Capture Browser(HAR) Logs
Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST

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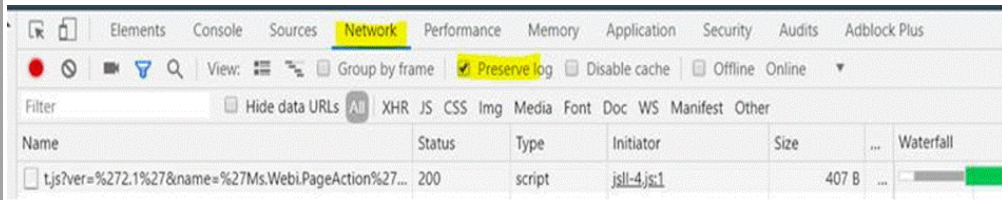Thursday, February 13, 2020
12:12 PM

Steps

1. Launch Edge or Chrome and press F12 to open Developer Tools .
2. Click on network tab and select "Preserve Log" (kindly refer the screenshot)
3. **Reproduce the issue.**
4. Right click any of the frames under Name tab and save all the network log as HAR file.

5. Please attach this HAR file to expedite the investigation

Notes:

- Generating a HAR file for troubleshooting. Instructions here: https://support.zendesk.com/hc/en-us/articles/204410413-Generating-a-HAR-file-for-troubleshooting

Created with Microsoft OneNote 2016.

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