



FAQ

Frequently asked questions

How to report problems to AiM



Wi-Fi

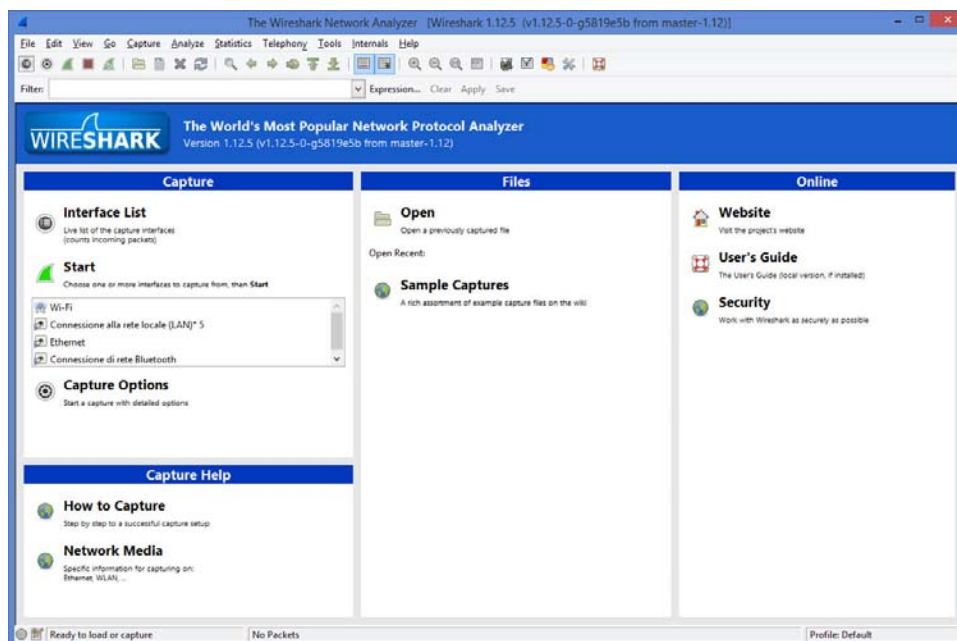
How to report problems to AiM

There are two things that can be done to help us understanding what's happening to your connectivity to AiM devices:

- use Wireshark utility to capture Wi-Fi traffic
- perform a capture through the Command Prompt

Wireshark

Wireshark is a popular utility that lets you sniff and log (while activated) all the network traffic on you PC; it's a very valuable tool in our hands to understand and help anyone out of problems. It is at <https://www.wireshark.org/download.html> (just choose the proper version according to your operating system). Once installed, double click the icon to run it. You will see the following main page:



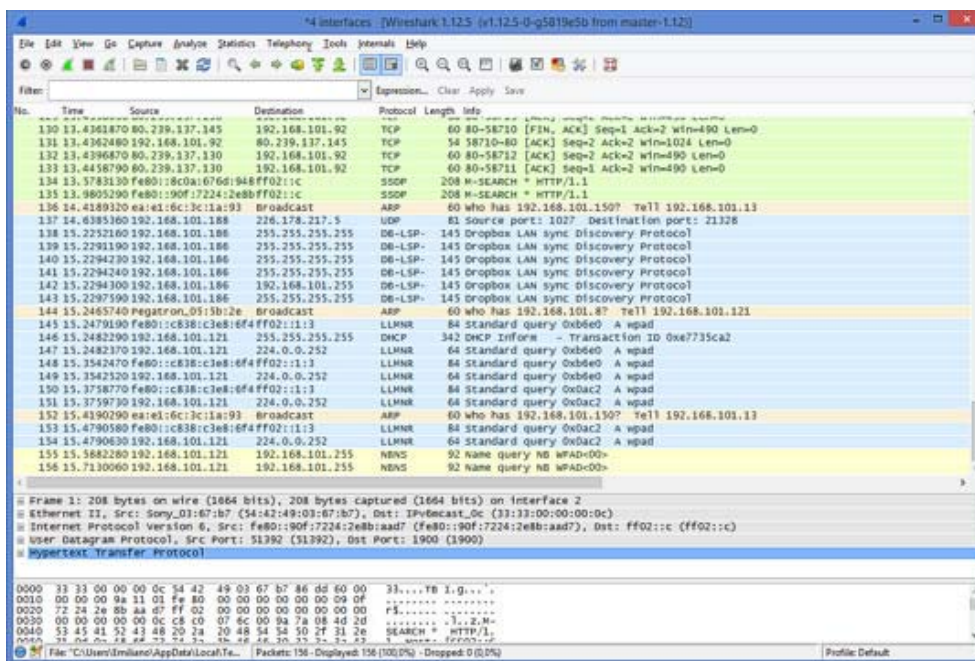


Wi-Fi

Click on "Interface List". The following window will be prompted:



