

1. Login to the device's web interface via username and password. (The default username and password are both "admin" and they are case-sensitive.)
2. Go to **Upgrade > Diagnose** or **Upgrade > Advanced**. (Different models have different paths)
3. Click on **Start** then reproduce your issue and click **Stop** to stop the capturing.
4. Click **Export** to export the .pcap file.
5. Enable **PCAP Auto Fresh Enabled** if you want to restart capturing when the packet data package reaches 1MB. While the packet data captured previously would become obsolete.

Because the PCAP capture is limited to only 1MB, please start the trace right before you reproduce the issue.

Click this button for more resources



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