How to inspect AJAX requests with Chrome tools

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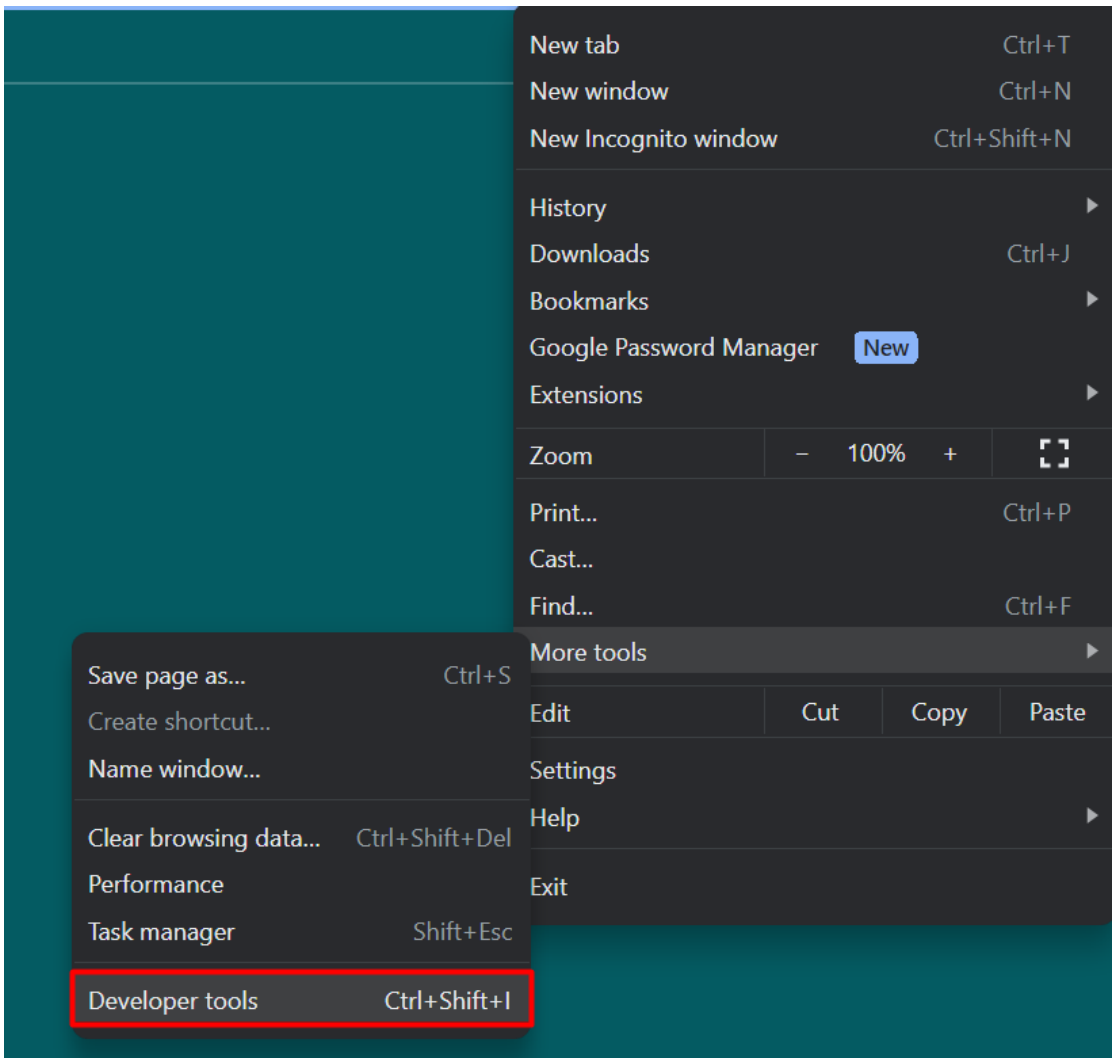
The Deskpro interface uses a web programming technique called AJAX to allow the pages to update dynamically without the need to refresh the whole page.

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

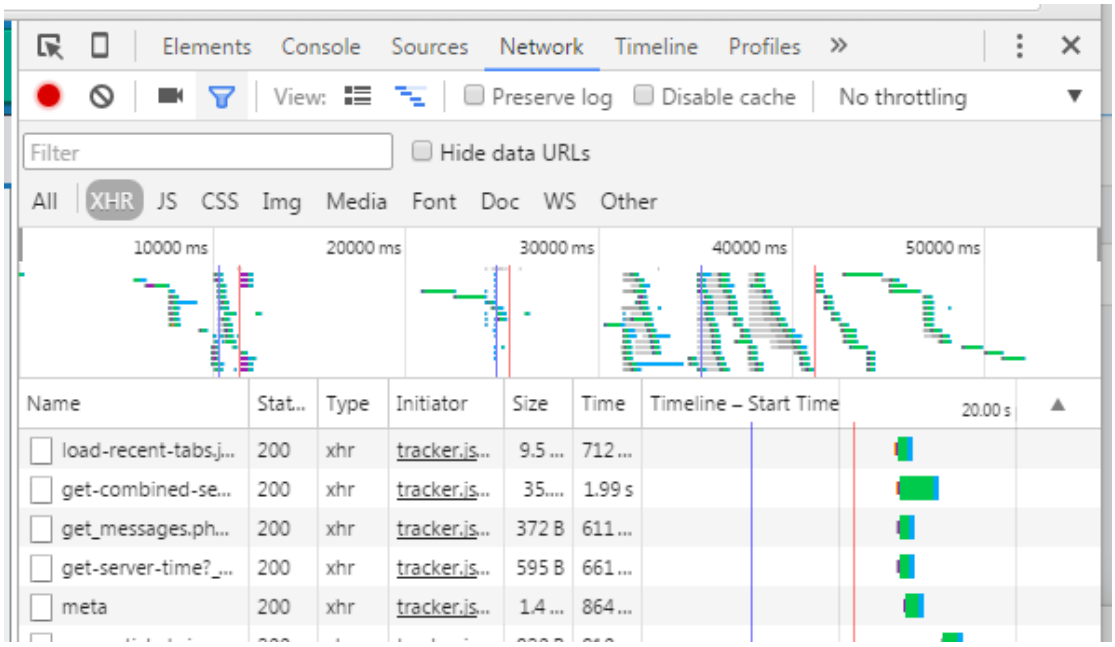
Here's how to do this:

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.


Elements
Console
Sources
Network
Timeline
Profiles
View:
Preserve log
Disable cache
No throttling
Filter
Hide data URLs
All
XHR
JS
CSS
Img
Media
Font
Doc
WS
Other
10000 ms
20000 ms
30000 ms
40000 ms
50000 ms
Name
Stat...
Type
Initiator
Size
Time
Timeline – Start Time
20.00 s
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 ...