

Generating a HAR File

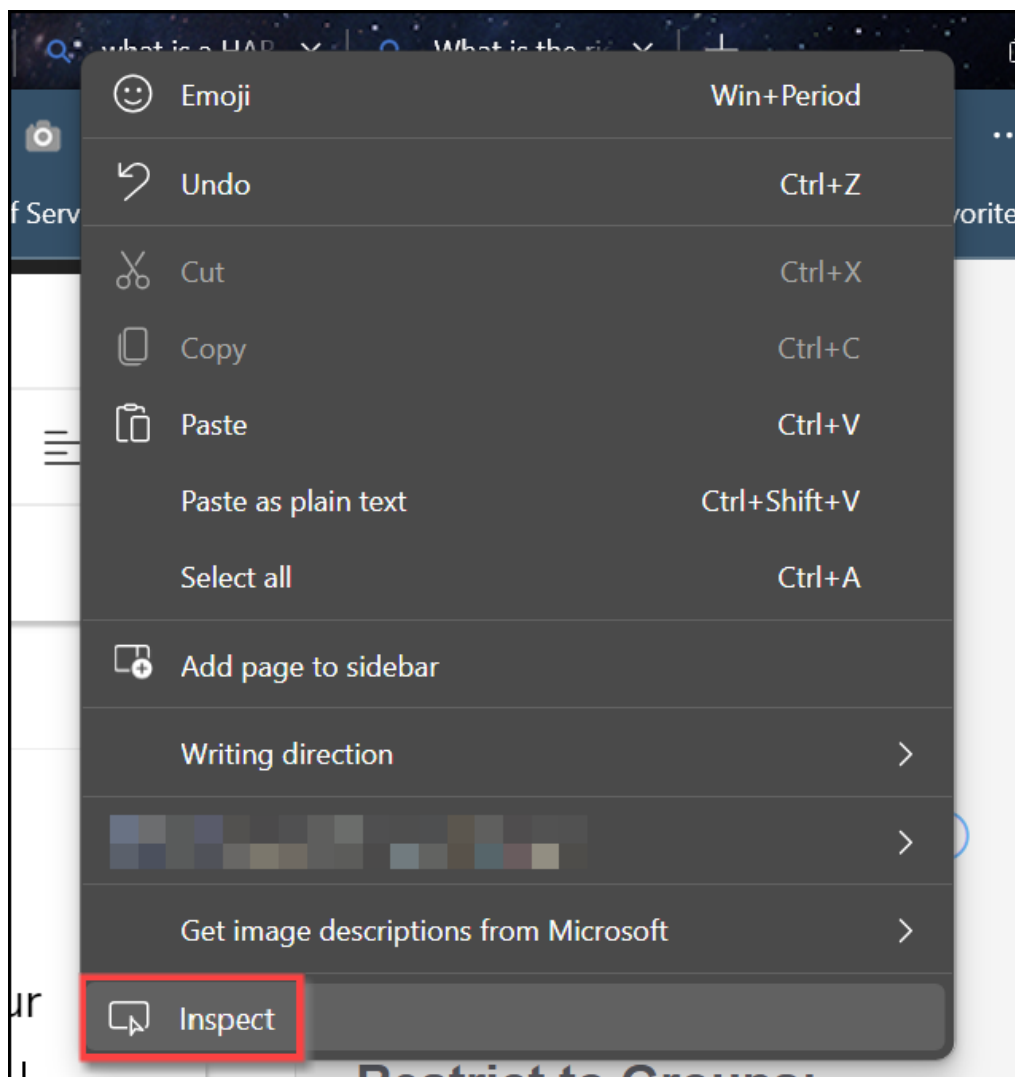
Last Modified on 04/08/2025 9:53 am EDT

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.

