Using Wireshark to Capture Network Traffic

When troubleshooting an issue in an HDA installation, you may be required to capture the network traffic at the jobsite to help determine the cause of an issue. To do this, we will use the Wireshark application.

1. Install Wireshark on a PC that is on the **same local network** as the HDA system.
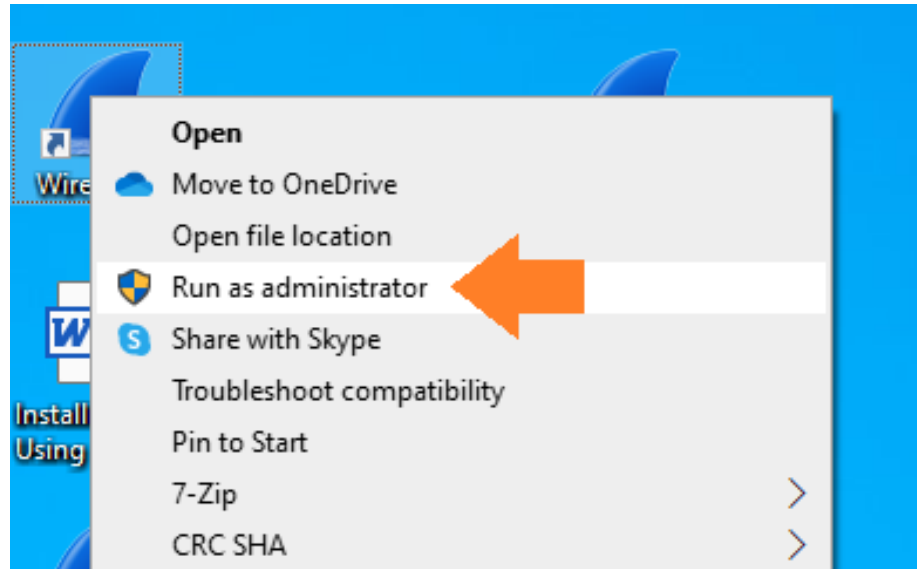
    [Windows 64-bit install package](#)

    [Windows 32-bit install package](#)

    [iOS Mac install package](#)

2. Open Wireshark:
   In Windows, **right-click** the Wireshark icon and **"Run as Administrator"**

3. Pick **a PC adapter** to use for the network capture.

   Typically, the interface showing the most network activity will be the interface to choose.

   In this example, a PC is connected to the router using wired Ethernet.

   In the below picture, the "Ethernet" interface is showing the most network activity, as signified by the line graph of network traffic next to the text "Ethernet"
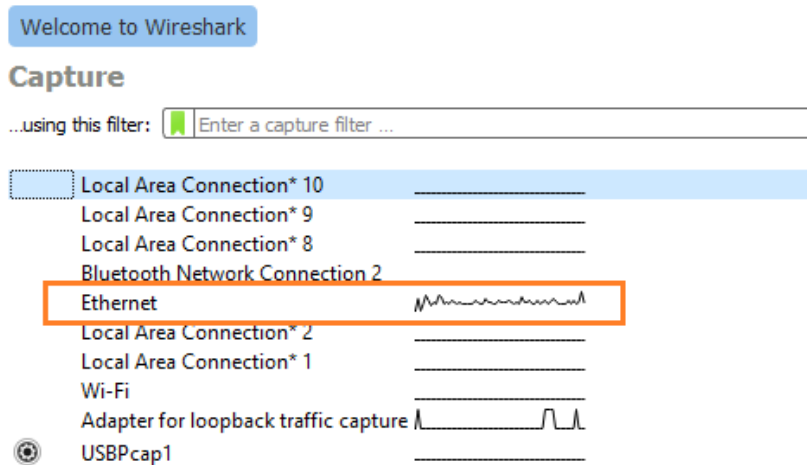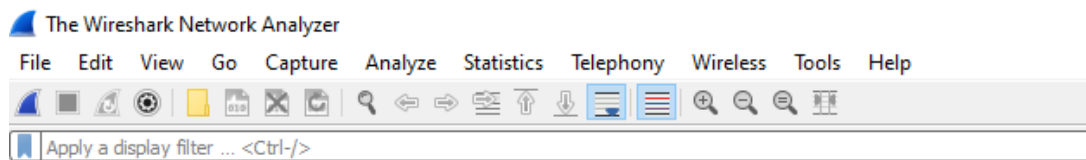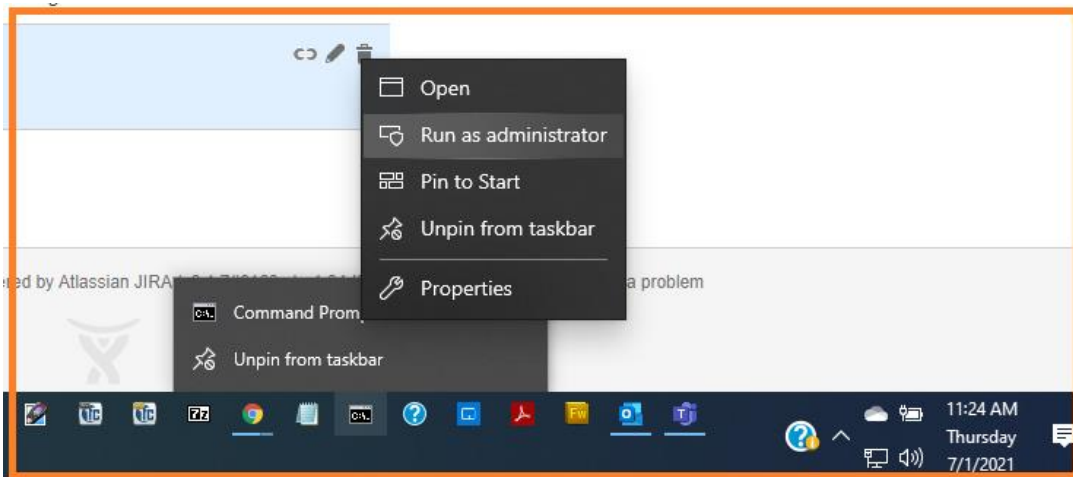

