Generating a HAR File

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Overview

A HAR file is an HTTP Archive file that logs/tracks information between a web browser and a website. Some errors in Resolver are not tracked in Papertrail™ (e.g., browser related) A user can generate a HAR file to obtain logging information regarding these errors. When contacting support, users may be requested to create a HAR file and provide this file to support.

Generating a HAR File

1. From the screen you received the error message on, click the **F12** key on your keyboard or click the right mouse button on the screen and select **Inspect** from the **Context Menu**.
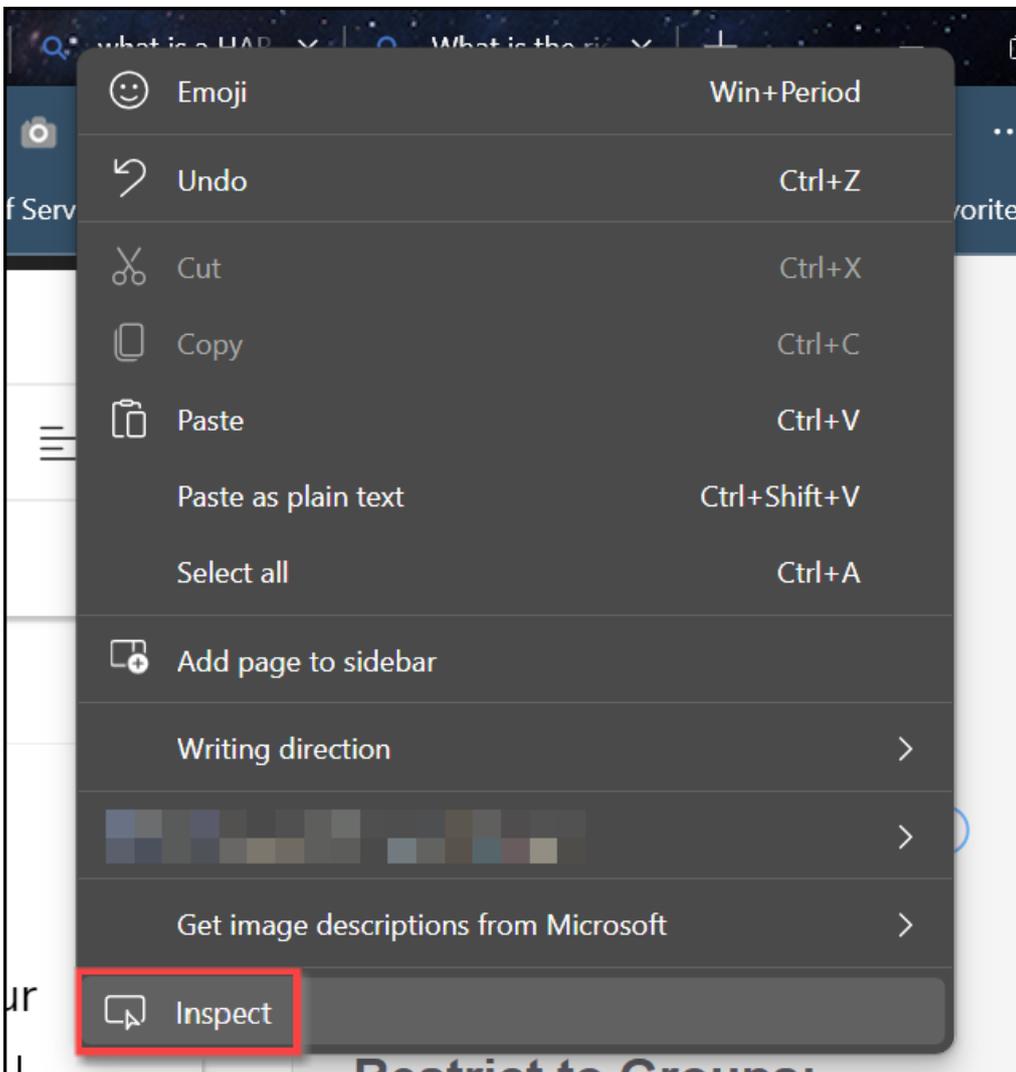
Content Menu

