Reporting issues

No software is perfect and issues are to be expected. If you observe something that you think needs fixing, please provide issue report, which includes:

From **HomePort**:

1. HAR request that has failed or that contains data required for rendering of the data.

   - What is HAR

   - Zendesk instructions for generating a HAR

   - Box instructions for generating a HAR

2. Screenshot of the error in a high enough resolution.

From **MasterMind**:

1. Latest mastermind logs that include stacktrace of the error, typically *core.log* and *celery-celery.log*.

> 🟧 **Warning**
>
> Logs may contain sensitive data, please make sure that you either cleanup the data or share it with a trusted party before sharing the actual data.

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