   In this case you would double-click on the "Ethernet" line item to begin capturing network traffic.

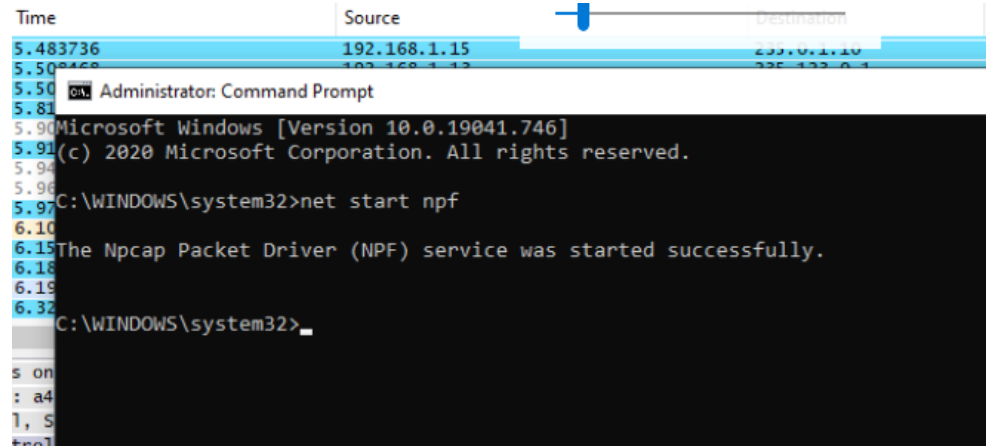**If possible, used wired Ethernet to capture network traffic.**