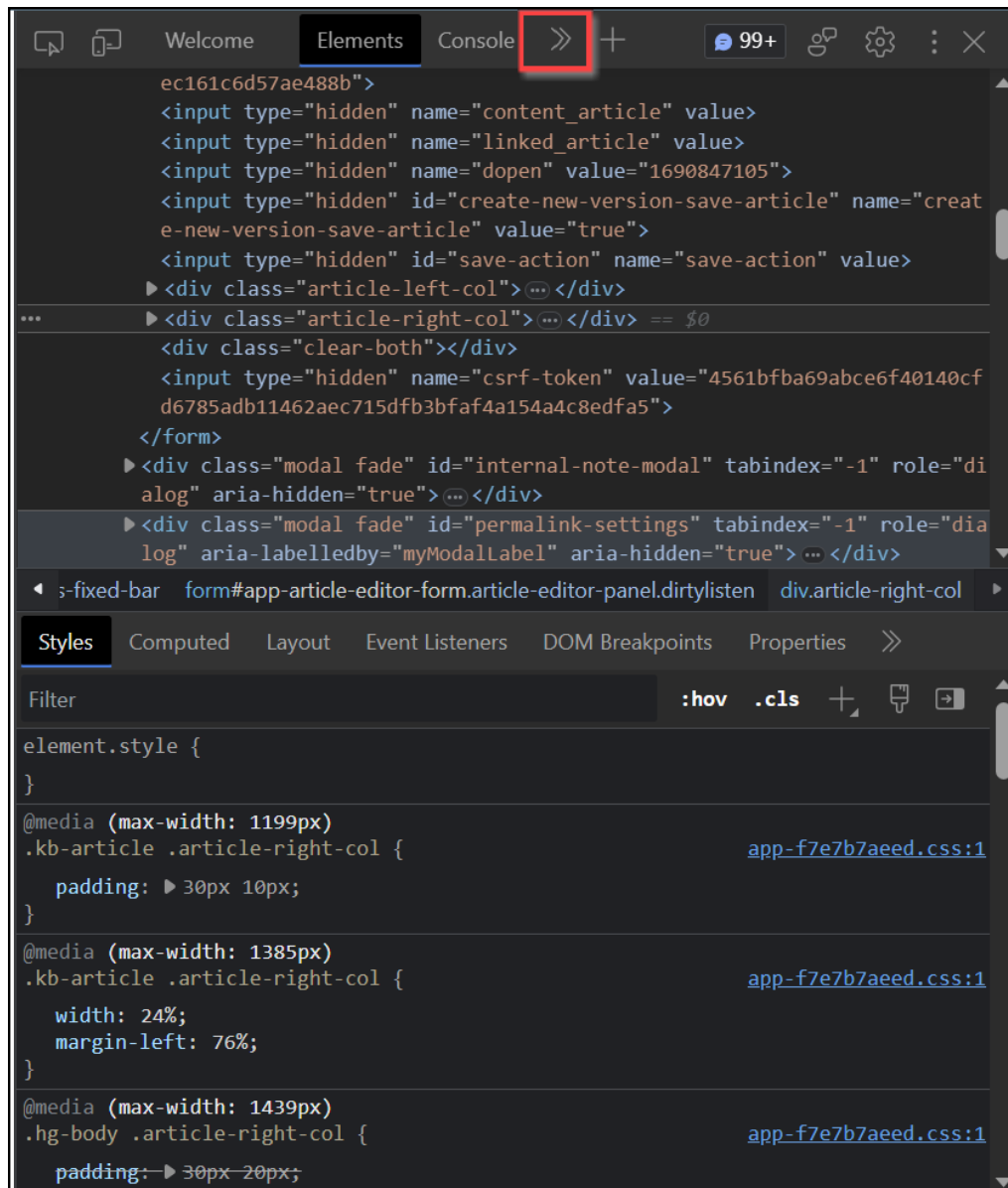
Generating a HAR File

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**.



