How to generate a HAR file for troubleshooting?

In order to resolve your problem, we may ask you for a HAR file. Using it, when a problem occurs, we can check generated network requests in your browser.

#### To generate the HAR file for Chrome:

1. Open Google Chrome;
2. Go to the page where the problem is occurring;
3. In Chrome menu bar select **View** > **Developer** > **Developer Tools**.  
   A Panel opens;
4. Select the **Network** tab;
5. Click on the red record button in the upper left corner of the tab
6. Check the **Preserve log** box;
7. Click the **Clear** button;
8. Reproduce the problem you were experiencing, while the network requests are being recorded;
9. Right-click anywhere on the grid of network requests, select **Save as HAR with Content**, and save the file on your computer.

#### To generate the HAR file for Firefox:

1. Open Firefox and go to the page where you are experiencing trouble.
2. Select the Firefox menu (three horizontal parallel lines) at the top-right of your browser window, then select **Web Developer** > **Network**.
3. The Developer Network Tools opens as a docked panel at the side or bottom of Firefox. Click the **Network** tab.
4. The recording autostarts when you start performing actions in the browser.
5. Once you have reproduced the issue and you see that all of the actions have been generated in the Developer Network Panel (should just take a few seconds), right-click anywhere under the **File** column, and click on **Save all as Har**.
6. Save the HAR file somewhere convenient.

#### To generate the HAR file for Internet Explorer:

1. Open Internet Explorer and go to the page where the issue is occurring.
2. Press **F12** on your keyboard (or click the gear icon > F12 Developer Tools)
3. Click the **Network** tab.
4. Reproduce the issue that you were experiencing before, while the network requests are being recorded.
5. Once done click the **Save** button.
6. Give the trace a filename and click the Save button which will save it as a .**har file** or .xml **file**.

#### To generate the HAR file for Safari:

Before generating the HAR file, make sure you can see the **Develop** menu in Safari. If it is not there, follow the instructions under [Use the developer tools in the Develop menu in Safari on Mac](https://support.apple.com/en-ie/guide/safari/use-the-developer-tools-in-the-develop-menu-sfri20948/mac).

1. Open the **Develop** menu and select **Show Web Inspector**.
2. Click the **Network** tab and complete the activity that is causing issues.
3. Click the **Export** icon on the far right of the network tab and save the HAR file.

#### To generate the HAR file for Edge:

Edge natively produces HAR files. For more instructions, see the instructions from the Microsoft website.

1. Open the **Network** tool in F12 developer tools.
2. Reproduce the issue.
3. Export captured traffic as a HAR (CTRL + S).

The file has been generated and saved. Please attach the downloaded file to your support request