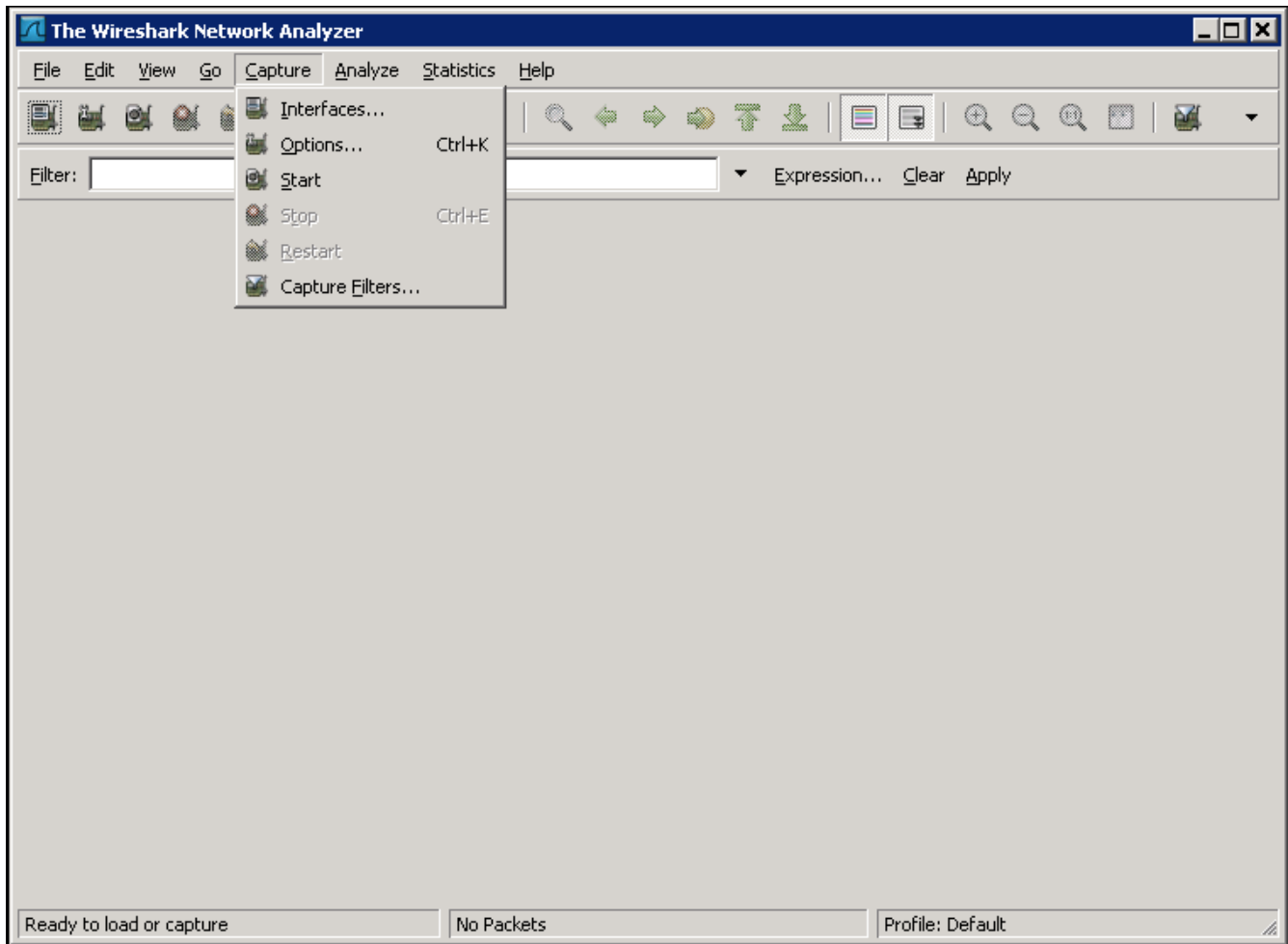


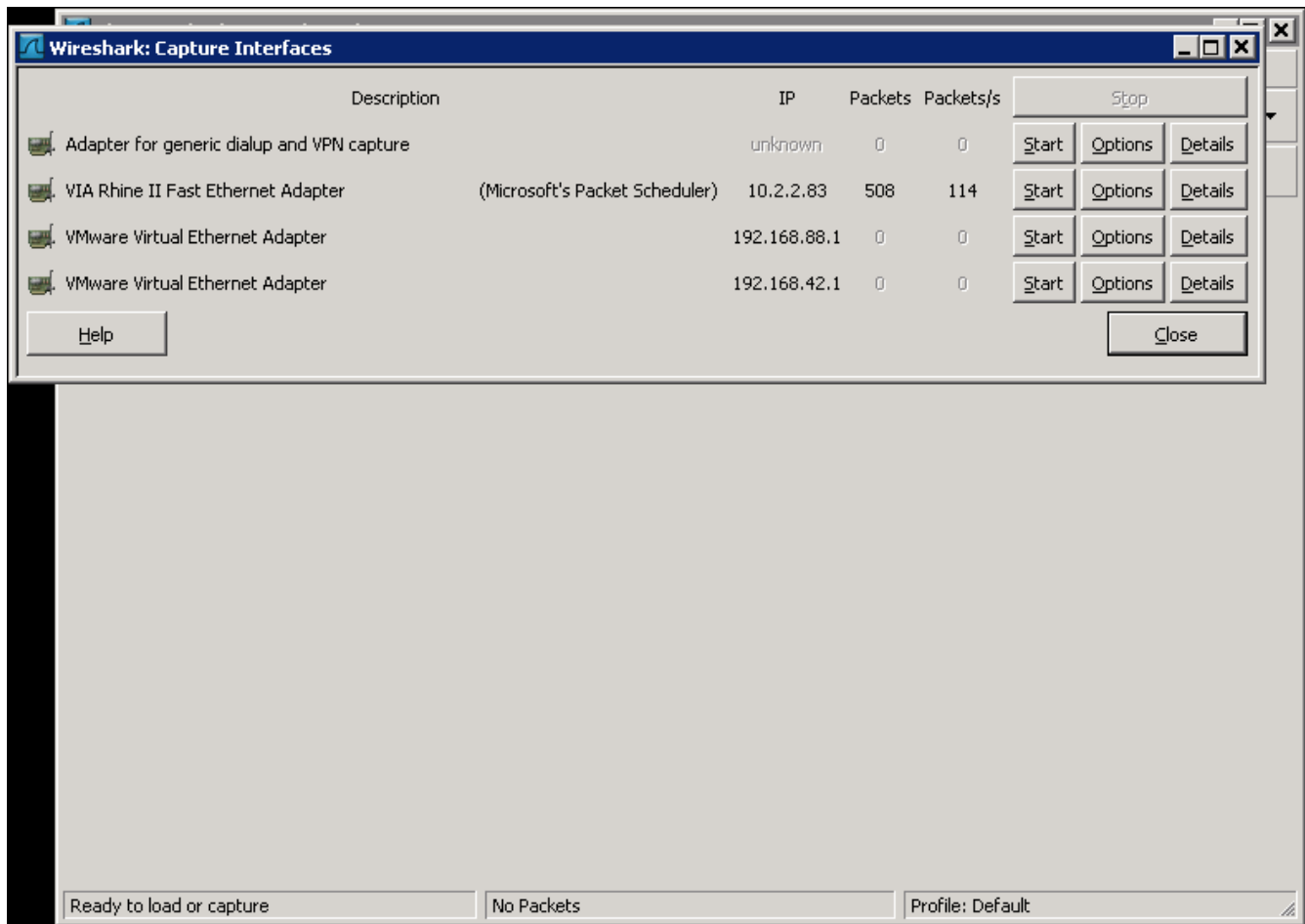
To prepare a packet capture log:

Please open your Wireshark

Please select the Capture section in the main toolbar, and choose “interfaces”.