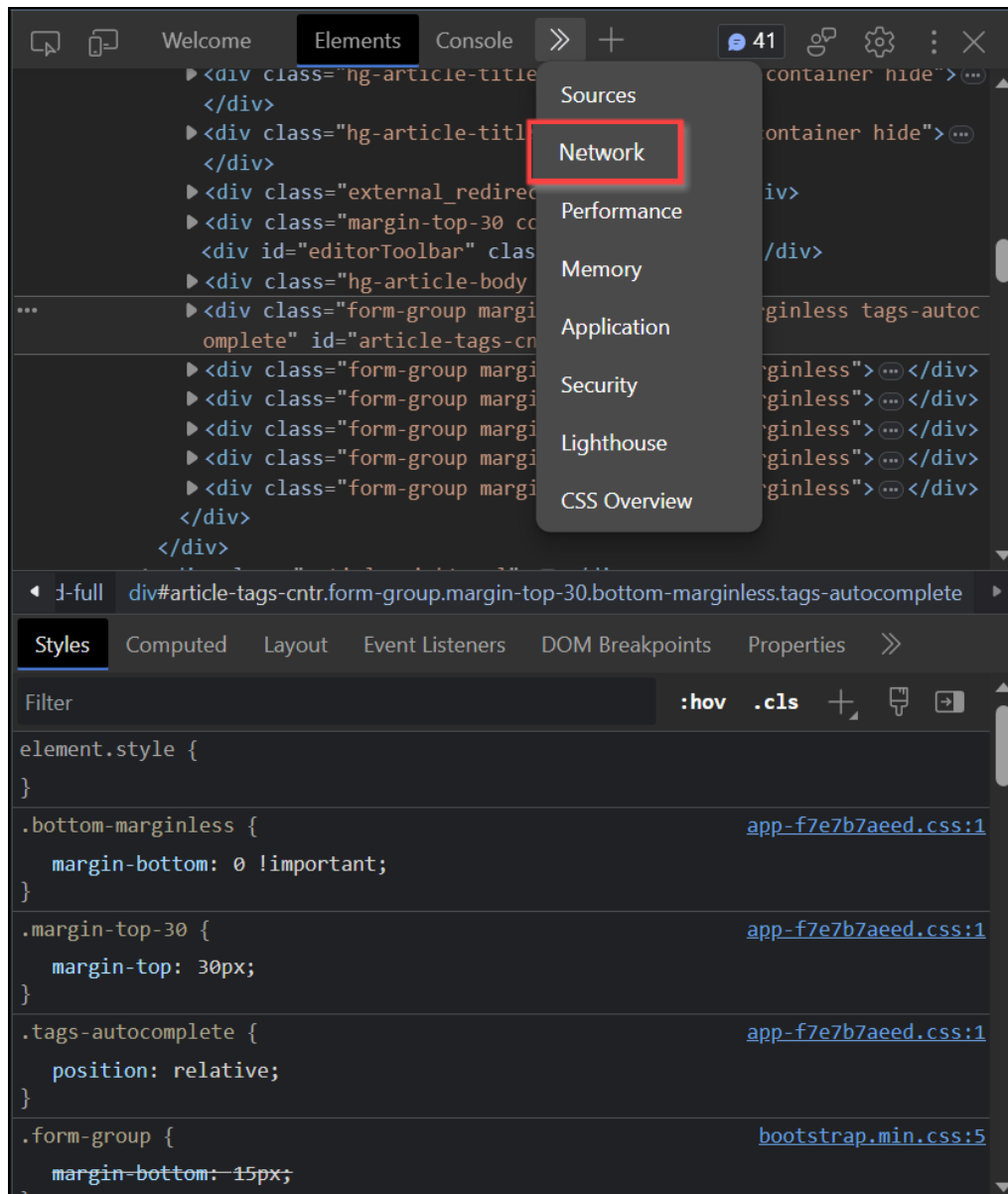
Content Menu

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