2. From the **Elements** tab, click the **More** icon.
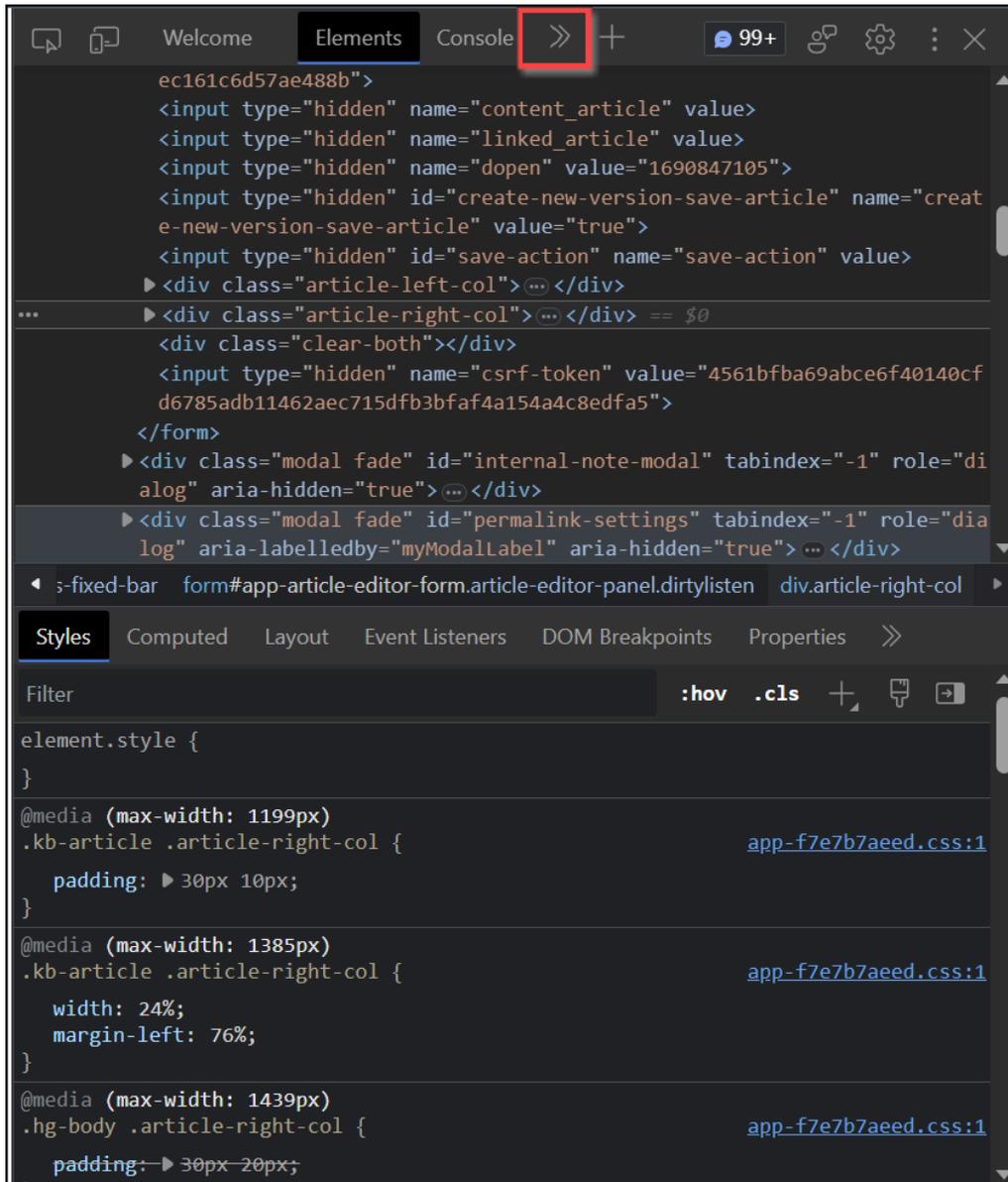
More Icon

3. Select the **Network** link from the pop-up menu.