From the Interfaces menu please select the active network interface and press “start”. You will recognize the active network interface easy, because you will see the count of incoming/outgoing Packets increase, and maybe you will recognize the IP that stands for this network interface.



Once you've pressed "Start" the capture process will begin.  
Please minimize this application and make a test call using the Zoiper softphone.

Please try to reproduce the issue that you described in your previous email.

The screenshot shows the Wireshark interface capturing traffic on the VIA Rhine II Fast Ethernet Adapter. The main packet list shows several OICQ protocol packets between 10.2.2.83 and 10.2.1.8. Packet 910 is highlighted in green, showing an SSDP M-SEARCH request from 10.2.2.176 to 239.255.255.250. Below the list, the packet details pane shows the Ethernet II header and the raw packet bytes in hexadecimal and ASCII.

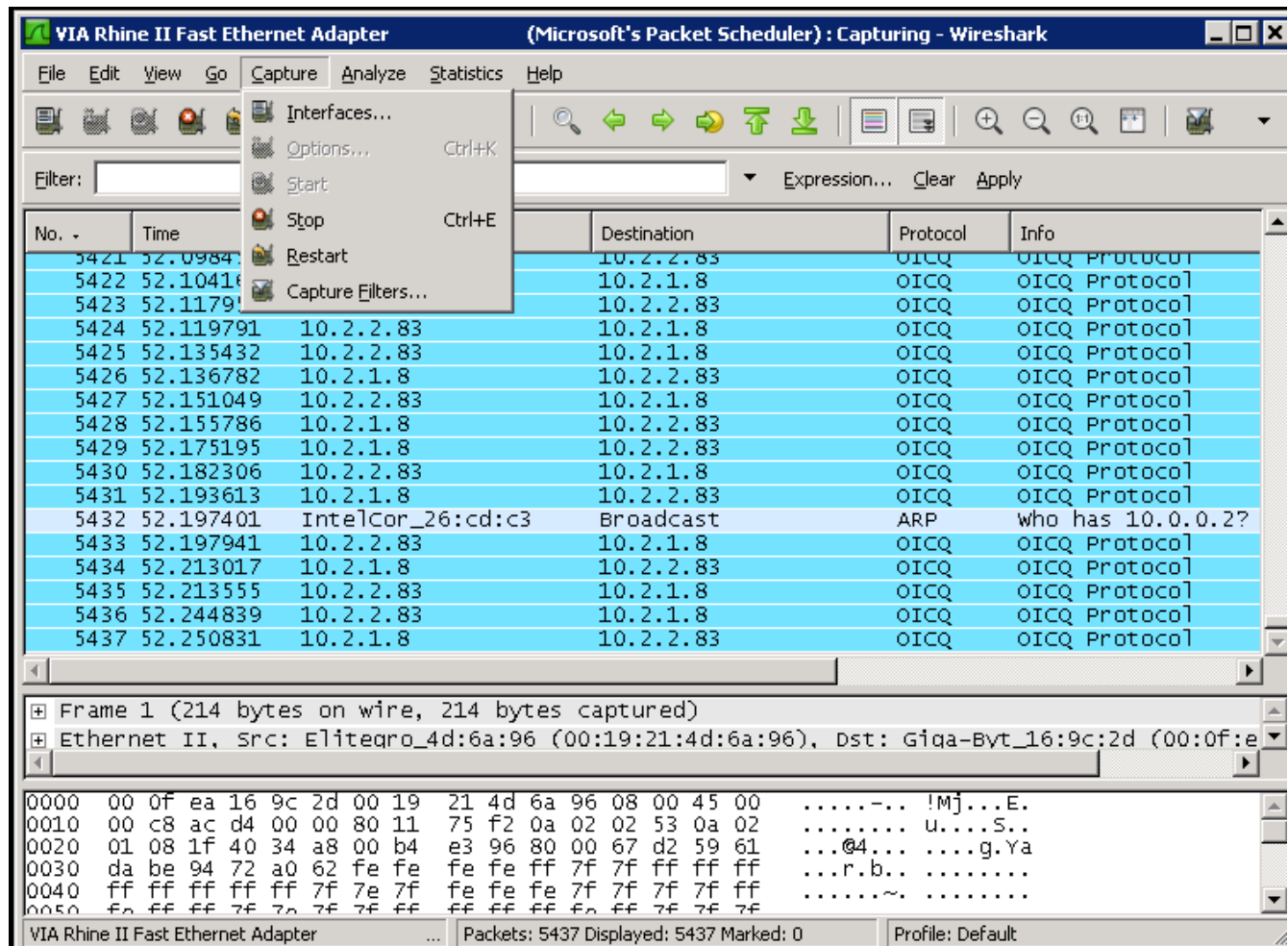
No.	Time	Source	Destination	Protocol	Info
902	8.611140	10.2.2.83	10.2.1.8	OICQ	OICQ Protocol
903	8.617715	10.2.1.8	10.2.2.83	OICQ	OICQ Protocol
904	8.636021	10.2.1.8	10.2.2.83	OICQ	OICQ Protocol
905	8.642335	10.2.2.83	10.2.1.8	OICQ	OICQ Protocol
906	8.655487	10.2.1.8	10.2.2.83	OICQ	OICQ Protocol
907	8.657960	10.2.2.83	10.2.1.8	OICQ	OICQ Protocol
908	8.673601	10.2.2.83	10.2.1.8	OICQ	OICQ Protocol
909	8.674871	10.2.1.8	10.2.2.83	OICQ	OICQ Protocol
910	8.680573	10.2.2.176	239.255.255.250	SSDP	M-SEARCH * HTTP/1.
911	8.689263	10.2.2.83	10.2.1.8	UDP	Source port: vcom-
912	8.693419	10.2.1.8	10.2.2.83	OICQ	OICQ Protocol
913	8.704849	10.2.2.83	10.2.1.8	OICQ	OICQ Protocol
914	8.712989	10.2.1.8	10.2.2.83	OICQ	OICQ Protocol
915	8.720484	10.2.2.83	10.2.1.8	OICQ	OICQ Protocol
916	8.732492	10.2.1.8	10.2.2.83	OICQ	OICQ Protocol
917	8.736107	10.2.2.83	10.2.1.8	OICQ	OICQ Protocol
918	8.751741	10.2.2.83	10.2.1.8	OICQ	OICQ Protocol

