

Packets concepts

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With an ExtraHop Trace appliance connected to a Discover appliance, you can search for and download packets for selected transactions through the Packets feature in the ExtraHop Web UI. The downloaded packets can then be analyzed through a third-party tool, such as Wireshark.

Before you begin

You must have a configured ExtraHop Trace appliance before you can store and query for packets. See our [deployment guides](#) to get started.

You can launch a quick packet query for the current time interval by clicking **Packets** from the top menu. The ExtraHop system queries packets for the selected time interval, such as the last 30 minutes, and displays the Packet Query page. If you change the time interval, the query starts again. Either end of the gray bar displays a timestamp, which is determined by the current time interval. The time on the right displays the starting point of the query and the time on the left displays the endpoint of the query. The blue bar indicates the time range during which the system found packets. You can drag to zoom on a period of time in the blue bar to run a query again for that selected time interval.

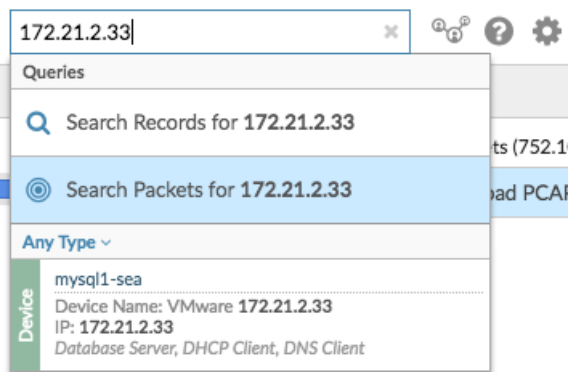
The following figure provides an overview of the Packet Query page and features:

The screenshot shows the ExtraHop Web UI interface for the 'Packets' section. At the top, there are navigation tabs: 'Dashboards', 'Metrics', 'Records', and 'Packets'. Below the navigation, there's a search bar and a 'New Packet Query' button. A time range selector is visible, showing 'From Jun 30, 12:43:43 pm' and 'Until Jun 30, 1:13:43 pm'. A blue bar indicates the time range where packets were found. A table displays packet details including Time, Src IP, Dst IP, IP Proto, Src Port, Dst Port, Flags, Bytes, Src MAC, Dst MAC, EtherType, and VLAN ID. A 'Download PCAP' button is visible on the right.

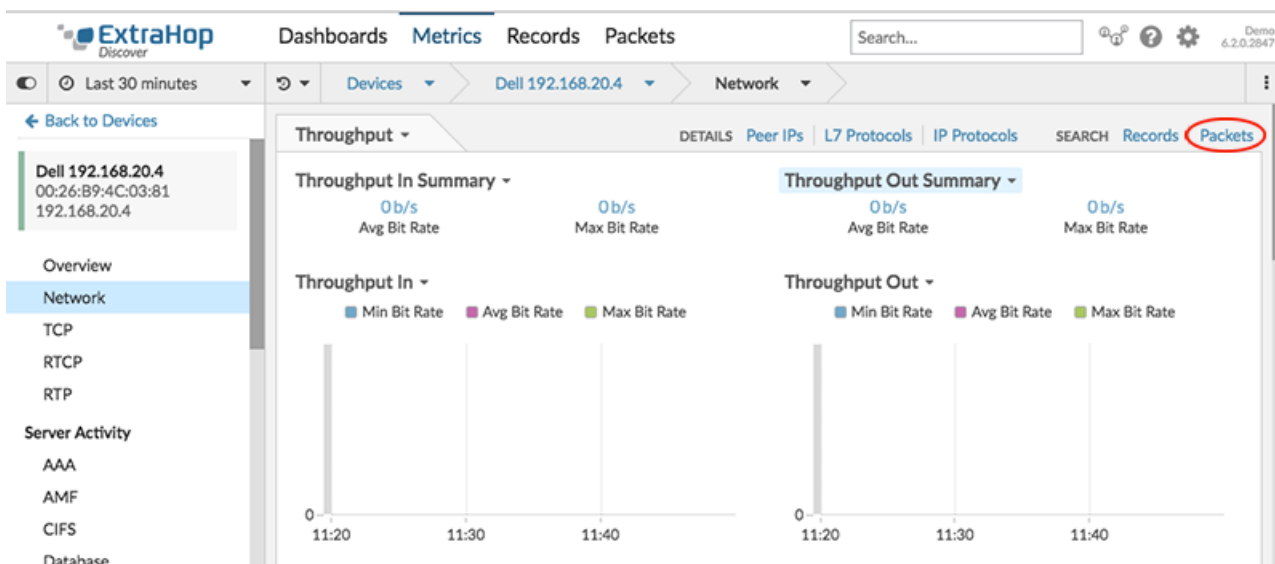
Time	Src IP	Dst IP	IP Proto	Src Port	Dst Port	Flags	Bytes	Src MAC	Dst MAC	EtherType	VLAN ID
2017-06-30 13:13:43.10...	172.21.1.81	222.154.12.13...	TCP	8080	56696	ACK	1,51...	00:0C:29:5A:7D:3...	00:0C:29:D1:1F:E8	IPv4	-
2017-06-30 13:13:43.10...	172.21.1.81	222.154.12.13...	TCP	8080	56696	ACK	1,51...	00:0C:29:5A:7D:3...	00:0C:29:D1:1F:E8	IPv4	-
2017-06-30 13:13:43.10...	172.21.1.81	222.154.12.13...	TCP	8080	56696	PSH AC...	268	00:0C:29:5A:7D:3...	00:0C:29:D1:1F:E8	IPv4	-
2017-06-30 13:13:43.10...	222.154.12.13...	172.21.1.81	TCP	56696	8080	ACK	66	00:0C:29:D1:1F:E8	00:0C:29:5A:7D:3...	IPv4	-
2017-06-30 13:13:43.10...	222.154.12.13...	172.21.1.81	TCP	56696	8080	ACK	66	00:0C:29:D1:1F:E8	00:0C:29:5A:7D:3...	IPv4	-
2017-06-30 13:13:43.10...	222.154.12.13...	172.21.1.81	TCP	56696	8080	ACK	66	00:0C:29:D1:1F:E8	00:0C:29:5A:7D:3...	IPv4	-

However, there are multiple locations in the ExtraHop Web UI from which you can initiate a packet query:

- Type an IP address in the global search field and then select the Search Packets icon .



- Click **Packets** from the upper right corner of a device page.



- Click the Packets icon next to any record on a record query results page. (Only available with a connected Explore appliance.)

Packets	Time	Record Type
	2017-07-03 15:52:13.744	HTTP
	2017-07-03 15:52:13.744	HTTP
	2017-07-03 15:52:13.742	Flow
	2017-07-03 15:52:13.742	Flow
	2017-07-03 15:52:13.742	DB

- Click on an IP address or hostname in any chart with metrics for network bytes or packets by IP address to see a context menu. Then, select the Packets icon to query for the device and time interval.

XenApp Client Network Health & Citrix Performance Impact ▾

Network Retransmissions ▾

- 192.168.2.128
- 192.168.6.180
- 192.168.10.211
- 192.168.2.11

Application Slowdowns ▾

192.168.2.128

Drill down by...

- Group Member
- ⊙ Packets**

Go to device...

- 🔗 Device 0200c0a802800000 - TCP
- 📊 Create chart from...

Internal Client Dropped Packets ▾

- 192.168.6.180