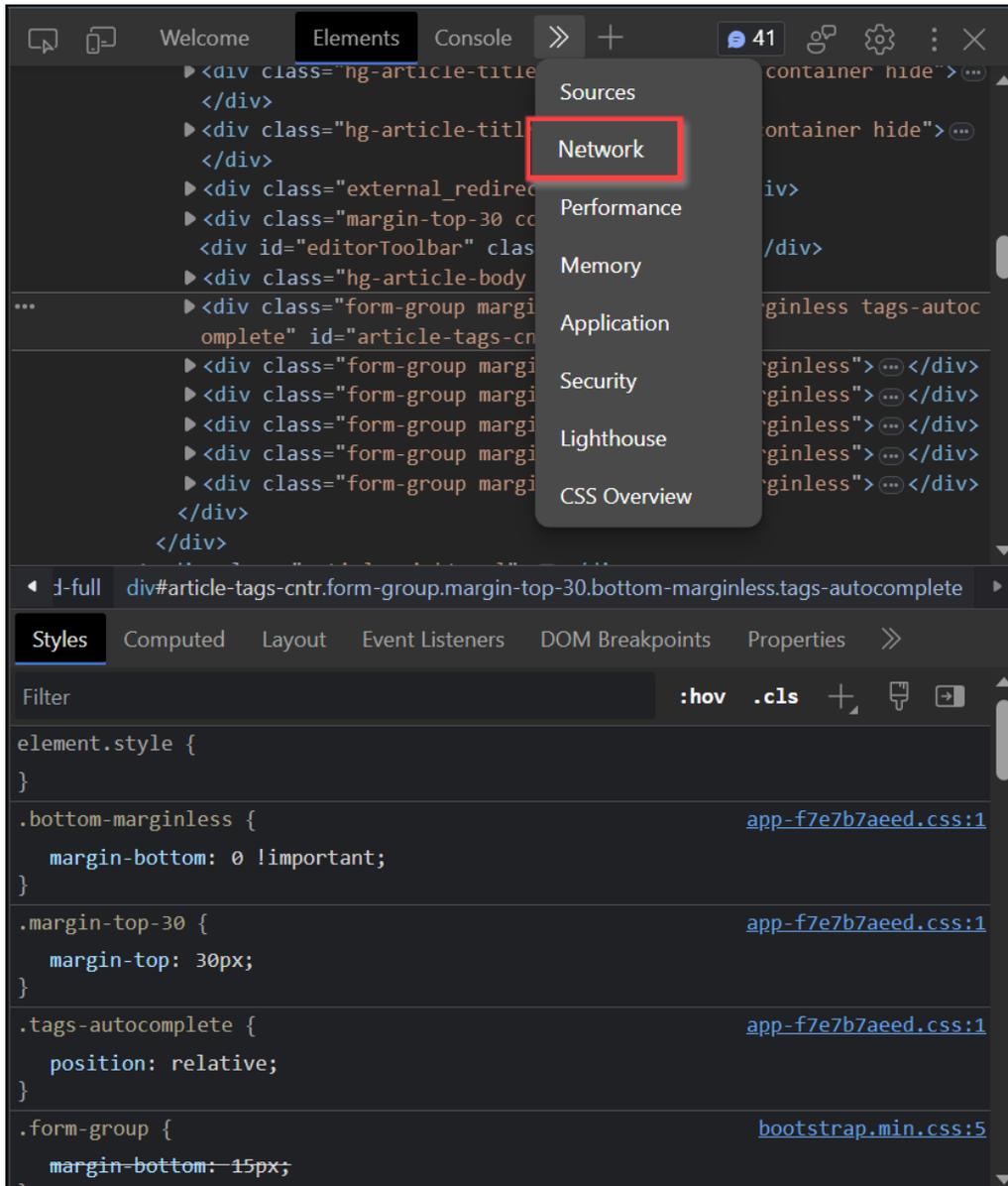
Navigation Link

4. From the ***Network*** tab, ensure that the **Record** button is red (enabled). Click the **Record** button to enable the record function if the **Record** button is not automatically enabled.
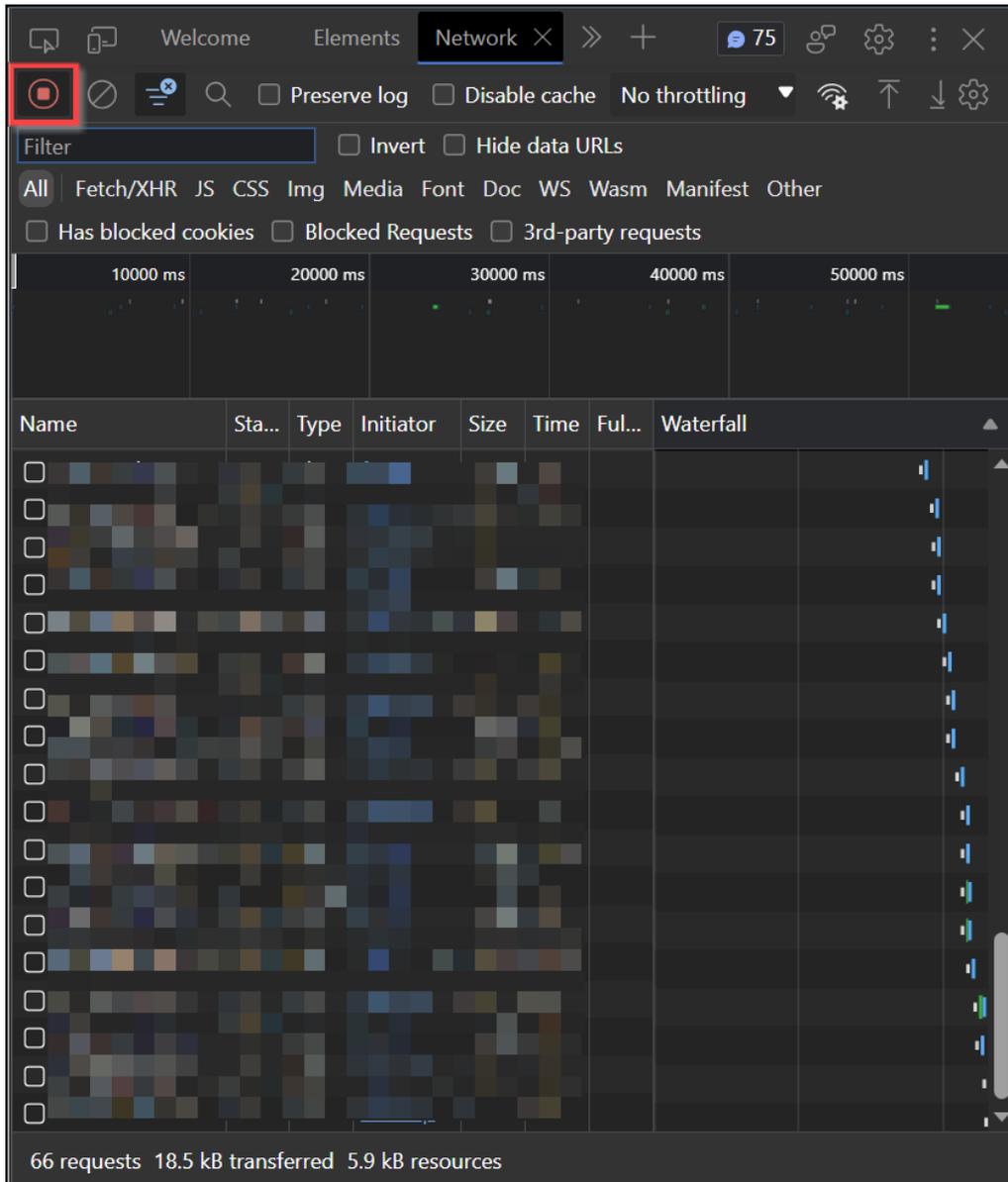
Record Button