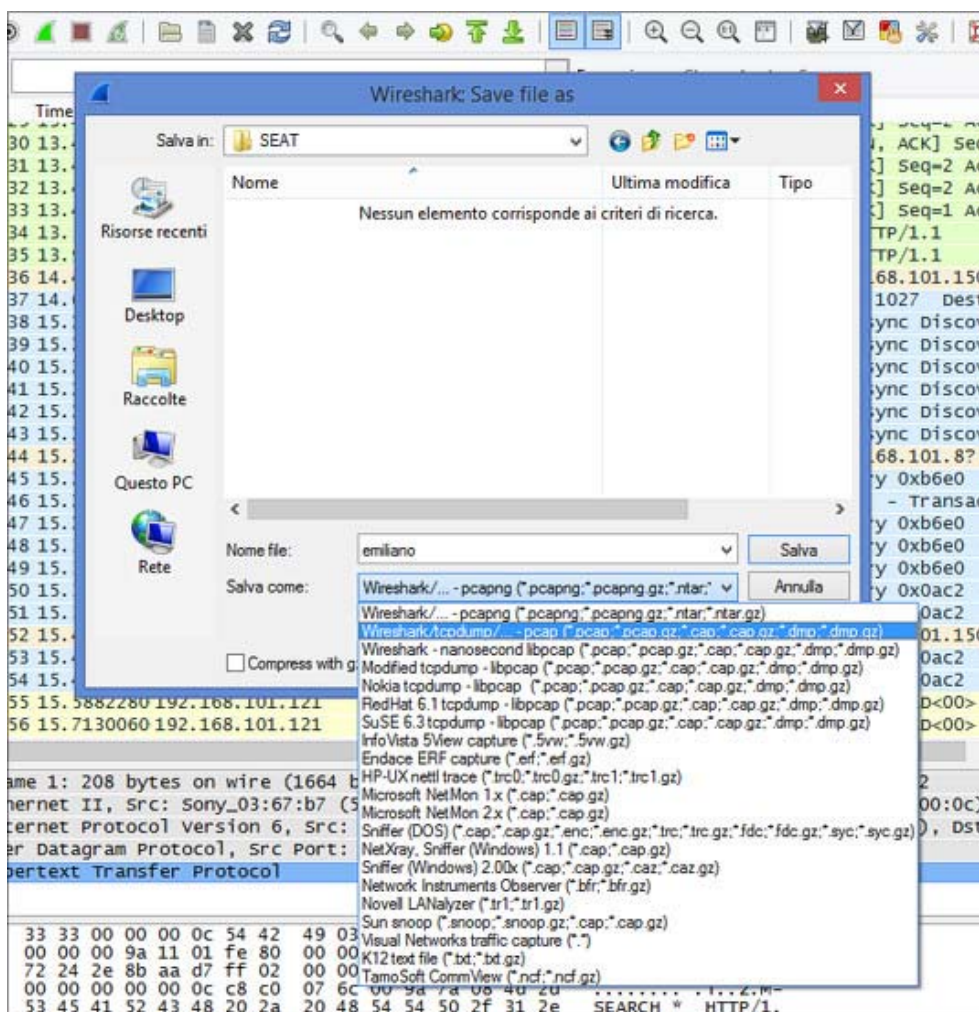
Select all the checkboxes on the left and click the "Start" button. You'll see that Wireshark will start tracing all the network traffic:



Wi-Fi

Now run Race Studio 3 and reproduce the problem with the Wi-Fi connection. Once the problem has been reproduced, go back to the Wireshark tracing window. Here select the menu "Capture" -> "Stop". Then select menu "File" -> "Save As."

You'll be prompted the following window:



Just select a location on your PC in which to save the trace log.

Please be careful and, in the bottom dropdown box, choose the bold line, named "Wireshark/tcpdump".

