

<u>Setting Started</u> > <u>General</u> > <u>How do I generate a HAR file for troubleshooting</u> < قاعدة المعلومات

?How do I generate a HAR file for troubleshooting

<u>General</u> - <u>تعليقات ()</u> - Benedict Sycamore - 2024-08-14

Sometimes complex issues can occur, and when they do - we want to help resolve them as soon as possible. This often means our support team needs additional information about the network requests that are created by your .web browser when an error or issue occurs

We may ask you for a HAR file, or a log of network requests - so we can assess the issue in detail and arrive at a .resolution as quickly as we can

A HAR file records what your browser is currently doing, so you will need to replicate the issue while the developer tools are open in order to capture the issue. It will also only record the current page you are on unless you tell it to 'Preserve' or 'Persist' logs. If you start recording after the issue or the page reloads and you are not .preserving logs, the recording may miss the event we're trying to capture

Here are some instructions on how you can easily generate a HAR file using Google Chrome, Mozilla Firefox, or .Microsoft Edge

Warning

HAR files contain sensitive data, which will allow anyone with the HAR file to impersonate your account, with all the information that you submitted while recording (personal details, passwords, credit card numbers, etc.). So .make sure you're careful with whom you allow to access the file

To generate a HAR file in Chrome

.Open the URL where you are seeing the issue .1

.Right-click anywhere on the page and click on Inspect .2

.The developer tools should have opened on the right-hand side of the browser, now click on the Network tab .3

Optional) You may be asked to 'Preserve' or 'Persist' logs. Select the 'Preserve log' option from the menu to) .keep the log on page reloads

Refresh the page and attempt to replicate the issue you are experiencing. The aim is to reproduce the issue .4 .and capture the output

.Once you have experienced the issue, click the download button .5

.Now you can upload the output file to your support ticket or attach it to an email response .6

፦ 🖻 🕑 🛱 Q	Elements							Recorder 🛽	>>	0 3 🔺 5 🛤	
Use Template											1
	Filter							d cookies 🗌 Blo	cookies 🗌 Blocked Requests		
Published	3rd party requests										
> 🞓 > Category*	Clear recording	200 ms	300 ms	400 ms	500 m	is 600 ms	700 m	6	800 ms	900 ms	1000 m
Paragraph - B <i>I</i> ⊻ 5 ≣ - A 🇞 🖬 🕫 🖽 🖽 🗵											
ΞΞ 99 D 🖪 ■4 🖽 ψ ৫	Name			Status	Туре	Initiator	Size	Time		Waterfall	
	UnlockTicket			200	fetch	main-85a3dcc1.js:750	2	141 B	637 ms	-	
	leave TicketLockStatus?operationName=TicketLockStatus8v		200	fetch	main-85a3dcc1.js:750	2	130 B	180 ms			
			(pending)	fetch	main-85a3dcc1.js:750	2	0 B	Pending			

To generate a HAR file in Firefox

.Open the URL where you are seeing the issue .1

Right-click anywhere on the page and click on **Inspect** or press **Ctrl+Shift+I** (Windows/Linux) or .2 .(**Cmd+Option+I** (OS X

Optional) You may be asked to 'Preserve' or 'Persist' logs. Click the cog icon and select 'Persist Logs' to keep) .the log on page reloads

Refresh the page to start capturing the traffic between the browser and the server, or click on a link where .3 .you are seeing the issue. The aim is to reproduce the issue and capture the output

Click on the Cog icon followed by Save All As HAR .4

🗑 🛛 🗑 F	ilter URLs		II + Q ⊘ АШ н	TML CSS JS	XHR Fonts Images Media	WS Other	Disable (Cache	No Throttling 🗧 💥	
Status	Method	File	Initiator	Туре	Transferred	Size	0 ms	20.48	Persist Logs	
200	POST	SaveUserPrefs	fetch	json	322 B	31 B	187 ms	-		
	GET	events	xhr						Import HAR File	
	GET	events	xhr						Save All As HAR	
200	POST	SaveUserPrefs	main-85a3dcc1.js:7502 (fetch)	json	322 B 31 B		Save network data		etwork data to HAR fi	
200	GET	TwitterFailed?operationName=TwitterFailed&variables={}&extensions={"persisted"	main-85a3dcc1.js:7502 (fetch)	json	327 B (raced)	36 B			283 ms	

:To generate HAR file in Microsoft Edge

. Right-click anywhere on the page and click on $\ensuremath{\textbf{Inspect}}$.1

.Navigate to Developer tools (use F12 as a shortcut) and select the ${\it Network}$ tab .2

Optional) You may be asked to 'Preserve' or 'Persist' logs. Select the 'Preserve log' option from the menu to) keep the log on page reloads.

Refresh the page to start capturing the traffic between the browser and server, or click on a link where you .3 .are seeing the issue. The aim is to reproduce the issue and capture the output

.Once you have experienced the issue, click the **Download** button .4

- البطاقات
- HAR •
- troubleshooting •