

Knowledge Base > Getting Started > General > How to inspect AJAX requests with Chrome tools

How to inspect AJAX requests with Chrome tools

Dan Baker - 2023-09-11 - Comments (0) - General

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 <u>Chrome web browser</u>.
- 2. Open the Deskpro interface where there's a problem.

3. Within the Chrome menu system, select **More tools > Developer tools**.

	_	New tab New window New Incognito windov	N		Ctrl+	Ctrl+T Ctrl+N Shift+N	
		History Downloads Bookmarks Google Password Man Extensions	ager	New)	Ctrl+J	•
	;	Zoom		100%	+	53	
		Print Cast Find				Ctrl+P Ctrl+F	
Save page as	Ctrl+S	More tools					►
Create shortcut		Edit	Cut		Сору	Paste	e
Name window Clear browsing data Ctrl-		Settings Help					►
Performance		Exit					
Task manager	Shift+Esc						
Developer tools C	trl+Shift+I						

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.

🛛 🗌 Elements	; Con	sole	Sources	Networ	k Tin	neline P	rofiles	»		:	×
● ◎ ■ 😽	View	: :=	🥆 🗆 P	reserve	log (Disable	cache	No throttlin	9		•
Filter			🗌 🗌 Hide d	lata UR	Ls						
All XHR JS CSS	Img	Media	Font Do	oc WS	Othe	er					
10000 ms		20000 n	ns	30000	ms	400	00 ms	50000	ms		
				-		Ŀ				_	
Name	Stat	Туре	Initiator	Size	Time	Timeline –	Start Tim	e	20.00 :		A
load-recent-tabs.j	200	xhr	tracker.js	9.5	712						
get-combined-se	200	xhr	tracker.js	35	1.99 s						
get_messages.ph	200	xhr	tracker.js	372 B	611						
get-server-time?	200	xhr	tracker.js	595 B	661						
meta	200	xhr	tracker.js	1.4	864						
	0.00			000.0	~ ~ ~						