Creating a HAR file for troubleshooting

David Berg - 2024-04-19 - Trouble shooting

In some cases, the Learnifier support team may require additional information to further troubleshoot certain issues. In such instances, we may ask you to generate a HAR file from your browser. Below, we have outlined the steps on how to generate such a file.

Please be aware that a HAR file contains various data, including your cookie contents and the pages you accessed during recording. Anyone possessing the HAR file can inspect the submitted data, potentially including personal or sensitive information. It's crucial to properly secure your HAR files.

Note

- Google Chrome
- Firefox
- Microsoft Edge
- Safari

Google Chrome

1. Open Chrome DevTools:

- Right-click on any page element and select "Inspect" from the context menu, or press Ctrl + Shift + I (Windows/Linux) or Cmd + Option + I (Mac) to open Chrome Developer Tools.

2. Access Network Tab:

- In Chrome DevTools, navigate to the "Network" tab.

3. Start Capturing:

- Ensure the "Preserve log" checkbox is checked.
- Click on the "Record" button (a red circle) to start capturing network activity.

4. Reproduce Issue:

- Navigate to the webpage where you're experiencing issues and replicate the problem.

5. Save HAR File:

- Once you've reproduced the issue, right-click anywhere on the list of network requests.
- Select "Save all as HAR with content" to save the file.

Firefox

1. Open Firefox Developer Tools:

- Right-click on any page element and select "Inspect Element" from the context menu, or press Ctrl + Shift + I (Windows/Linux) or Cmd + Option + I (Mac) to open Firefox Developer Tools.

2. Navigate to Network Tab:

- In Firefox Developer Tools, switch to the "Network" tab.

3. Start Recording:

- Ensure the "Persist Logs" checkbox is checked.
- Click the reload button or press Ctrl + R (Windows/Linux) or Cmd + R (Mac) to refresh the page and start recording network activity.

4. Reproduce Issue:

- Navigate to the webpage where you're experiencing issues and reproduce the problem.

5. Save HAR File:

- Right-click anywhere within the network activity log and select "Save All As HAR" to save the file.

Microsoft Edge:

1. Open Developer Tools:

- Right-click on any page element and select "Inspect" from the context menu, or press Ctrl + Shift + I (Windows/Linux) or Cmd + Option + I (Mac) to open Developer Tools.

2. Navigate to Network Tab:

- In Developer Tools, switch to the "Network" tab.

3. Start Capturing:

- Ensure the "Preserve log" checkbox is checked.
- Click on the "Start capturing" button (a circle icon) to begin capturing network activity.

4. Reproduce Issue:

- Navigate to the webpage where you're encountering problems and reproduce the issue.

5. Save HAR File:

- Right-click anywhere within the network activity log and select "Save as HAR with Content" to save the file.

Safari:

1. Enable Developer Menu:

- Go to Safari > Preferences > Advanced and check the box next to "Show Develop menu in menu bar".

2. Open Developer Tools:

- Click on "Develop" in the menu bar, then select "Show Web Inspector".

3. Navigate to Network Tab:

- In the Web Inspector window, navigate to the "Network" tab.

4. Start Recording:

- Ensure the "Preserve Log" checkbox is checked.
- Reload the page to start recording network activity.

5. Reproduce Issue:

- Navigate to the webpage with the problem and replicate the issue.

6. Save HAR File:

- Right-click anywhere within the network activity log and select "Export as HAR" to save the file.