds, enterprise users will receive emails of the reset password.

Editing the Information of Enterprise Accounts

You can edit the corresponding information of enterprise accounts, for example, the registered emails or the contacts.



Procedure

1. Click **User Management > Enterprise Management**.
2. On the right of the desired enterprise name, click icon .
3. Edit the corresponding information of the enterprise account.
4. Click **Save**.



Freezing/Unfreezing Enterprise Accounts

When an exception occurs to the enterprise, you can freeze the enterprise account. After the enterprise account is frozen, the enterprise cannot use the account to log into YMCS for enterprise/RPS Enterprise. You can unfreeze the enterprise account after the issue is checked or solved.

About this task

The icon  means that the enterprise is unfrozen, and the icon  means that the enterprise is frozen.

Procedure


1. Click **User Management > Enterprise Management**.
2. Do one of the following:
 - Click  and select **Freeze** to freeze this enterprise account.
 - Click  to unfreeze this enterprise account.

Logging into YMCS for Enterprise/RPS Enterprise

For YMCS for enterprise, you can log in with the enterprise authorization. For the RPS enterprise platform, you can log in without any authorization.

Procedure

1. Click **User Management > Enterprise Management**.

2. On the right side of the desired enterprise name, click icon  to go to the corresponding YMCS for enterprise.

Related concepts

[Instruction for the Old RPS-Channel Users](#)

Managing Channels

- [Adding Channels](#)
- [Searching for Channels](#)
- [Resetting the Passwords for Channel Accounts](#)
- [Editing the Channel Information](#)
- [Freezing/Unfreezing Channel Accounts](#)
- [Logging into YMCS for Channel](#)

Adding Channels

You can add sub-channels and the sub-channels can add their sub-channels. You can also control whether your sub-channel can add their sub-channels and manage orders.

Procedure

1. Click **User Management > Channel Management** .
2. Click **Add** in the top-right corner.

3. Configure the account information, the channel information, and the channel permission.

Add Channel

Account Info

* Channel Name
XINYE
Enter the email address and this channel account can use this email to log into YMCS for Channel.

* Set master administrator ?
☒ YES ☐ No
 The email address is not required and you can log into YMCS for Channel for this account.

* Register Email
xinye@30018.com

Channel Info

* Country/Area
Singapore

Contact
Please enter the contact, maximum 128 characters.

Phone Number
Please enter the phone nubmer, maximum 64 characters.

Channel Permission

Channel Permission

☒ Add sub-channel ☒ Order Management
 Select this to allow this channel account to manage their sub-channels.
 Select this to allow this channel account to manage orders.

Save **Cancel**

If the channel account belongs to the international site, all the subordinate channel and enterprise accounts he creates also belong to the international site. If the channel belongs to the Mainland China site, the subordinate channel and enterprise accounts he creates also belong to the Mainland China site.

4. Click **Save**.

Searching for Channels

You can enter the channel name, the registered email address or contacts to search for the desired channel.

Procedure


1. Click **User Management > Channel Management**.
2. In the search bar, enter the information.
3. Click **Search**.

The search results will be displayed in the list.

Resetting the Passwords for Channel Accounts

If a channel forgets the password, you can reset it.


Procedure

1. Click **User Management > Channel Management**.
2. On the right side of the desired channel name, click icon .
If the operation succeeds, the channel will receive emails of the reset password.

Editing the Channel Information

You can edit the corresponding information of the channel accounts, for example, the registered emails or the contacts.



Procedure

1. Click **User Management > Channel Management**.
2. On the right side of the desired channel name, click icon .
3. Edit the corresponding information.
4. Click **Save**.



Freezing/Unfreezing Channel Accounts

When an exception occurs to the channel, you can freeze the channel account. After the channel account is frozen, the channel cannot use the account to log into the channel platform. You can unfreeze the enterprise account after the issue is checked or solved.

About this task

The icon  means that the channel account is unfrozen, and the icon  means that the channel is frozen.


