

# FAQ WireShark - How to collect a network packet trace

## WireShark

When reporting a suspected interoperability problem to Gigaset Support, often it will be necessary to collect a network trace whilst you reproduce the problem. This is achieved by using WireShark - you can download this free program [here](#).

## Network Trace

To ensure that the trace is properly captured from the perspective of the Gigaset device requires the test environment to be correctly set-up.

Please provide full details of all equipment involved in the call flow including IP addresses and telephone numbers - a diagram is appreciated.

[Click here](#) for a recommended connectivity diagram together with call flow examples.