Frame 1 (214 bytes on wire, 214 bytes captured)  
Ethernet II, Src: Eliteqro\_4d:6a:96 (00:19:21:4d:6a:96), Dst: Giga-Byt\_16:9c:2d (00:0f:e0:16:9c:2d)

```
0000  00 0f ea 16 9c 2d 00 19 21 4d 6a 96 08 00 45 00  .....-.. !Mj...E.  
0010  00 c8 ac d4 00 00 80 11 75 f2 0a 02 02 53 0a 02  .....u....S..  
0020  01 08 1f 40 34 a8 00 b4 e3 96 80 00 67 d2 59 61  ...@4... ..g.Ya  
0030  da be 94 72 a0 62 fe fe fe fe ff 7f 7f ff ff ff  ...r.b.. ..  
0040  ff ff ff ff ff 7f 7e 7f fe fe fe 7f 7f 7f 7f ff  .....~. ....  
0050  fe ff ff 7f 7e 7f 7e ff ff ff fe ff 7f 7f 7f
```

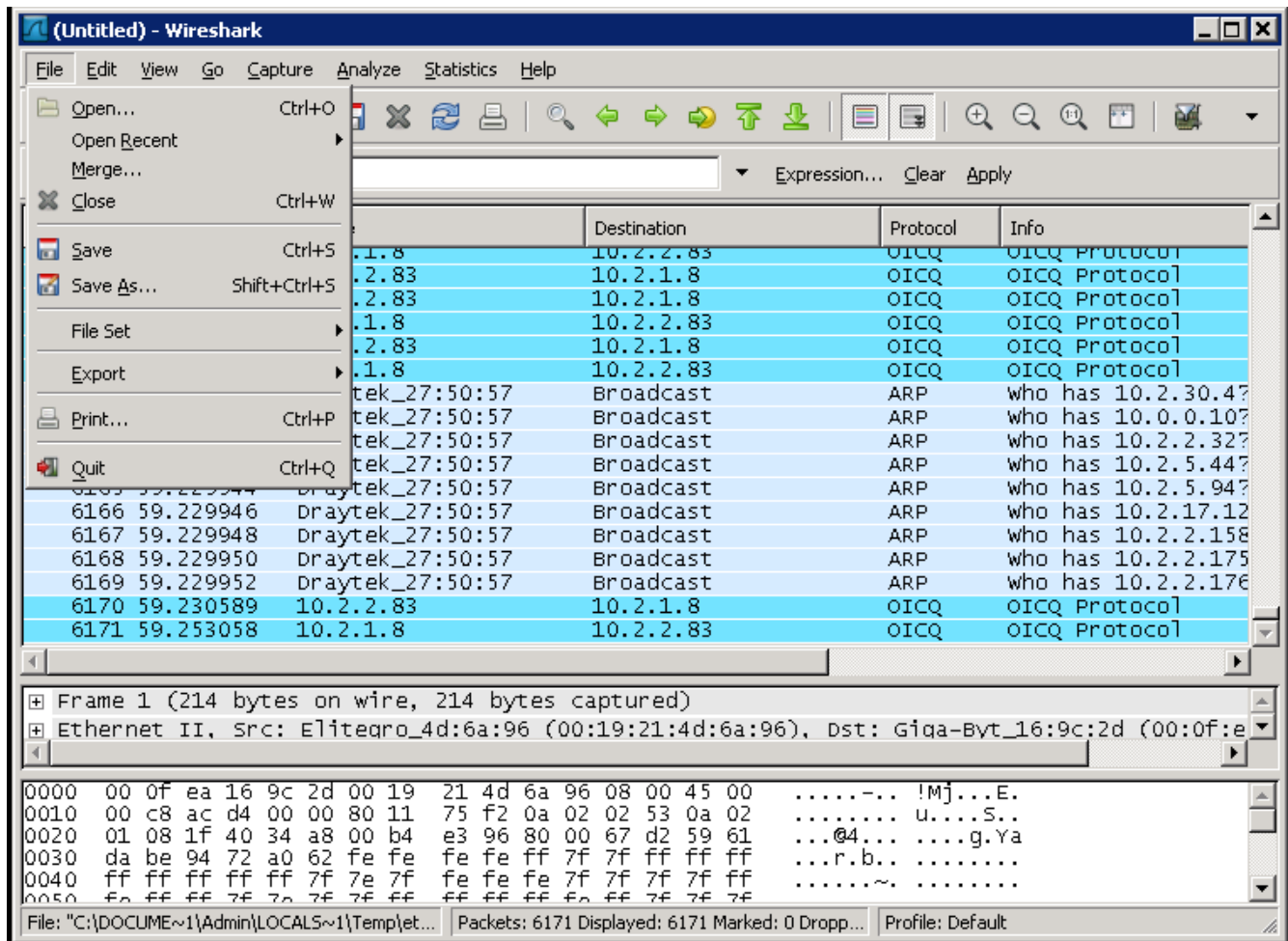
When the test call is finished, and the issue-reproduced, please select the Capture section from the main toolbar once again.  
Then please select STOP.

Now the capturing process is finished.



Now it is time to save the capture file, so our team of developers could use it to find a solution to the reported problem.