4. **Windows**: if you view the following **error** window when opening Wireshark:
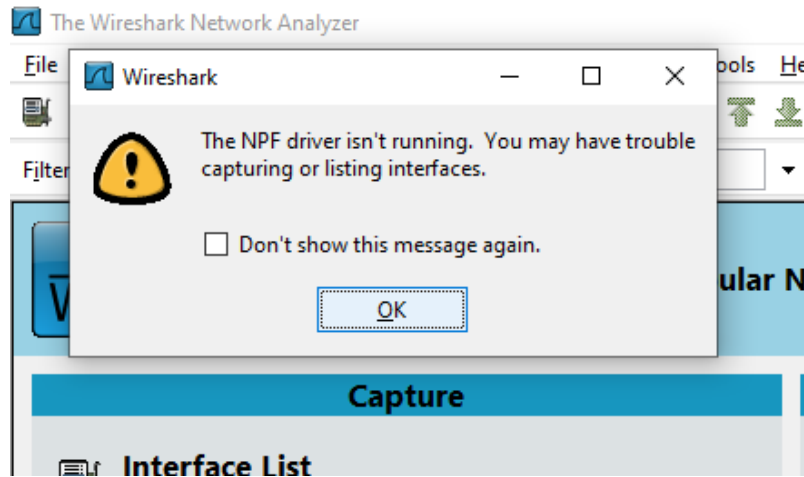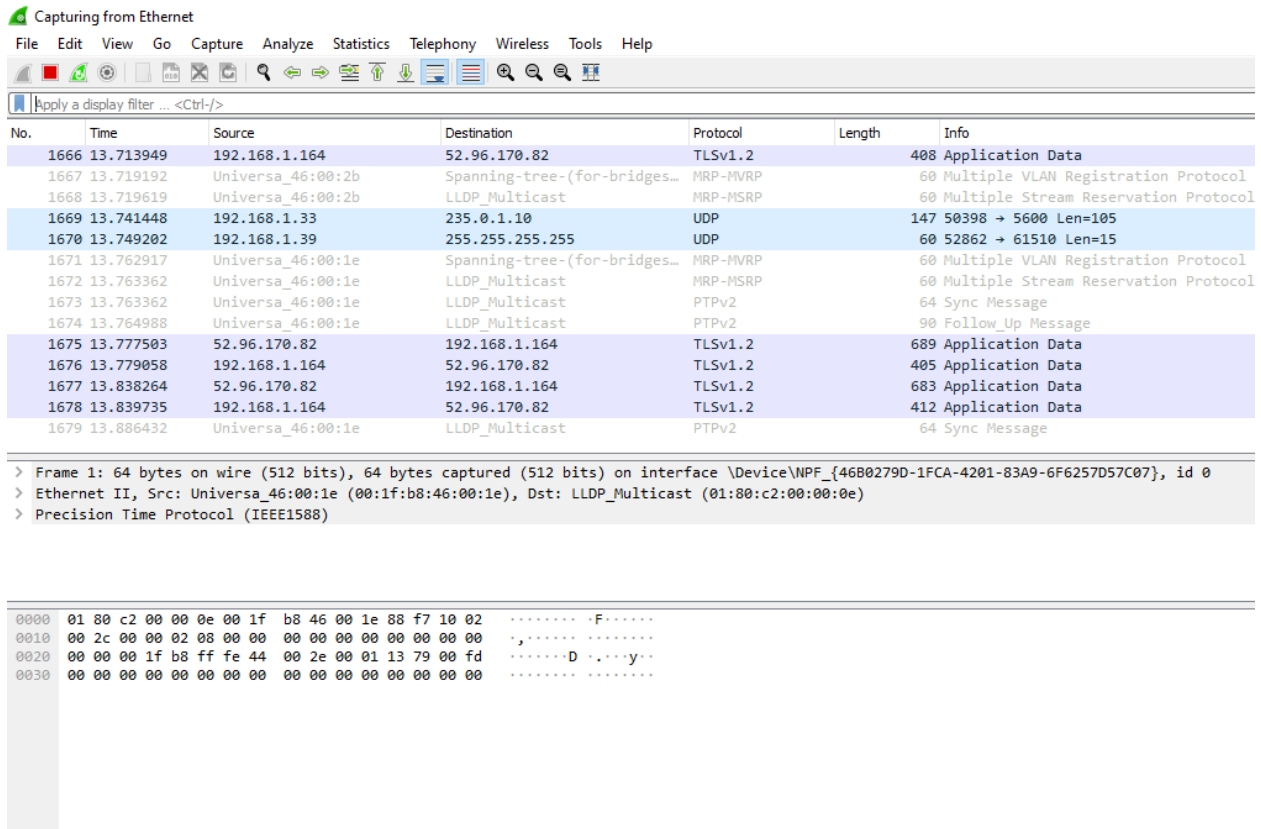