Procedure

1. Click **User Management > Channel Management**.
2. Do one of the following:
 - Click  and select **Freeze** to freeze this channel account.
 - Click  to unfreeze this channel account.

Logging into YMCS for Channel

You can log into the YMCS for channel of your sub-channels.

Procedure

1. Click **User Management > Channel Management**.
2. On the right side of the desired channel name, click icon  to go to the corresponding YMCS for channel.

Managing Devices

You can manage phone devices, USB devices, room systems, workspace devices, and RPS devices. For workspace device, it will be available from the next version—V37 SP2. For more information about how to manage the devices, refer to [Yealink Management Cloud Service Administrator Guide](#).

- [Devices on the Platform](#)
- [Viewing RPS Devices](#)
- [Managing SIP Devices](#)
- [Managing USB Devices](#)
- [Managing the Room System](#)

Devices on the Platform

You can view the devices of the enterprises who authorize to you.

About this task



Note: Yealink Workspace devices will be available from version 37 SP2.

Procedure

Click **Device Management > Phone Device/USB Device/Room System/Workspace Device**.

Take the image of phone device as an example.



Note: If channel A creates channel B, channel B creates channel C, and channel C creates enterprise D, channel A can see the devices of channel B in the device list. Likewise, channel B can see the devices of channel C and channel C can see the devices of enterprise D in the device list.

Viewing RPS Devices

You can view all the RPS devices added by the enterprises, including the MAC address, the server URL, the device unique URL, the IP address, and the enterprise.

Procedure


Click **Device Management > RPS Device**.

All the RPS device will be displayed in the device list.

Managing SIP Devices

You can view the list of SIP devices belonging to all the enterprises you create, and go to the device list of the corresponding enterprise.


Procedure

1. Click **Device Configuration**→ **SIP Device List**.
2. On the right side of the desired device, click the icon  to go to the device list of the corresponding YMCS for enterprise.

Managing USB Devices

You can view the list of USB devices belonging to all the enterprises you create, and go to the device list of the corresponding enterprise.


Procedure

1. Click **Device Configuration**→ **USB Device List**.
2. On the right side of the desired device, click the icon  to go to the device list of the corresponding YMCS for enterprise.

Managing the Room System

You can view the list of room system devices belonging to all the enterprises you create, and go to the device list of the corresponding enterprise.

Procedure

1. Click **Device Configuration**→ **Room System**.
2. On the right side of the desired device, click the icon  to go to the device list of the corresponding YMCS for enterprise.

Managing Configuration

- [Enterprise Configuration](#)
- [Channel Configuration](#)
- [Viewing Executed Task](#)

Enterprise Configuration

- [Adding Enterprise Configurations](#)
- [Managing the Enterprise Configurations](#)

Adding Enterprise Configurations

Procedure

1. Click **Device Configuration > Enterprise Configuration**.
2. Add a template and save it.

Add Template

* Enterprise Name

WULLLALA

Description

Please enter description, maximum 128 characters

OK

Cancel

Managing the Enterprise Configurations

Go to the Enterprise Configuration page.

Enterprise Configuration

Enterprise/Description Search Reset

0 selected Delete

Enterprise Name	Description	Modification Time	Recent PushTime	Operation
WULLLALA	--	2021/03/30 17:42:43	--	

- Click to manage the configuration parameters.
- Click to push the configuration to the devices in the enterprise.
- Click to download the configuration template.
- Click to edit the configuration template.
- Click to delete the configuration template.

Channel Configuration

- [Adding Channel Configurations](#)
- [Managing the Channel Configurations](#)

Adding Channel Configurations

Procedure

1. Click **Device Configuration > Channel Configuration**.

2. Add a template and save it.

Add Template

* Channel Name

Xiahua

Description

Please enter description, maximum 128 characters

OK

Cancel

Managing the Channel Configurations

Go to the Channel Configuration page.

