



[Base de connaissances](#) > [Getting Started](#) > [General](#) > [How do I save a console log for troubleshooting?](#)

How do I save a console log for troubleshooting?

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Sometimes complex issues can occur, and when they do, we want to help resolve them as quickly as possible. To do this effectively, our support team may need additional information about what your browser is doing at the time the issue occurs.

We may ask you to copy and share your **browser console log** so we can review any errors or warnings that appear behind the scenes.

Console logs only capture what happens **while the Developer Tools are open**, so you'll need to reproduce the issue after opening them. If the page reloads before the console is opened, or if the issue occurred earlier, the log may not contain the information we need.

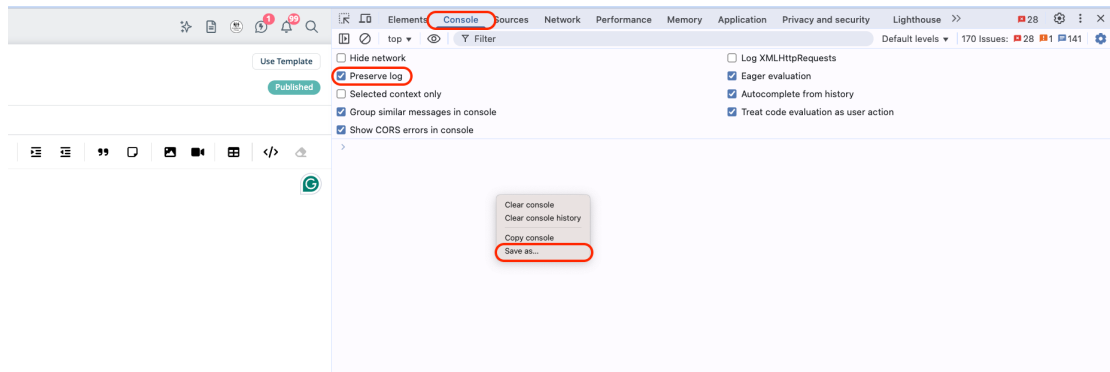
Below are instructions for how you can easily capture and save your console log using Google Chrome, Mozilla Firefox, or Microsoft Edge.

Warning

Console logs may contain sensitive information—such as internal error messages, token values, or identifiers. So make sure you're careful with whom you allow to access the file.

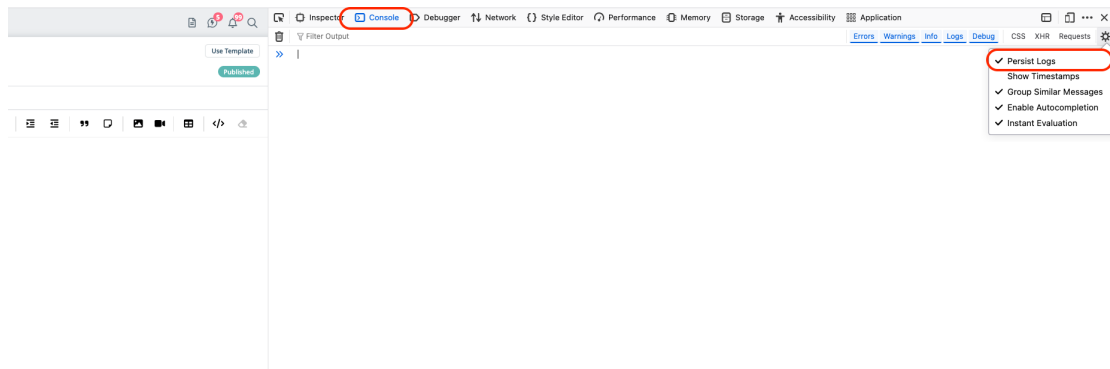
Copying the Console Log in Google Chrome

1. Open the URL where you are experiencing the issue.
2. Right-click anywhere on the page and choose **Inspect**. or press **Ctrl+Shift+I** (Windows/Linux) or **Cmd+Option+I** (Mac).
3. In the Developer Tools panel, click the **Console** tab. (Optional) If requested, enable **Preserve log** so the console keeps messages after a page reload.
4. Refresh the page or reproduce the issue.
5. Once the issue appears, right-click anywhere inside the Console log.
6. Select **Save as** and save the file
7. Now you can upload the output file to your support ticket or attach it to an email response.



Copying the Console Log in Mozilla Firefox

1. Open the URL where you are experiencing the issue.
2. Right-click anywhere on the page and choose **Inspect**, or press **Ctrl+Shift+I** (Windows/Linux) or **Cmd+Option+I** (Mac).
3. Select the **Console** tab. (Optional) Click the **Settings** cog and enable **Persist Logs** to keep messages after a page reload.
4. Refresh the page or reproduce the issue.
5. Once the issue appears, right-click inside the Console log.
6. Select **Save all messages to file** and save the file
7. Now you can upload the output file to your support ticket or attach it to an email response.



Copying the Console Log in Microsoft Edge

1. Right-click anywhere on the page and click **Inspect**.
2. Open **Developer Tools** (you can also use **F12**) and select the **Console** tab. (Optional) Enable **Preserve log** if requested by support.
3. Reproduce the issue or refresh the page to capture console messages.

4. Once the issue appears, right-click anywhere inside the Console log.
5. Select **Save as** and save the file
6. Now you can upload the output file to your support ticket or attach it to an email response.