Run C prompt as "Administrator" on the local PC. (Right-click on the C-Prompt application)
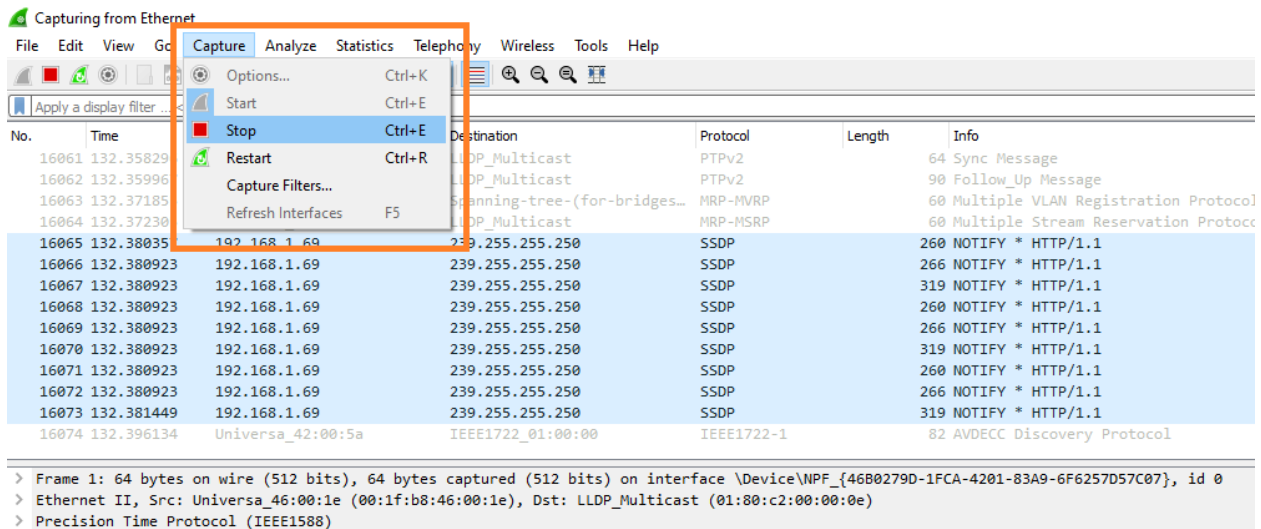

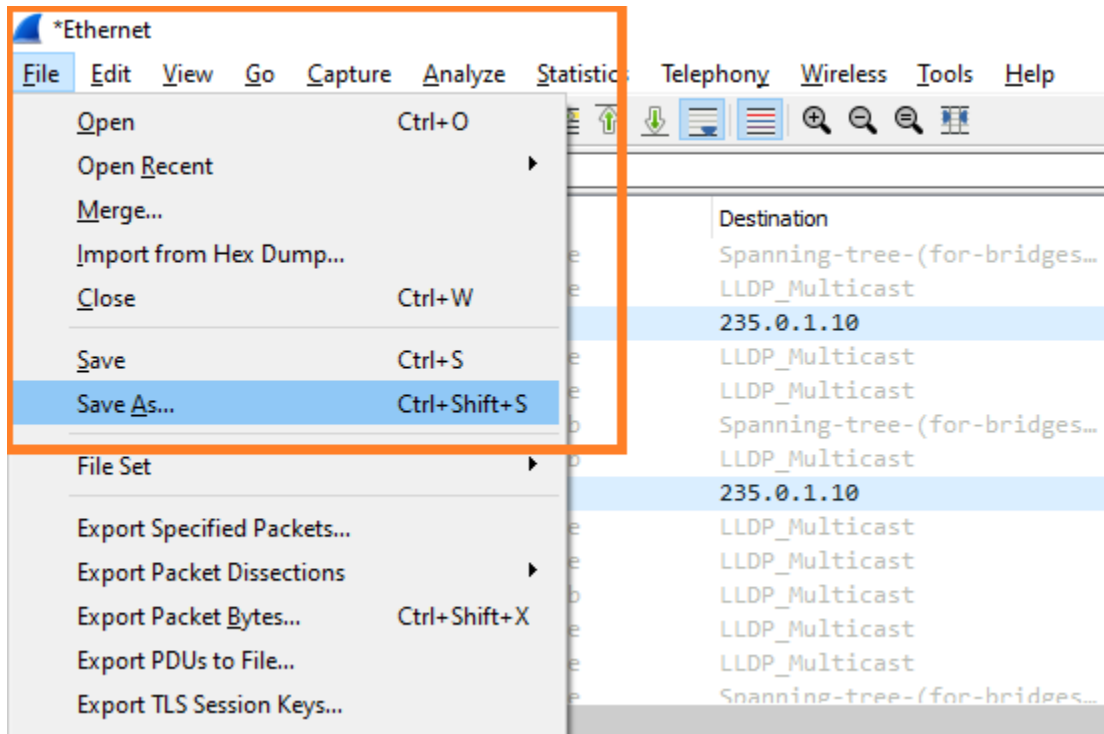Type in "net start npf" after the "system32" prompt, as shown below.

