

How best to get the user's browser information and settings for debugging purposes?

Asked 15 years, 11 months ago Modified 10 years, 6 months ago

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5



My problem is that I have a user that is having a problem displaying a portion of website I am creating, but I am unable to reproduce it on any of my browsers, even with the same version of the browser.

What I'm looking for is probably a website that I can send the user to which will tell me what version of the browser they are running along with the plugs installed and any other information that might affect the display of a page.

Any one know of anything like this?

Edit: The problem is related to CSS. They want some special image around all the text inputs, but on the users computer the text input displays partially outside of the image which is setup as a background.

I need more user specific information than Google Analytics as you can't separate out a specific user. I also suspect that it's more complicated than just the user agent.

I also can put the website out there publicly because they want to keep their idea private until it's released...grr.

browser

cross-browser

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edited Jan 8, 2009 at 23:52

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asked Jan 8, 2009 at 23:41



Darryl Hein

145k ● 96 ● 223 ● 263

10 Answers

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6



I find that sending users to the Support Details site (<http://supportdetails.com/>) is a great way to get systems and browser specifics. At that site all they have to do is enter your email address and the site will send details such as:



- Operating System
- Screen Resolution
- Browser Name and version
- Browser size (view port)
- IP Address
- Color Depth

- Javascript enabled (Y/N)
- Flash version installed
- Cookies enabled (Y/N).

Those pieces of info can also be exported as csv or PDF. Pretty sweet.

The site is made by an agency called Imulus.

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edited Jan 9, 2013 at 21:08

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answered Aug 14, 2012 at 1:04



Qa'id

81 ● 1 ● 7



Unfortunately, I don't know of any site that will log every detail about the users browser, as you request.

3



But perhaps browsershots.org could help with your debugging? It allows you to test you design in **a lot** of different browsers very easily.



EDIT: ... unfortunately restricted to the initial design on page load, since it simply takes a screenshot for you.



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answered Jan 8, 2009 at 23:50

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Simon B. Jensen

978 ● 5 ● 12



The classic approach is to use the [useragent](#) to determine the browser and OS

1

Looks like this [site](#) will display it for you.



As for plugins there are various ways to test in javascript for the plugins you are looking for.



You have to test for these on the client side as there is (to my knowledge) no way of detecting these on the server side.

The following crude example shows how to test for acrobat reader in IE and Mozilla browsers and returns if it was installed and if so what version in an object.

```
function TestAcro()
{
  var acrobat=new Object();
  acrobat.installed=false;
  acrobat.version='0.0';
  if (navigator.plugins && navigator.plugins.length)
  {
    for ( var x = 0, l = navigator.plugins.length; x <
    l; ++x )
    {
      //Note: Adobe changed the name of Acrobat to Adobe
      Reader
      if ((navigator.plugins[x].name.indexOf('Acrobat')
      != -1) |
      (navigator.plugins[x].description.indexOf('Acrobat')
      != -1) | (navigator.plugins[x].name.indexOf('Adobe
      Reader') != -1) |
      (navigator.plugins[x].description.indexOf('Adobe
      Reader') != -1))
      {
        acrobat.version=parseFloat(navigator.plugins[x].desc
```

```
'')[1]);  
if (acrobat.version.toString().length == 1)  
    acrobat.version+='0';  
    acrobat.installed=true;  
    break;  
}  
}  
}  
else if (window.ActiveXObject)  
{  
    for (x=2; x<10; x++)  
    {  
        try  
        {  
            oAcro=eval("new  
ActiveXObject('PDF.pdfCtrl."+x+"');");
```

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edited Jan 8, 2009 at 23:55

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answered Jan 8, 2009 at 23:45



Andy Webb

1,710 ● 10 ● 16

useragent.org seems to have fallen into the hands of domain squatters. – [nedk](#) Feb 29, 2012 at 21:44



0



Google analytics? If you have any sort of web analytics program installed on your web server, generally they also give info such as the operating system, web browser, etc. You could use the user's IP address to find his info in your logs.



Also, what issue are they having? We might be able to help..