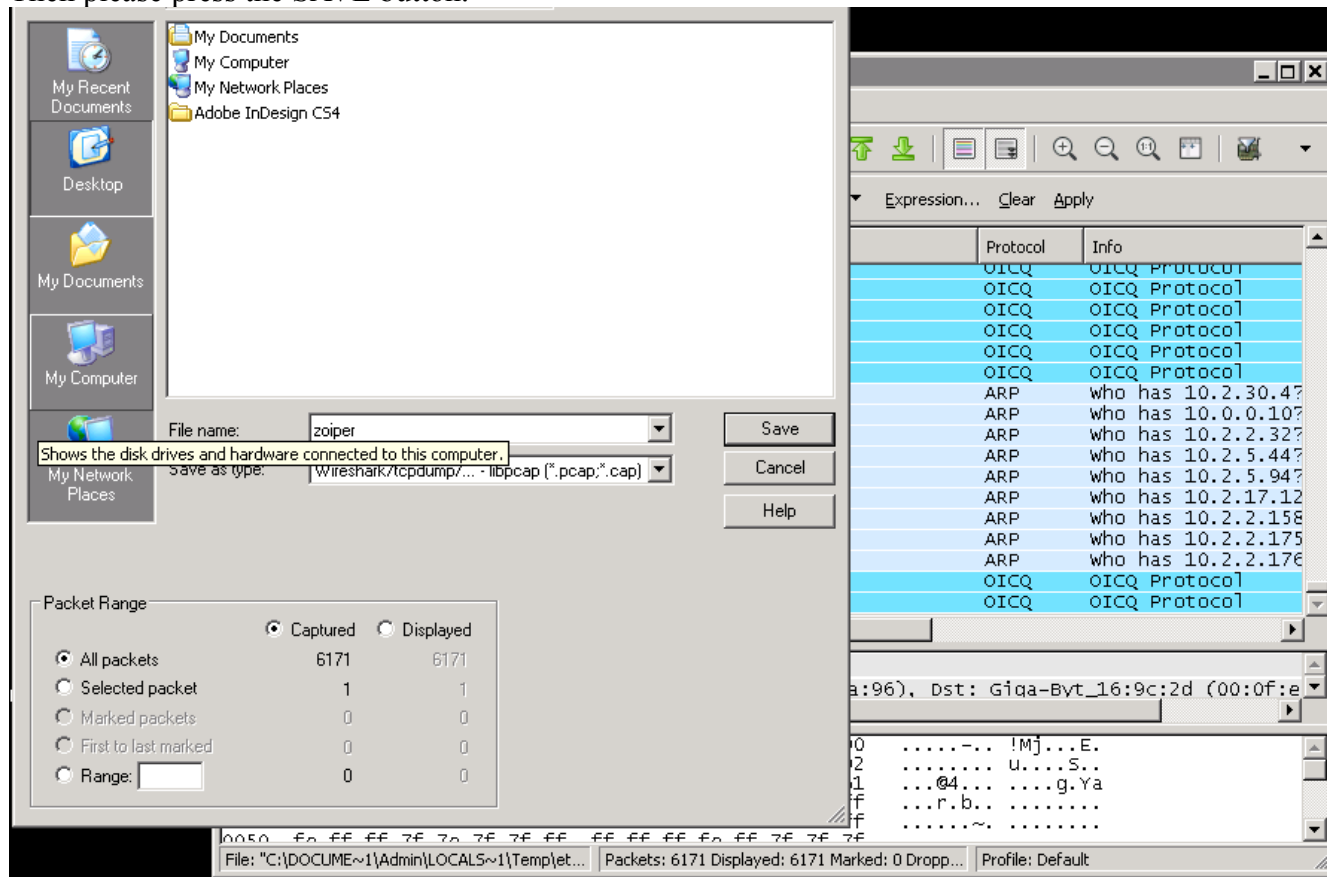
Please select FILE from the main toolbar and then Save As.



You will be asked to select a location where to save the file and you will need to enter a filename in the “File name” field.

I entered the name “Zoiper”, and the file will be saved on my Desktop.

Then please press the SAVE button.



We appreciate your cooperation!

Best regards  
Zoiper team