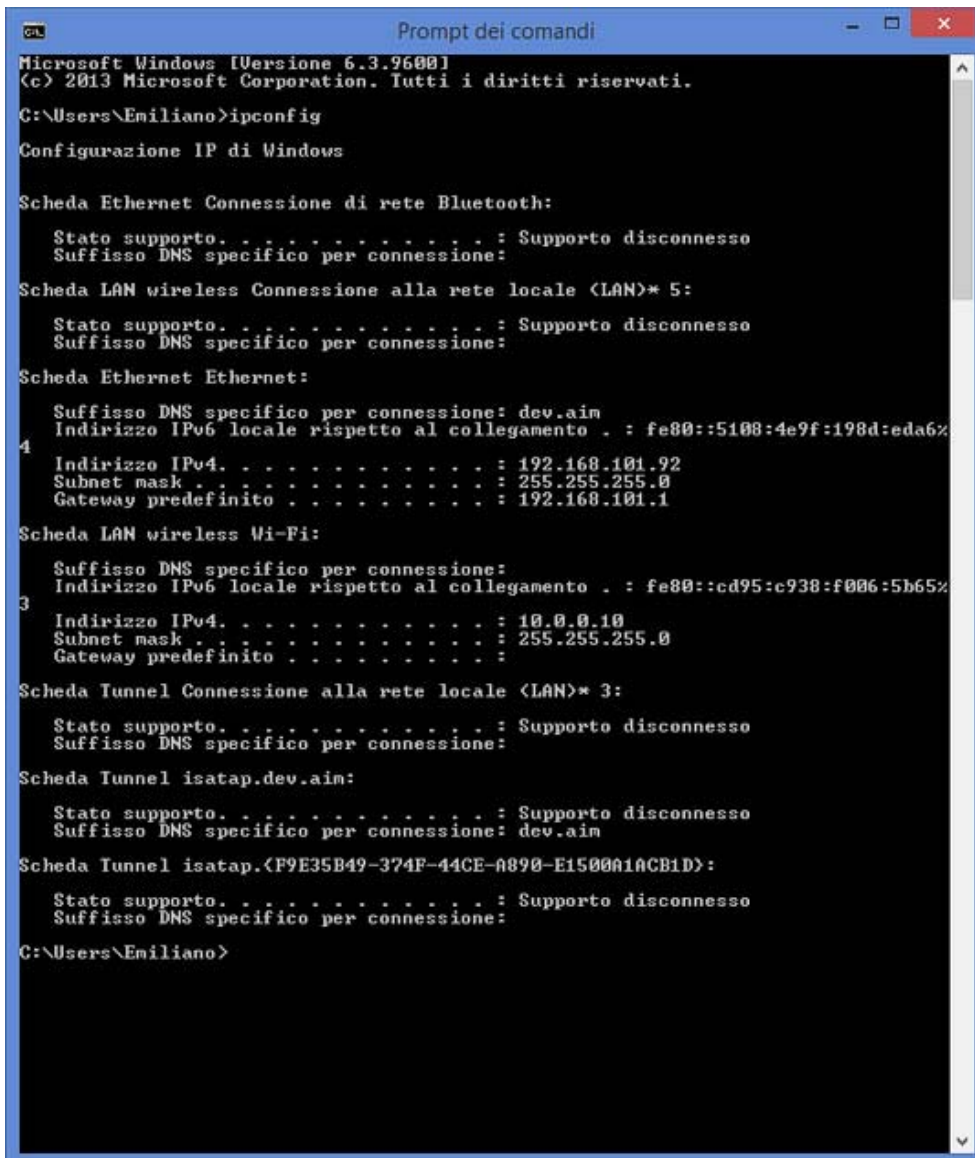
In my case it's the second row, but I did the screenshot with an Italian version of Windows 8, maybe the row number can change according to languages or OS versions. Insert a filename (I wrote here "emiliano"), then click "Save" and send us such a file to software@aim-sportline.com.

Wi-Fi

Command Prompt Captures

Another capture can also help us understanding and solving the issue: a capture to be done on the same PC on which you're doing the test with RS3. Please run the command prompt, type the command "ipconfig" and capture the screen.

"IPCONFIG" is a simple command the can be used on any Windows, without being an administrator, that tells you how the network is configured. It is not changing anything of current PC settings.



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Microsoft Windows [Versione 6.3.9600]
(c) 2013 Microsoft Corporation. Tutti i diritti riservati.

C:\Users\Emiliano>ipconfig

Configurazione IP di Windows

Scheda Ethernet Connessione di rete Bluetooth:

    Stato supporto. . . . . : Supporto disconnesso
    Suffisso DNS specifico per connessione:

Scheda LAN wireless Connessione alla rete locale (LAN)* 5:

    Stato supporto. . . . . : Supporto disconnesso
    Suffisso DNS specifico per connessione:

Scheda Ethernet Ethernet:

    Suffisso DNS specifico per connessione: dev.aim
    Indirizzo IPv6 locale rispetto al collegamento . : fe80::5108:4e9f:198d:eda6%
4
    Indirizzo IPv4. . . . . : 192.168.101.92
    Subnet mask . . . . . : 255.255.255.0
    Gateway predefinito . . . . . : 192.168.101.1

Scheda LAN wireless Wi-Fi:

    Suffisso DNS specifico per connessione:
    Indirizzo IPv6 locale rispetto al collegamento . : fe80::cd95:c938:f006:5b65%
3
    Indirizzo IPv4. . . . . : 10.0.0.10
    Subnet mask . . . . . : 255.255.255.0
    Gateway predefinito . . . . . :

Scheda Tunnel Connessione alla rete locale (LAN)* 3:

    Stato supporto. . . . . : Supporto disconnesso
    Suffisso DNS specifico per connessione:

Scheda Tunnel isatap.dev.aim:

    Stato supporto. . . . . : Supporto disconnesso
    Suffisso DNS specifico per connessione: dev.aim

Scheda Tunnel isatap.<F9E35B49-374F-44CE-A890-E1500A1ACB1D>:

    Stato supporto. . . . . : Supporto disconnesso
    Suffisso DNS specifico per connessione:

C:\Users\Emiliano>
```