Channel Configuration

+ Add Template






Channel/Description

Search Reset

0 selected

Delete

<input type="checkbox"/> Channel Name	Description	Modification Time	Recent PushTime	Operation
<input type="checkbox"/> Xiahua	--	2021/03/30 19:37:34	--	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>

- Click  to manage the configuration parameters.
- Click  to push the configuration to the devices in the enterprises that have authorized the management to your channel and your subordinate channels. Prerequisites: the channel has the enterprise authorization.
- Click  to download the configuration template.
- Click  to edit the configuration template.
- Click  to delete the configuration template.

Viewing Executed Task

You can view the executed information of the pushed configuration or search for the desired executed records.

1. Click **Device Configuration > Executed Task**.

Executed Task

Start date to End date

Target

Search Reset

Execution Time	Execution Mode	Target	Task	Execution Status	Operation
2021/03/24 11:11:01	At once	resaddres	Update Configuration File	⊙ Execute abnormally	⊙
2021/03/24 11:08:16	At once	142-balyf-中文	Update Configuration File	⊙ Execute abnormally	⊙
2021/03/23 11:29:30	At once	hongyi企业	Update Configuration File	⊙ Execute abnormally	⊙
2021/03/23 10:29:03	At once	hongyi企业	Update Configuration File	⊙ Execute abnormally	⊙
2021/03/19 09:13:28	At once	resaddres	Update Configuration File	⊙ Execute abnormally	⊙
2021/03/19 08:35:43	At once	resaddres	Update Configuration File	⊙ Execute abnormally	⊙

Managing the Alarm

When an exception occurs to the enterprise you manage, the alarm will be reported to the platform so that you can detect and solve problems such as network or server problems in time. You can manage the alarm to avoid the excessive alarm information.

- [Viewing the Latest Alarms](#)
- [Editing the Alarm Strategies](#)
- [Viewing Alarms](#)


Viewing the Latest Alarms

You can click  in the top-right corner to view the latest alarm.

Editing the Alarm Strategies

You can add alarm strategies, specify the alarm severity, select the alarm receiver, select the alarm type, and enable or disable the alarm strategy.

Procedure

1. Click **Alarm Management** > **Enterprise Alarm Settings**.
2. On the right side of the desired enterprise, click .
3. Configure the corresponding parameters.
4. Click **Save**.


Viewing Alarms

When a problem occurs to the enterprise device, for example the call failure or the registration failure, the problem will be reported to the server. You can quickly locate the problem by viewing the alarm details. If you have configured to receive the alarm by email, you can view the alarm in the email.

Before you begin

- Receiving alarms is enabled. For more information, refer to [Editing the Alarm Strategies](#).
- Set the alarm receiver as yourself. For more information, refer to [Editing the Alarm Strategies](#).

Procedure

1. Click **Alarm management** > **Alarm list**.
2. Click  beside the desired alarm.

The alarm information includes the latest time when the alarm is reported, the times, and the description.



Note: Only when the alarm of the application crash, the application no response or the kernel panic raises can you download the corresponding alarm log.

Related concepts

[Appendix: Alarm Types](#)

Diagnosing Devices

You can troubleshoot the device by using the log files and the captured packet and so on. Make sure that the device is connected to YMCS before you diagnose the device.

- [Going to the Device Diagnostics Page](#)
- [Exporting the Packets, Logs, and Configuration Files by One Click](#)
- [Capturing Packets](#)
- [Diagnosing the Network](#)
- [Exporting Syslogs](#)
- [Exporting Backup Files](#)
- [Viewing the CPU and the Memory Status](#)
- [Viewing Recordings](#)
- [Capturing the Screenshot](#)
- [Getting the Device Log](#)
- [Setting the Log Level](#)
- [Backing up Configuration Files](#)
- [Downloading the Backup Log](#)
- [Diagnosis Assistance](#)
- [Ending the Diagnosis](#)


Going to the Device Diagnostics Page

Before you begin

- The enterprise authorizes you to manage the enterprise platform for him.
- Receiving alarms is enabled.
- Set the alarm receiver as yourself.

For more information, refer to [Editing the Alarm Strategies](#).

