

Generating a HAR File

Last Modified on 04/08/2025 9:53 am EDT

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

 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.



$\Box_{\mathbb{A}}$	Ĵ	Welcome	Elements	Console	>>>	+	Ş	99+	°C	લ્ગે	: ×	
	<pre>ec161c6d57ae488b"></pre>											
	<pre>***</pre>											
I s−fi	ixed-	bar form#app-a	article-editor-	form.articl	e-edito	r-panel.	dirtylist	en di	v.articl	e-righ	t-col	•
Style	S	Computed Lay	out Event	Listeners	DOM	l Breakp	oints	Prope	erties	\gg		
Filter							:hov	.cls	+_	Ģ	→	
eleme }	element.style {											
@medi .kb-a	a (m rtic	ax-width: 1199 le .article-ri	p x) ght-col {					<u>app-1</u>	f7e7b	7aeed	.css:1	
pac }	padding: ▶ 30px 10px; }											
<pre>@media (max-width: 1385px) .kb-article .article-right-col {</pre>												
<pre>margin-left: 76%; }</pre>												
@medi .hg-b	a (m ody ddio	ax-width: 1439 .article-right	0px) -col {					<u>app-1</u>	f7e7b	7aeed	.css:1	
pa	padding: ▶ 30px 20px;											

More Icon

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



G (-] Welcome	Elements	Console	»	+		⊜ 41	<u>ې</u> کو	£3	: ×	
	► <div cia<br=""></div>	ass="hg-art	icle-title	So	ources		cont	aıner	hide	₽"≯	•
	► <div cla<br=""></div>	ass="hg-art	icle-titl	Ne	etwork	٦	onta	iner	hide	">	
► <div cc<br="" class="external_redirection of the second secon</td><td colspan=3>Performance</td><td colspan=3>iv></td><td></td></tr><tr><td colspan=5><pre>div class=" margin-top-30=""><div clas<="" id="editorToolbar" pre=""></div></div>					emory		/div	>			
•••	► <div cla<br="">►<div cla<="" td=""><td>ass="hg-art ass="form-g</td><td>roup margi</td><td></td><td colspan="3">A It it</td><td colspan="3">ginless tags-autoc</td><td></td></div></div>	ass="hg-art ass="form-g	roup margi		A It it			ginless tags-autoc			
	omplete	id="artic	le-tags-cr	Ар	oplicatio	n	rinl			(4:00	
	► <div cla<="" td=""><td>ass="form-g ass="form-g</td><td>roup margi roup margi</td><td>Se</td><th>curity</th><td></td><td>ginl</td><td>.ess > .ess"></td><td>····· <!--</td--><td>/div></td><td></td></td></div>	ass="form-g ass="form-g	roup margi roup margi	Se	curity		ginl	.ess > .ess">	····· </td <td>/div></td> <td></td>	/div>	
	▶ <div cla<br="">▶<div cla<="" td=""><td>ass="form-g ass="form-g</td><td>roup margi roup margi</td><td>Lig</td><th>ghthous</th><td>e</td><td>ginl ginl</td><td>.ess"> .ess"></td><td>· · · · · /</td><td>/div> /div></td><td></td></div></div>	ass="form-g ass="form-g	roup margi roup margi	Lig	ghthous	e	ginl ginl	.ess"> .ess">	· · · · · /	/div> /div>	
	► <div cla<="" td=""><td>ass="form-g</td><td>roup margi</td><td>CS</td><th>S Overv</th><td>view</td><td>ginl</td><td>.ess"></td><td></td><td>′div></td><td></td></div>	ass="form-g	roup margi	CS	S Overv	view	ginl	.ess">		′div>	
											•
▲ d-full	div#article-tags-o	ntr.form-gro	up.margin-to	op-30).bottom	n-margi	nless.tag	s-auto	comp	lete	
Styles	Computed Lay	vout Event	Listeners	DON	∕I Breakp	points	Proper	ties	\gg		
Filter						:hov	.cls	+,	Ģ	→	
element.	style {										L
}											
.bottom-	marginless {						<u>app-f</u>	<u>7e7b7a</u>	aeed.	<u>css:1</u>	
<pre>margin-bottom: 0 !important; }</pre>											
.margin-	.margin-top-30 { <u>app-f7e7b7aeed.css:1</u>										
<pre>margin-top: 30px; }</pre>											
.tags-autocomplete {											
<pre>position: relative; }</pre>											
.form-gr	oup {						boots	<u>strap</u> .	min.	css:5	
margin-bottom: 15px; ▼											

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.



다 [= Welcome Elements Network × » + 🝺 75 양 63	$\vdots \times$
💿 🖉 学 🔍 🗆 Preserve log 🗌 Disable cache 🛛 No throttling 🔻 😪 千	<u> 1</u> 않
Filter Invert Hide data URLs	
All Fetch/XHR JS CSS Img Media Font Doc WS Wasm Manifest Other	
🗌 Has blocked cookies 🔲 Blocked Requests 🔲 3rd-party requests	
10000 ms 20000 ms 30000 ms 40000 ms 50000 ms	
Name Sta Type Initiator Size Time Ful Waterfall	
	4
	4
	4
	1
	4
	1
	1
	- 1
	1
	ų –
	1
	4
	- 1
	4
66 requests 18.5 kB transferred 5.9 kB resources	

Record Button

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



C) (J)	Welcome	Network $ imes$	\gg +	😵 6 🛕 9 👂 64	रके न्ह	\vdots ×				
	- <u>₽</u> Q 🗆 F	Preserve log	Disable cach	e No throttling	• 📦 T	t 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				
Filter		🗌 Invert (🗌 Hide data U	IRLs						
All Fetch/	XHR JS CSS I	mg Media Fo	nt Doc WS	Wasm Manifest (Other					
🗌 Has bloc	Has blocked cookies Blocked Requests Srd-party requests									
100 ms	200 ms	300 ms	400 ms 50	00 ms 600 ms	700 ms	800 ms				
Name	Sta	Type Initiator	Size Time	Ful Waterfall						
				4		Â				
				4						
						1				
7 requests	58.6 kB transferi	red 209 kB reso	urces			•				

Preserve Log Button

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



لے (ج	Network $ imes$	≫ + ⊗6	▲ 9 👂 64 🔗 🗧	影 : ×						
● ⊘ = ♀ <	Preserve log	Disable cache No	throttling 🔻 🖗	⊼ ≯ ಔ						
Filter	🗌 Invert 🗌] Hide data URLs								
All Fetch/XHR JS CS	S Img Media Fon	t Doc WS Wasm	Manifest Other							
Has blocked cookies	Has blocked cookies Blocked Requests 3rd-party requests									
100 ms 200 ms	s 300 ms 4	00 ms 500 ms	600 ms 700 m	ıs 800 ms						
Name Sta	a Type Initiator	Size Time Ful	Waterfall							
			4							
			1							
			4							
				0						
7 requests 58.6 kB tran	sferred 209 kB resou	rces		•						

Clear Network Log Button

- 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