# Exporter is not visible in the application

## Problem

Packets arrive to the server, but exporter is not visible in the application.

## Solution

1. Check if destination port set on your exporter matches listening port in the NetVizura configuration (**Settings > NetFlow Settings > Configuration > NetFlow Collection port**)
2. Check your server firewall

If none of the above solves the issue, capture your traffic in a pcap file (10 minutes of traffic or more) and send it to the support@netvizura.com

✓ **pcap**

To create a pcap file:

1. in Windows OS, you can use program called Wireshark
2. in Linux OS, you can use the tcpdump command, for example: *tcpdump -nn -w netflow.capture.pcap -c 35000 -i eth0 port 2055*