Procedure

1. Click **Alarm Management > Alarm List**.
2. Click  beside the desired alarm.

Related tasks

[Setting the Log Level](#)

[Setting the Module Log](#)

[Setting the Local Log](#)

[Setting the Syslog](#)

[Putting the Log Backups to a Specified Server](#)

[Enabling the Log Data Backup](#)

[Downloading the Backup Log](#)

[Capturing Packets](#)

[Diagnosing the Network](#)

[Exporting Syslogs](#)

[Exporting Backup Files](#)

[Viewing the CPU and the Memory Status](#)

[Viewing Recordings](#)
[Capturing the Screenshot](#)
[Diagnosis Assistance](#)
[Ending the Diagnosis](#)

Exporting the Packets, Logs, and Configuration Files by One Click

You can use the **One-click Export** feature to export the packets, logs, and configuration files of one or multiple devices at the same time.

Before you begin

Go to the Device Diagnostics page.

Procedure

1. Click **One-click Export**.
2. Set the parameters and click **Start Capture**. You can customize the time for packet capturing.

One-click Export ×

Packet Capture

* Ethernet ☒ wan

Packet capture type

Custom

String

host 10.81.99.64

Configuration File

* file type ☒ cfg ☐ bin

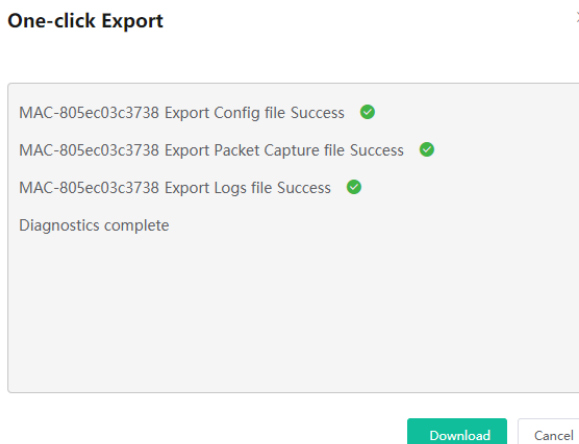
* Export

All Settings

Start Capture

Cancel

3. Click **End Capture** and the file is generated automatically.



4. Click **Download** to download the files to your local system.

Capturing Packets

Before you begin


- Go to the Device Diagnostic page.
- Here, we list some frequently used rules for packet capturing.

String	Example	Introduction
host IP	host 10.81.36.16	Only see the incoming and outgoing traffic of a specific IP.
Port number	port 90	Only see the incoming and outgoing traffic of a specific port.
Portrange value1-value2	portrange 21-23	Only see the traffic belonging to a specific port range.
tcp port 23 and host IP	tcp port 23 and host 10.81.36.16	Check who controls the phone via telnet.
port 80	/	Check the packets of the requests received and the responses sent by your phone web user interface.
net IP/mask	net 10.91.33.0/24	Only capture the packet from the resource IP address or the destination IP address.
src	src host 10.81.36.16	Only capture the packet send by the IP 10.81.36.16.
	src port 80	Only capture the packet send by port 80.
	src portrange 21-23	Only capture the packet send by the port number from 21 to 23.
dst	dst host 10.81.36.16	Only capture the packet received by the IP 10.81.36.16


String	Example	Introduction
	dst port 80	Only capture the packet received by the port number 80
	dst portrange 21-23	Only capture the packet received by the port number from 21 to 23
and	host 10.81.33.32 and (10.81.33.12 or 10.81.33.56)	Both of the objects before or after and. This example means that capturing the packet of IP 10.81.36.16 and IP 10.81.36.18 or 10.81.33.56.
or	(10.81.33.12 or 10.81.33.56)	Either the objects before or after or. This example means IP 10.81.36.16 or 10.81.33.56.
and !, and not	ip host 10.81.36.16 and ! 10.81.36.18, ip host 10.81.36.16 and not 10.81.36.18	Neither of them. This example means that not capturing the packet of IP 10.81.36.16 and IP 10.81.36.18.

Procedure

1. Click **Packet Capture**.
2. Select the desired Ethernet and type, and then enter the string.

 **Note:** You cannot enter the string for packet capturing unless you set the type as **Custom**. Besides, if you do not enter the string, the system will capture all the data packets.

