

How do I create a HAR file for troubleshooting?

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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.

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

Remember: 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 who you allow to access the file.

To generate a HAR file in Chrome

1. Browse to the URL where you are seeing the issue.
2. Right click anywhere on the page and click on the Inspect Element.
3. The developer tools should have opened at the bottom of the browser, now click on the Network tab.
4. Click on the record button and force a refresh of the page, or click on a link with which you are seeing the issue. The aim is to reproduce the issue and capture the output.
5. Once you have experienced the issue right click within the Network tab and select "Save as HAR with Content" then save the file.
6. Now you can upload the output file to your support ticket or attach it to an email response.

To generate a HAR file in Firefox

1. Browse to the URL where you are seeing the issue.
2. Navigate to the Tools > Web Developer > Network menu or press Ctrl+Shift+I (Windows/Linux) or Cmd+Option+I (OS X).

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

4. Click on Export followed by Save As... to save the HAR file.

To generate HAR file in Microsoft Edge:

1. Browse to the URL where you are seeing the issue.

2. Navigate to Developer tools (use F12 as a shortcut) and select the "Network" tab.

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

4. Click on "Export as HAR" followed by Save As... to save the HAR file.

Tags

HAR

troubleshooting