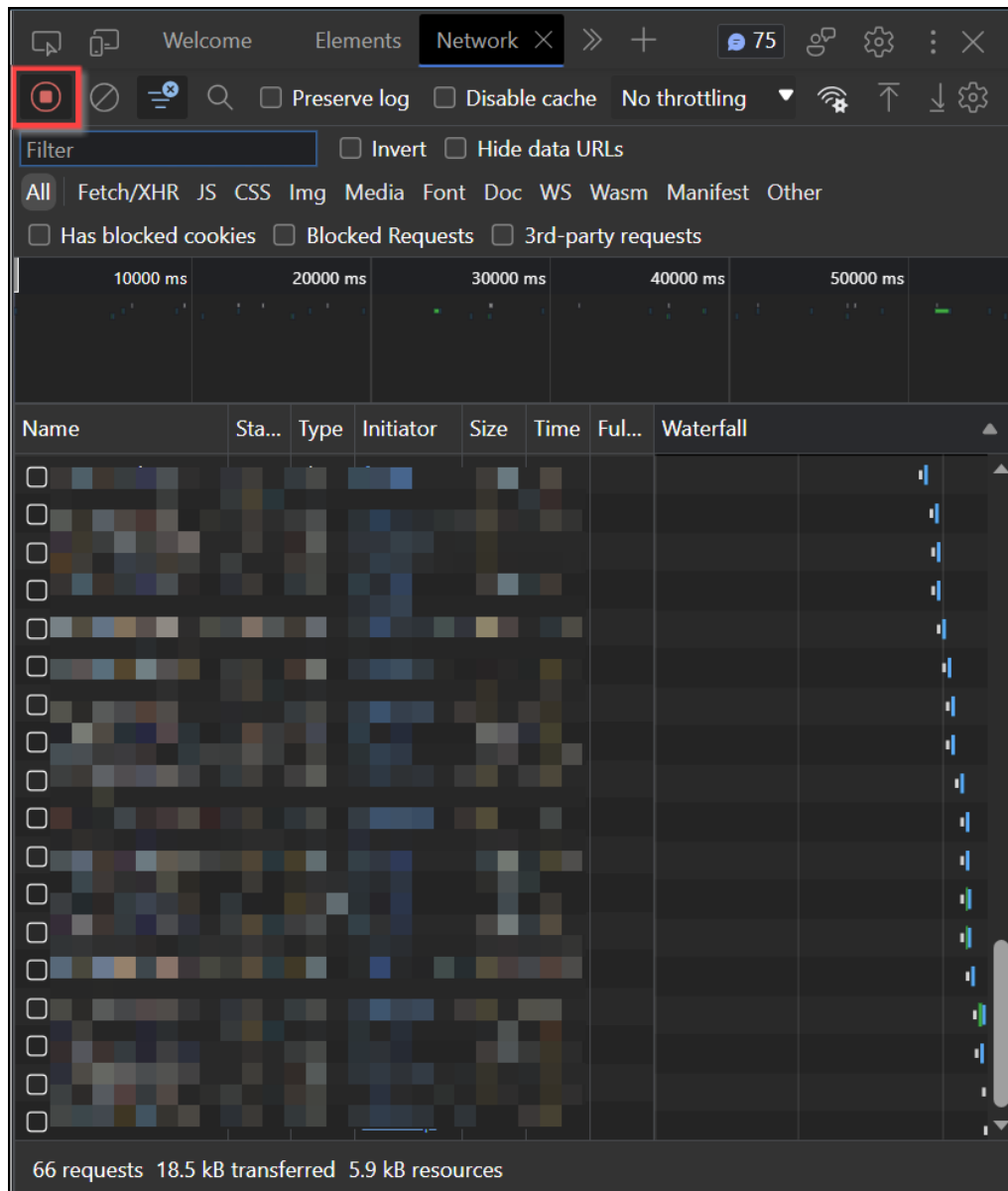
More Icon

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