3. Reproduce the problem during the packet capturing.
4. If you finish reproducing the problem, click **End Capture** to stop capturing, and the file is generated automatically.
5. Click **Download** to save the file to your computer.

 **Note:** If the devices are offline, you cannot capture the packets. If it takes more than 1 hour to capture packets, the packet capturing will be automatically ended.

Related tasks

[Going to the Device Diagnostics Page](#)

Diagnosing the Network

Network diagnostics include Ping (ICMP Echo) and Trace Route.

Before you begin

Go to the Device Diagnostic page.

About this task

Ping (ICMP Echo): by sending a data packet to the remote party and requesting the party to return a data packet in the same size, this method can identify whether those two devices are connected. The diagnostic results include a brief summary of the received packets, as well as the minimum, the maximum, and the average round trip times of the packets.

Trace Route: this method records the route from the local device to the remote device. If this test succeeds, you can view the network node and the time took from one node to the other, to check whether or not there is network congestion.

Procedure

1. Click **Network Detection**.
2. Select **Ping (ICMP Echo)** or **Trace route**.
3. Enter the IP address/domain name.
The default value is the IP address of YMCS.
4. Select the desired value from the drop-down menu of **Request times**.
5. Click **Start Diagnose** to start.

Related tasks

[Going to the Device Diagnostics Page](#)

Exporting Syslogs

You can export the current syslogs to diagnose the device. It is not available for offline devices.

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Export System Log**.
2. Save the file to your local computer.

Related tasks

[Going to the Device Diagnostics Page](#)

Exporting Backup Files

You can export the cfg files or the bin files. For cfg files, you can choose to export static setting files, non-static setting files or all setting files. You cannot export configuration files of the offline devices.

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Export Config File**.

2. Select the file type.

If you select the cfg file, you can choose to export static settings, non-static settings or all settings.

3. Click **Export**.

4. Save the file to your local computer.

Related tasks

[Going to the Device Diagnostics Page](#)

Viewing the CPU and the Memory Status

The device will report its CPU and memory information to YMCS every 15 minutes, so you can update the information and view the latest information. You can also copy the information to view the detailed memory information.

Before you begin

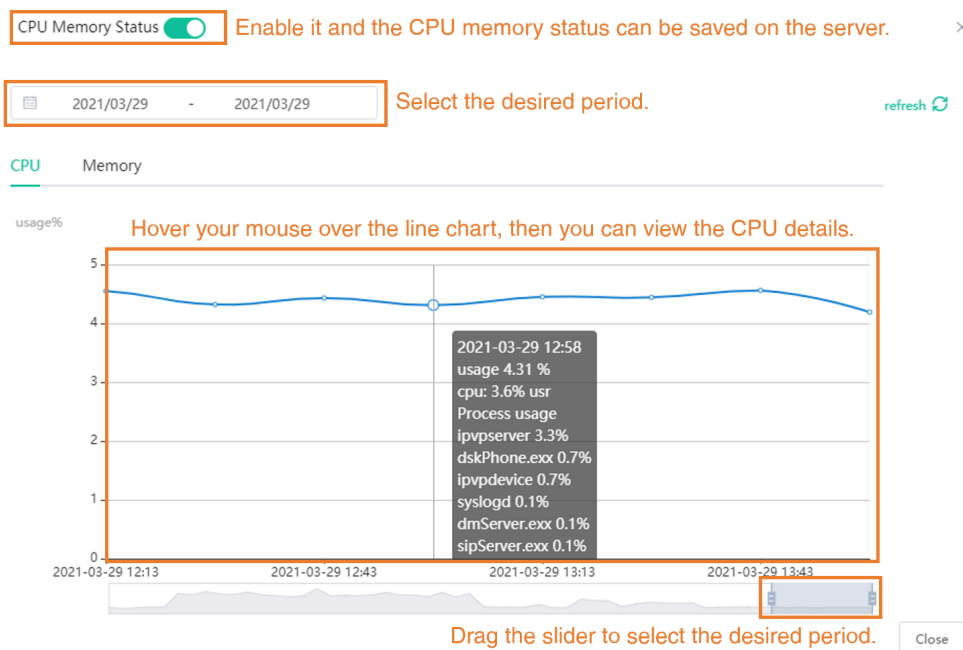
Go to the Device Diagnostic page.