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answered Jan 8, 2009 at 23:46

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Ali

267k ● 267 ● 589 ● 782



0



I did find this program, but unfortunately it's not a free service, nor is there really anyway for me to get the information on that page (unless I pay for it):

<http://www.cyscape.com/showbrow.aspx>



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answered Jan 8, 2009 at 23:57

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Darryl Hein

145k ● 96 ● 223 ● 263



send them that link, copy, paste e-mail – BCS Jan 8, 2009 at 23:59



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The useragent and related HTTP headers that are sent in all requests can give you some information (Browser and version), but for detail about the client-side installation, you may be out of luck for an automated capture mechanism that obtain a list of arbitrary plugins installed on the client browser. This would be a security violation, so unless a browser intentionally exposes them, you wouldn't get access to this without installing a client-side binary.



Depending on the relationship with the user, you could try something like Go2Meeting or CoPilot so that you can

see the bug in action yourself. This would also allow you to peruse the browser settings and plugins.

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answered Jan 8, 2009 at 23:59

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Patrick Lee

314 ● 3 ● 9

I have a screen shot which shows me the problem, which is good "enough" for this problem. – [Darryl Hein](#) Jan 9, 2009 at 0:01



If it is a CSS issue and the issue is with IE (most often) you may want to consider using the [IE 7 library](#).

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When it comes to CSS... I get it working properly in Mozilla browsers then I see what I need to conditionally hack to make it work in IE. This library comes in handy.



Also if possible I would try to limit support to the major modern browsers out there. And if possible try to include the mobile browsers (iPhone, etc).

Hope this helps.

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edited Jan 9, 2009 at 0:06

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answered Jan 8, 2009 at 23:58



Andy Webb

1,710 ● 10 ● 16

The problem is it's not across all Internet Explorers, just 1 version out there I'm guessing. I've tried it in IE7 & 6 on my computers (about 5 of them) and there aren't any problems.

– [Darryl Hein](#) Jan 9, 2009 at 0:00

If the issue is with IE 5.5 I would caution your client that this is a REALLY old browser that should not be used. If it is with IE 8... well I am not surprised. – [Andy Webb](#) Jan 9, 2009 at 0:03

They are running IE 7 (90% sure from the screen shot).

– [Darryl Hein](#) Jan 9, 2009 at 0:08



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I've been using [Ocean's Browser Capabilities](#) in my ASP.NET web sites. It is really easy to get many properties. Specifically I'm using the Ocean2.Web.HttpCapabilities library.

To get the browser type and capabilities:



```
string browserSettings =  
Ocean2.Web.HttpCapabilities.BrowserCaps.Build.Process
```

Here is a sample of the results:

```
Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 6.0;  
WOW64; SLCC1; .NET CLR 2.0.50727; .NET CLR  
3.0.04506; Media Center PC 5.0; InfoPath.2)  
os - Windows Vista  
platform - WinNT  
win16 - false  
win32 - true  
win64 - true  
type - IE7
```



```
browser - IE
version - 7.0
BrowserBuild - aol - false
cookies - true
javascript - true
ecmascriptversion - 1.2
vbscript - true
activexcontrols - true
javaapplets - true
screenBitDepth - 1
mobileDeviceManufacturer - Unknown
mobileDeviceModel - Unknown
```

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answered Jan 9, 2009 at 0:13

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[DavGarcia](#)

18.8k ● 14 ● 61 ● 97



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You could also try this:

BROWSER PROBE finds details about your browser, plugins, system, screen and much more. A great tool for support staff and casual users alike.



[Browser Probe](#)



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answered Oct 29, 2010 at 13:08

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[Andy Piddock](#)

41 ● 1



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Most of these answers are outdated with dead links.

I found <http://www.mybrowserinfo.com> that suits my needs. Hope it helps someone else.



More user friendly service: <https://aboutmybrowser.com/?nr>



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edited Jun 23, 2014 at 8:34

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answered Jun 23, 2014 at 8:25



[wormhit](#)

3,787 ● 40 ● 46