5. Click the **Preserve Log** button.
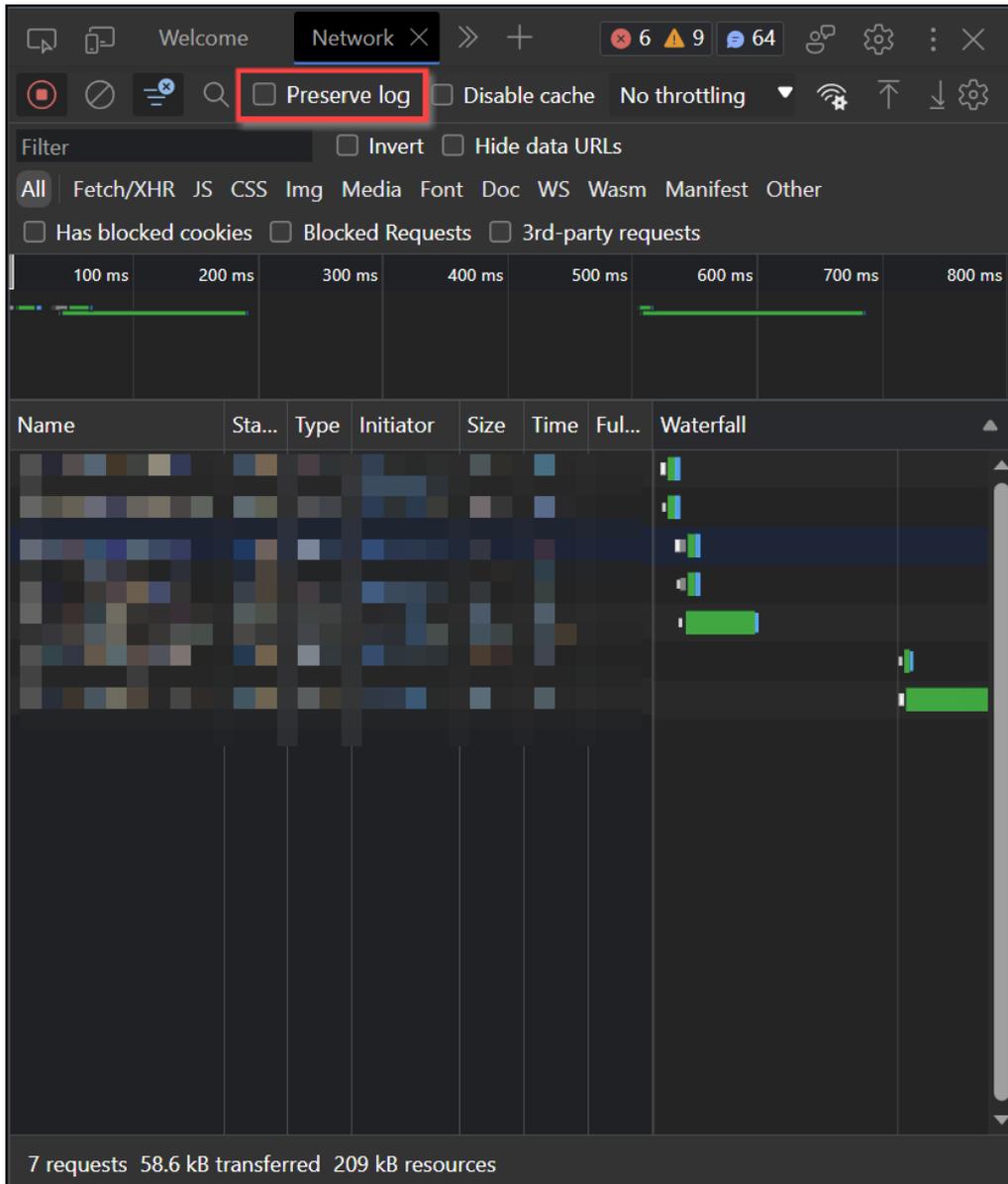
Preserve Log Button

6. Click the **Clear Network Log** button to clear the *Network* tab log.
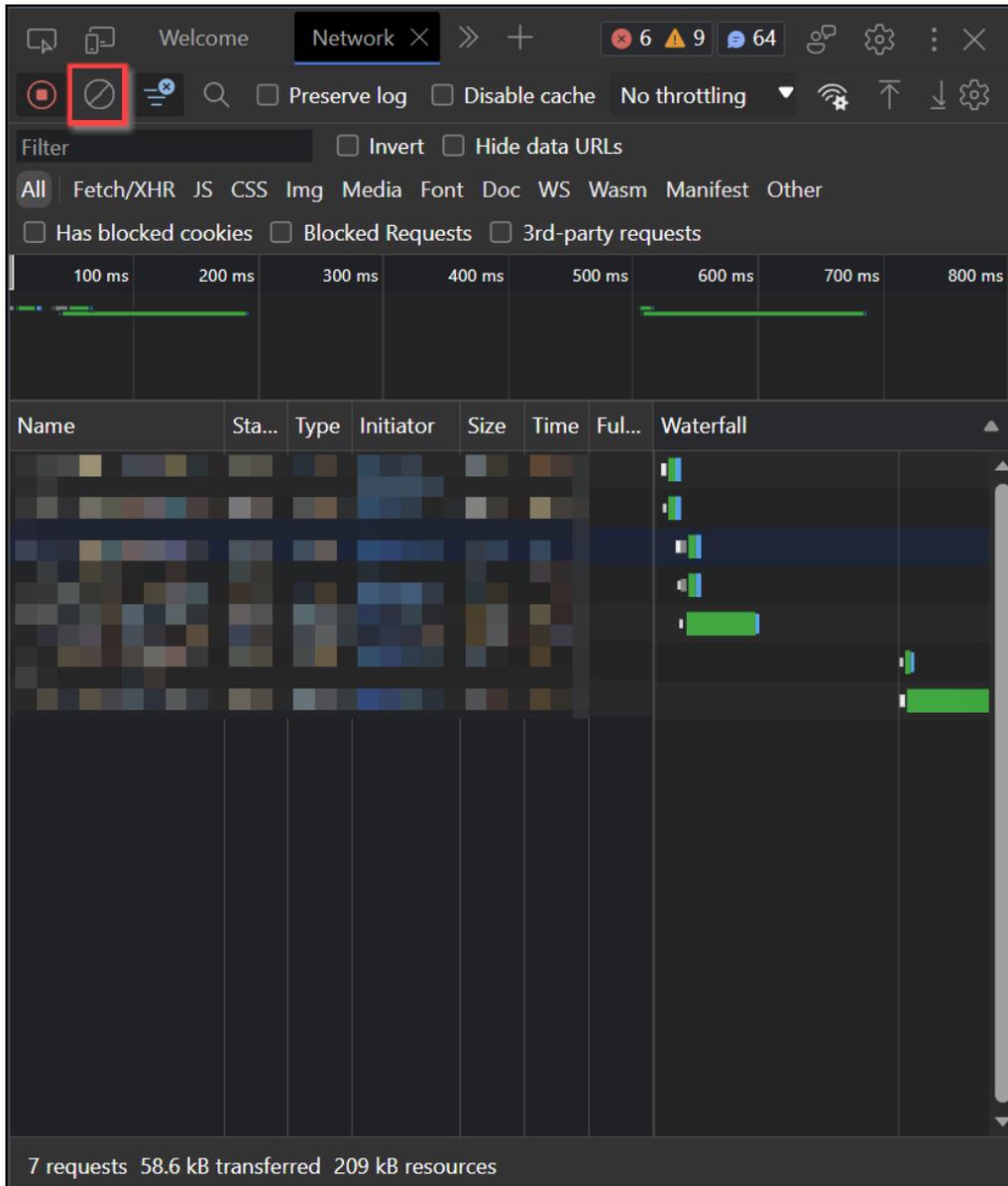
Clear Network Log Button

7. Reproduce the error using the browser screen you are currently recording while leaving the **Network** tab open.

8. When you have fully reproduced the error, users may extract and download the HAR file by clicking the download icon in the **Networ**k tab.

Download Icon