Procedure

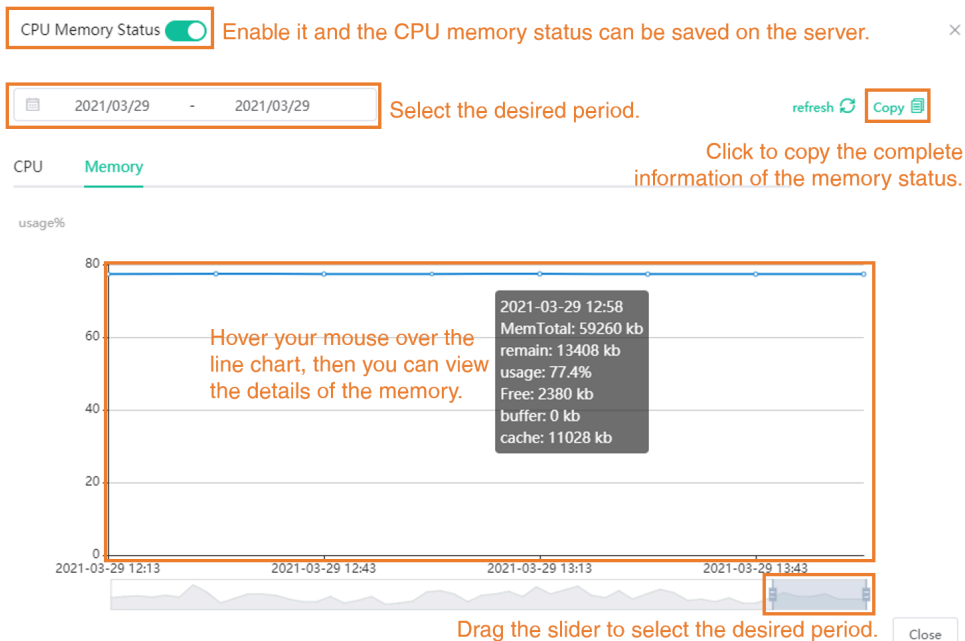
1. Click **CPU Memory Status**.

2. Do one of the following:

- Click **CPU** to view the CPU usage.



- Click **Memory** to view the memory usage.



Related tasks


[Going to the Device Diagnostics Page](#)

Viewing Recordings

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Recording File**.
2. Select **Automatic upload recording file**, when the recording finishes, the recordings will be uploaded to the platform automatically.
3. Click  and save it to your computer.

Related tasks

[Going to the Device Diagnostics Page](#)

Capturing the Screenshot

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Screen Capture**.
2. You can click **Reacquire** to get the latest screenshot.

Related tasks

[Going to the Device Diagnostics Page](#)

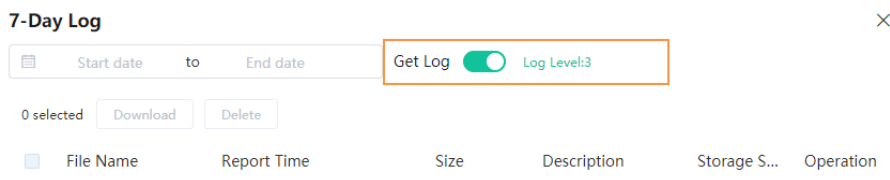
Getting the Device Log

About this task**Note:**

If you deploy Agent and use it to connect the device to YMCS without enabling the feature of getting log, the device log will be saved to the Agent automatically.

Procedure

1. On the Device Diagnostics page, click **7-Day Log**.
2. Enable **Get Log**.
3. Click **Log Level** to set the desire log level.