5. Wireshark will **begin capturing network packets**.
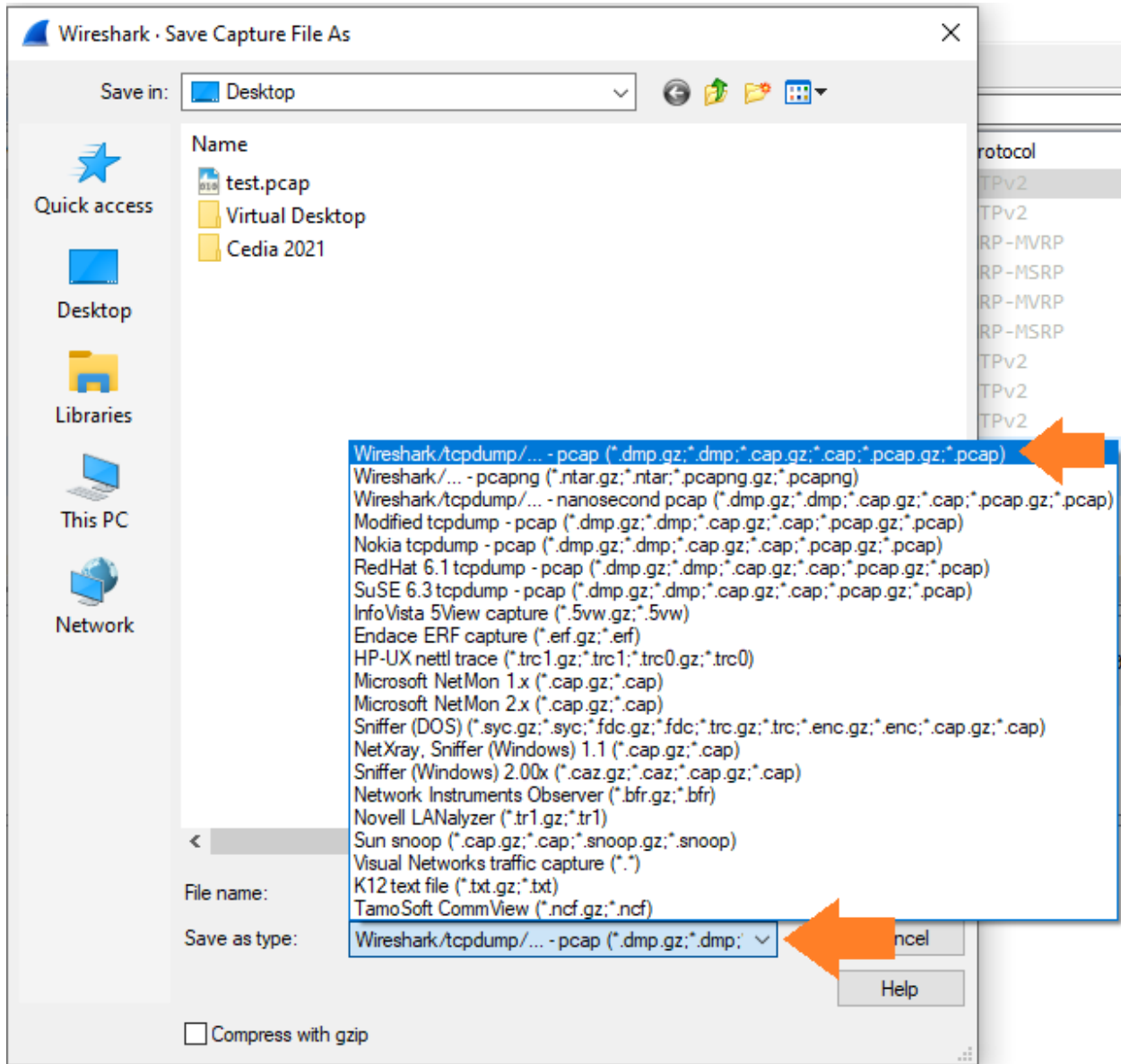   Let the Wireshark Capture **run for 4-5 minutes.**

