

Why are my larger captured packets being truncated when I download/look at them?

Model:

nVoy Packet Recorder

Software Release:

Recorder Software Release, Version 1.0

Operating System:

The nVoy Recorder application runs on a Linux variant. Users do not have access into the operating system

Information:

Large captured packets appear to be truncated when downloaded or analyzed from the Recorder

Solution:

Verify the “snapshot length” parameter for the interface

From a browser pointed at the recorder:

1. Select the menu “Applications / n2disk”
2. Select the interface that is being used for capturing (Example: “myri0”)
3. Under “General”, scroll down until you see “Snapshot Length”
4. Verify the value in “Bytes” (Example: If the value is 1518, then any packet greater than 1518 (jumbo packets) will be truncated and only the first 1518 bytes will be stored)

Note: Storing jumbo packets consume a larger amount disk storage

Note: If you change the value in the interface settings, you will need to scroll down and “save”. It should also be noted that you cannot save if the interface is enabled to capture packets.

For additional details on the Recorder please refer to the Packet Recorder User Guide or contact CSPI support at [support@cspi.com](mailto:support@cspi.com)

<u>Revision</u>	<u>Date</u>	<u>Change</u>
1	3/29/2017	Initial Draft

