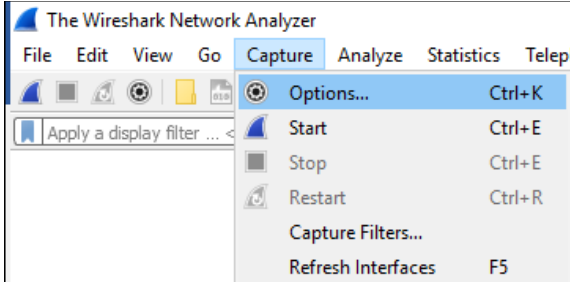
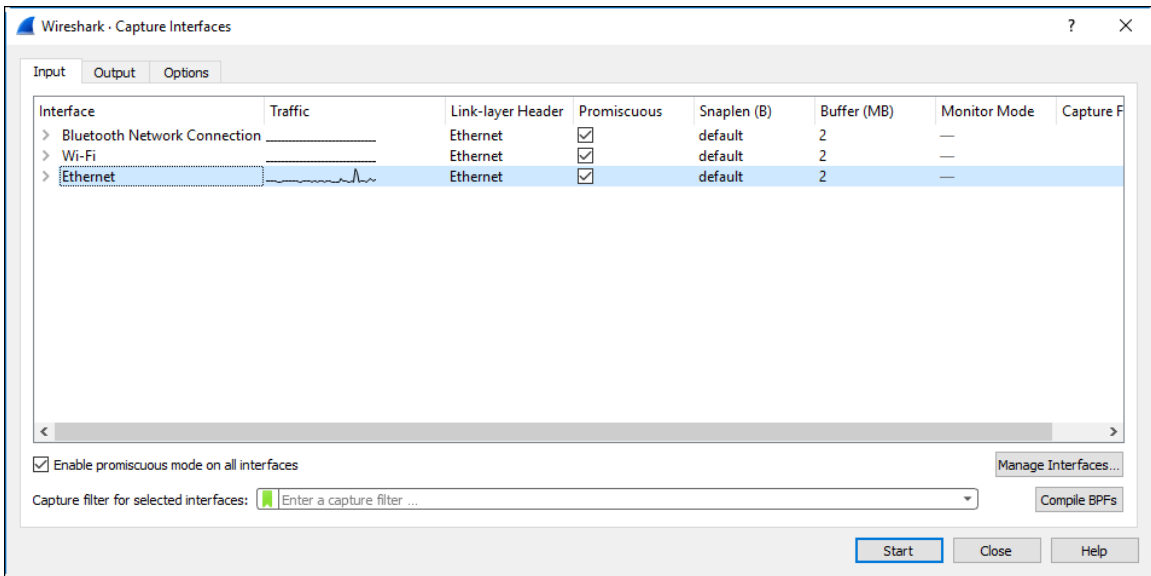


WIRESHARK INSTALLATION AND USE

1. Go to <https://www.wireshark.org/#download>, and download and install the latest stable version of Wireshark. The default installation settings will be sufficient.
2. After installation is complete, launch the application using either the Desktop icon or by right-clicking the Windows Start Icon, selecting **Run**, and entering 'Wireshark'.
3. Once the application launches, click on the **Capture > Options** menu:



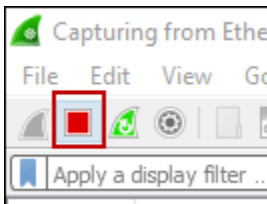
4. From the *Capture Interfaces* panel, select your network Interface on the *Input* tab, and then click **Start**.



Note: To hide interfaces such as Bluetooth and Wi-Fi click on **Manage Interfaces....** Then check the boxes for interfaces you want to hide.

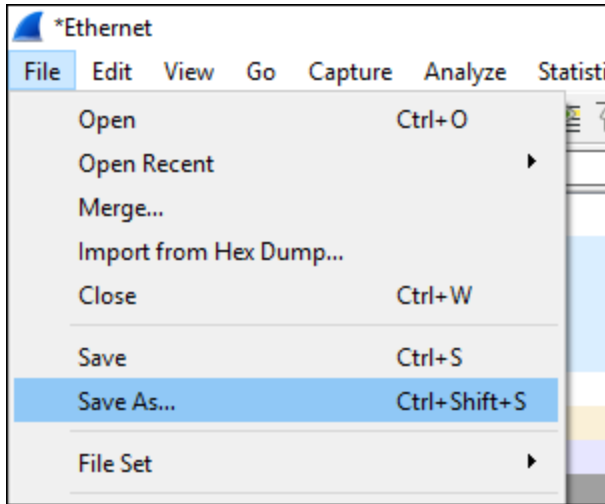
In most wired corporate networks, you will want to use the Ethernet option to run the capture.

5. Reproduce the issue that the customer is experiencing, such as joining a meeting.
6. Once you are done capturing the required data, click on the stop icon in upper menu bar:



WIRESHARK INSTALLATION AND USE

- The last step is to save the data capture. Click on the **File** menu and choose **Save As**.



- For the filename you may want to use the following naming convention “**currentdate-sitename**”. For example, if your Webex Sitename was eval.webex.com and today was 8/6/2018, the file would be “**08062018-eval**”. Click **Save**.