7-Day Log

Start date to End date

Get Log ☒ Log Level:3

0 selected Download Delete

File Name	Report Time	Size	Description	Storage S...	Operation
-----------	-------------	------	-------------	--------------	-----------


When each time the size of obtained logs reaches 100M, this feature will be disabled automatically. After that, YMCS would not save the device logs any longer.

Setting the Log Level

Before you begin

Go to the Device Diagnostic page.

Procedure

1. In the **Log Level** field, click .
2. Enter the desired value.
3. Click **Confirm**.

Related tasks

[Going to the Device Diagnostics Page](#)

Backing up Configuration Files

You can back up 5 historical configuration files at most.

Procedure

1. On the Device Diagnostics page, click **Configuration Backup**.
2. Click **Backup Now**.


The Configuration backup list displays the backup records. You can view, push, download, or delete the corresponding configuration file.

Downloading the Backup Log

Before you begin

Go to the Device Diagnostic page.

Procedure

1. On the right side of the corresponding log, click  to download it to your computer.
2. If you want to download multiple logs, select the check boxes of them, and click **Bach Download**.

Related tasks

[Enabling the Log Data Backup](#)

[Going to the Device Diagnostics Page](#)

Diagnosis Assistance

If the device diagnosis cannot solve the problem for your enterprise, you can go to **Diagnostic Assistance** to send feedback to Yealink.

Before you begin

Go to the Device Diagnostic page.

Procedure

Click **Diagnostic Assistance**.

Related tasks

[Going to the Device Diagnostics Page](#)

Ending the Diagnosis

After the diagnosis, the system will return to the Alarm List page.

Before you begin

Go to the Device Diagnostic page.

Procedure

Click **End Diagnostic**.

Related tasks

[Going to the Device Diagnostics Page](#)

Managing Orders

You can add orders, view the order status, search for orders, or cancel orders that do not take effect through the platform.

- [Adding Orders](#)
- [Viewing Orders](#)
- [Searching for Orders](#)
- [Cancelling Orders](#)

Adding Orders

You can place paid services for enterprises. The service information includes the maximum device number, the duration, the effective date and so on. You can place multiple orders for the same enterprise. During the validity, the number of the manageable devices of all the orders can be accumulated.

Procedure

1. Click **Order Management**.
2. In the top-right corner, click **Add Order**.



Note: If the page prompts that you fail to add new paid orders, it may be caused by the limit set by Yealink, contact Yealink to solve this problem.

3. Enter the enterprise information and the reseller name.
4. Click **Next step**.
5. Select the corresponding information of the package type.
6. Click **Submit**.
7. Operate according to the prompts, and click **OK**.

After you succeed in adding orders, the system will automatically send the order information to enterprises via email.

Viewing Orders

You can view the details of orders and services.

About this task

- Order details: it contains the order type, the order status, the order time, the enterprise and the reseller and so on.
- Service details: it refers to the service period, the validity and the maximum number of manageable devices that are supported by YMCS.

Procedure

1. Click **Order Management**.
2. Click order ID to view the corresponding order details.



Tip: You can also export the order to view its details, click **Order Management > Export Order**.

Searching for Orders

You can search for orders by entering the order ID, the enterprise name, the distributor or the reseller. You can also quickly find the corresponding orders based on the expiration time and the order time.

Procedure

1. Click **Order Management**.
2. Click **More**, select the expiration time and the order time, and click **Search**.
The search results are displayed in the order list.




Tip: In the order list, you can quickly find the corresponding orders by selecting the service duration (listed by time) or by filtering the order status.

Cancelling Orders

If the enterprise wants to change to other services or the order contains wrong information, you can cancel the order. Note that effective orders cannot be canceled.

Procedure

1. Click **Order Management**.
2. On the right side of the desired enterprise name, click icon .
3. According to prompts, click **Cancel** to cancel this order.
The order will not take effect after cancelling.

Managing Statements

You can view the details of all the statements.

- [Exporting Statements](#)
- [Searching for Statements](#)

Exporting Statements

You can export all statements to view the basic information. Basic information contains the order ID, the order time, the enterprise, the order content, the order status and the duration.