6. After capturing network traffic for 4-5 minutes, use **Capture** drop-down menu to
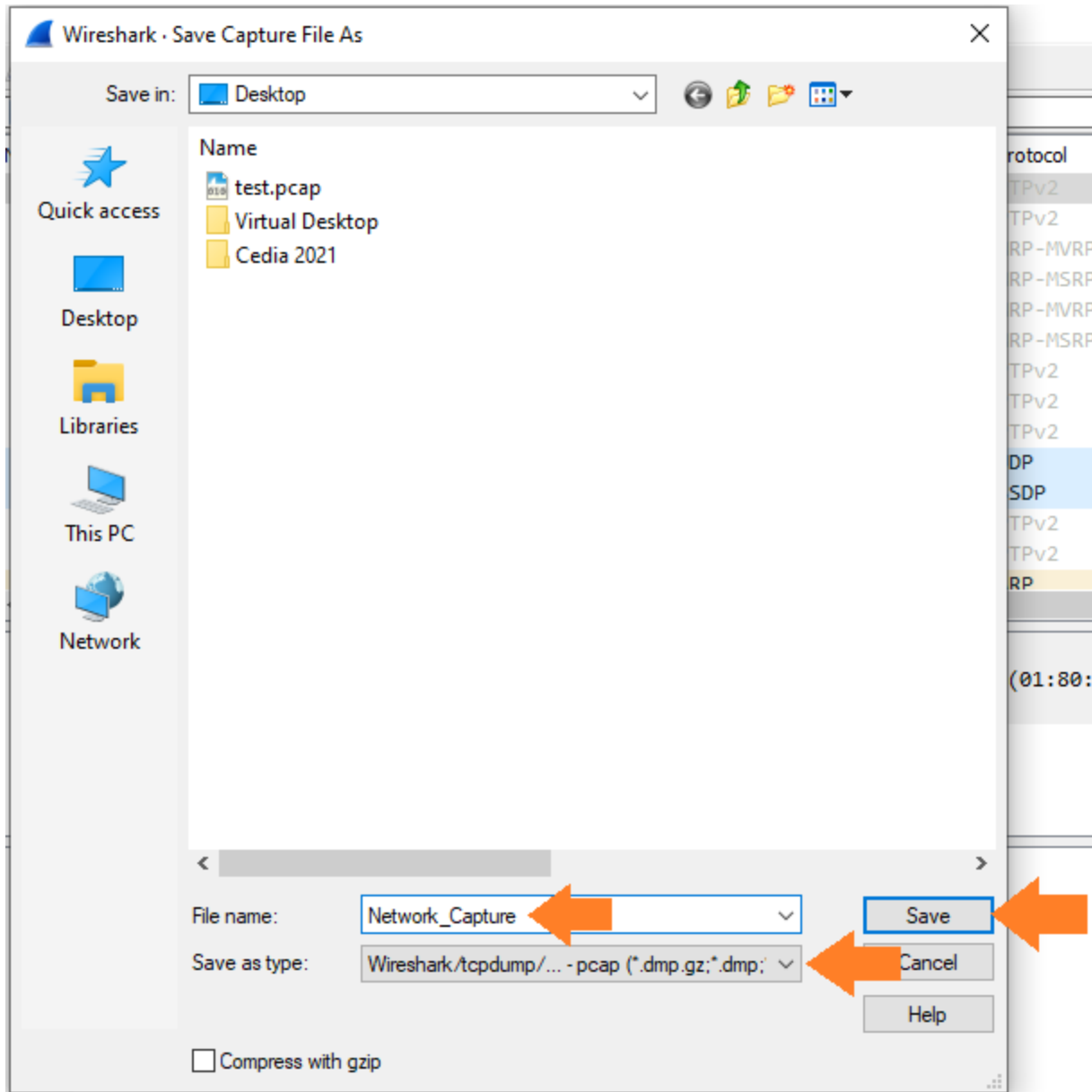   select **Stop** (as shown below)

7. Select **File** and then **Save As...**
   Set an appropriate name for the network capture file.

When saving the file, save as file type **.pcap** –

8. Reach out to URC Technical Support to submit this log for evaluation.