

How to inspect AJAX requests with Chrome tools

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The Deskpro interface uses a web programming technique called AJAX to allow the pages to update dynamically without the need to refresh the whole page.

Sometimes a Deskpro support agent may ask you to inspect individual AJAX requests to help diagnose a problem.

Here's how to do this:

1. Use the [Chrome web browser](#).
2. Open the Deskpro interface where there's a problem.
3. Within the Chrome menu system, select **More tools > Developer tools**.



4. When the developer tools console opens, click on the **Network** tab, then click **XHR** below.
5. You can now see the AJAX requests. The Deskpro agent has probably told you some steps to take and a particular request to look for. Click on an individual request to see the request details, which you should copy and send to Deskpro.