Procedure

1. Click **Statement Management**.
2. In the top-right corner, click **Export Statement**.

Searching for Statements

You can search for statements by entering the order ID or the enterprise name, or by selecting the order time.

Procedure

1. Click **Statement Management**.
2. Select the start date and the end date of statements.
Statements of corresponding dates will be displayed in the list.
3. Enter the order ID or the enterprise name in the search bar, and click **Search**.
The search results will be displayed in the list.



Tip: In the statement list, you can find the corresponding statements by selecting the order time (listed by time) or by filtering the order status.

Managing System

- [Viewing Operation Logs](#)
- [Managing Sub Accounts](#)

Viewing Operation Logs

The operation log records the operations performed by people from different channels. You can view the user name, the operation type/path, the IP address, the operation time and the operation result.

Procedure

Click **System Management > Operation Log**.
All operation logs are shown in the list.

Managing Sub Accounts

You can create sub accounts, and assign different features and data permissions (the data permission is assigned according to the enterprises/channels that the sub account can manage) to the sub accounts according to actual demand, so that you can use the sub account to log into YMCS.

- [Adding Sub Accounts](#)
- [Editing Sub Accounts](#)

- [Resetting the Password of the Sub Account](#)
- [Deleting Sub Accounts](#)

Adding Sub Accounts

Before you begin

[Adding Enterprise Accounts](#) or [Adding Channels](#) is finished.

Procedure

1. Click **System Management > Sub account management > Add.**
2. Configure the account information.
3. Click **Save.**

Results

The system will send the account information to the sub account via email.

Editing Sub Accounts

After adding the sub account, you can edit the sub account information.


Procedure

1. Click **System Management→ Sub Account Management.**
2. Edit the sub account information, click **Save.**

Resetting the Password of the Sub Account

If you forget the password, you can reset it.

Procedure

1. Click **System Management > Sub account management.**
2. On the right side of the desired sub account, click .

Deleting Sub Accounts

Procedure

1. Click **System Management > Sub account management.**
2. Select the desired account.
3. Click **Delete.**
4. Click **OK** according to the prompts.

Feedback

If you encounter any problem when using YMCS, you can click **Feedback** in the top-right corner to send an email to us.

Troubleshooting

This chapter introduces general troubleshooting methods that you may encounter when using YMCS for channel. If the problems that you encounter are not mentioned in this chapter, you can contact Yealink.

- [Forgot Your Password](#)
- [Enterprises Do Not Receive Emails After Adding Enterprise Accounts?](#)

Forgot Your Password

If you forgot the password, you can reset the password by the registered email.

Procedure

1. Click **Forget Password** on the Login page.
2. Enter your registered email and the captcha, click **OK**.
3. Reset the password according to the prompts and click **OK**.
4. Log into your registered email in 10 minutes, click the link of resetting password and reset the password according to prompts.

Enterprises Do Not Receive Emails After Adding Enterprise Accounts?

Situation

After adding enterprise accounts, enterprise account information will be automatically sent to the enterprises via email, but the enterprises do not receive any email.

Cause

- The emails may be in the spam folder.
- The emails may be intercepted by the back-end server.

Solution

Procedure

1. Remind the enterprises to check the spam folder.
2. Contact the enterprise IT staff to check back-end server.

Appendix: Alarm Types

Alarm type	Severity
Poor call quality	Critical
Register failure	Critical
Upgrade firmware failure	Critical
Update configuration failure	Critical
Offline	Critical
Associated device offline	Critical
Wireless mic low power	Critical
Wireless mic power off or disconnect	Critical
Visual voicemail retrieve failure	Minor
Hold failure	Minor
Resume failure	Minor
RTP violate	Minor
RTP address change	Minor
RTP dead	Minor
SRTP failure	Minor
Call log retrieve failure	Minor
Outlook contact retrieve failure	Minor
Call failure	Minor
Calendar synchronization failure	Major
Exchange discovery failure	Major
Offline associated device back online	Major

Related tasks

[Viewing Alarms](#)