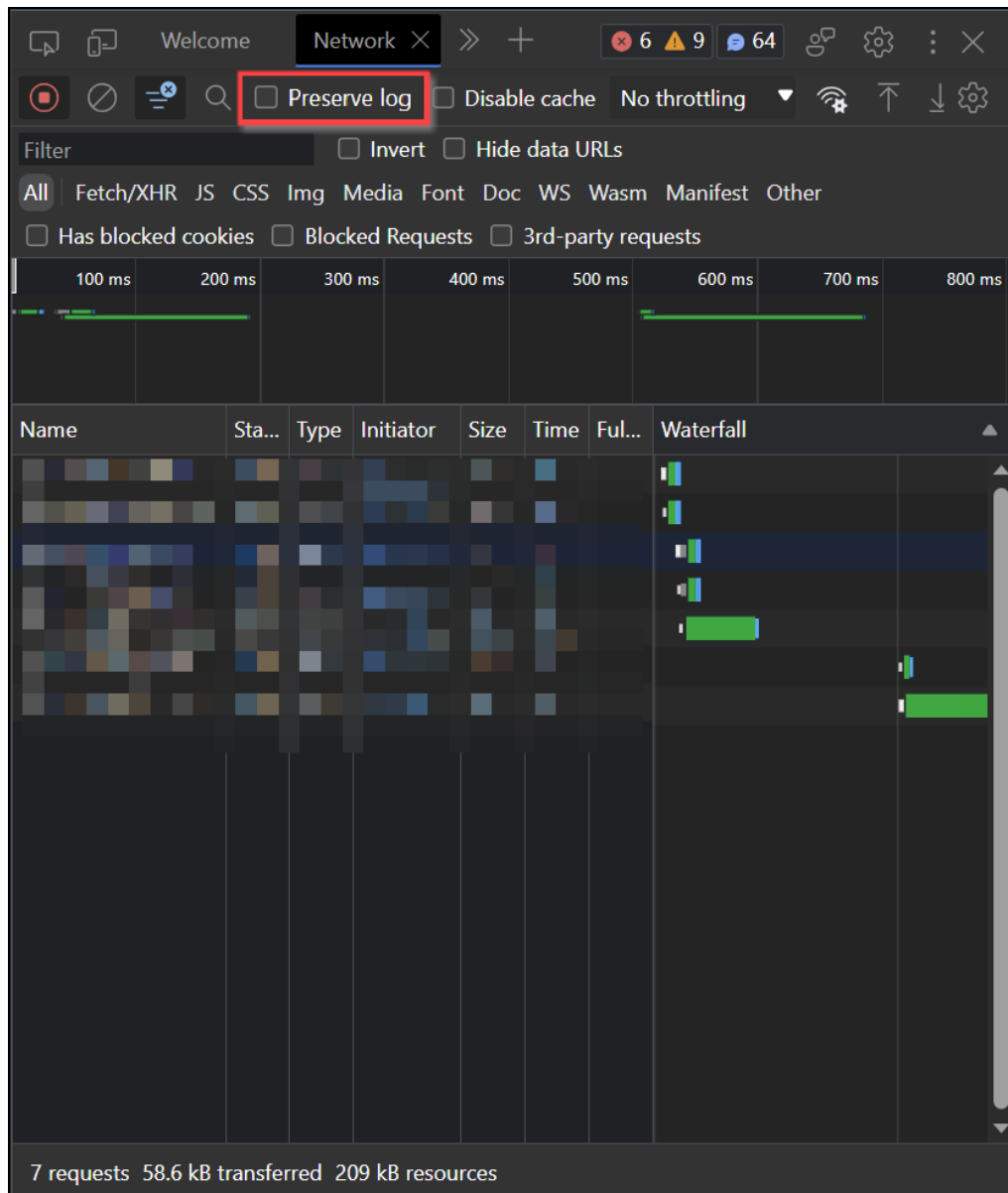
Navigation Link

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.



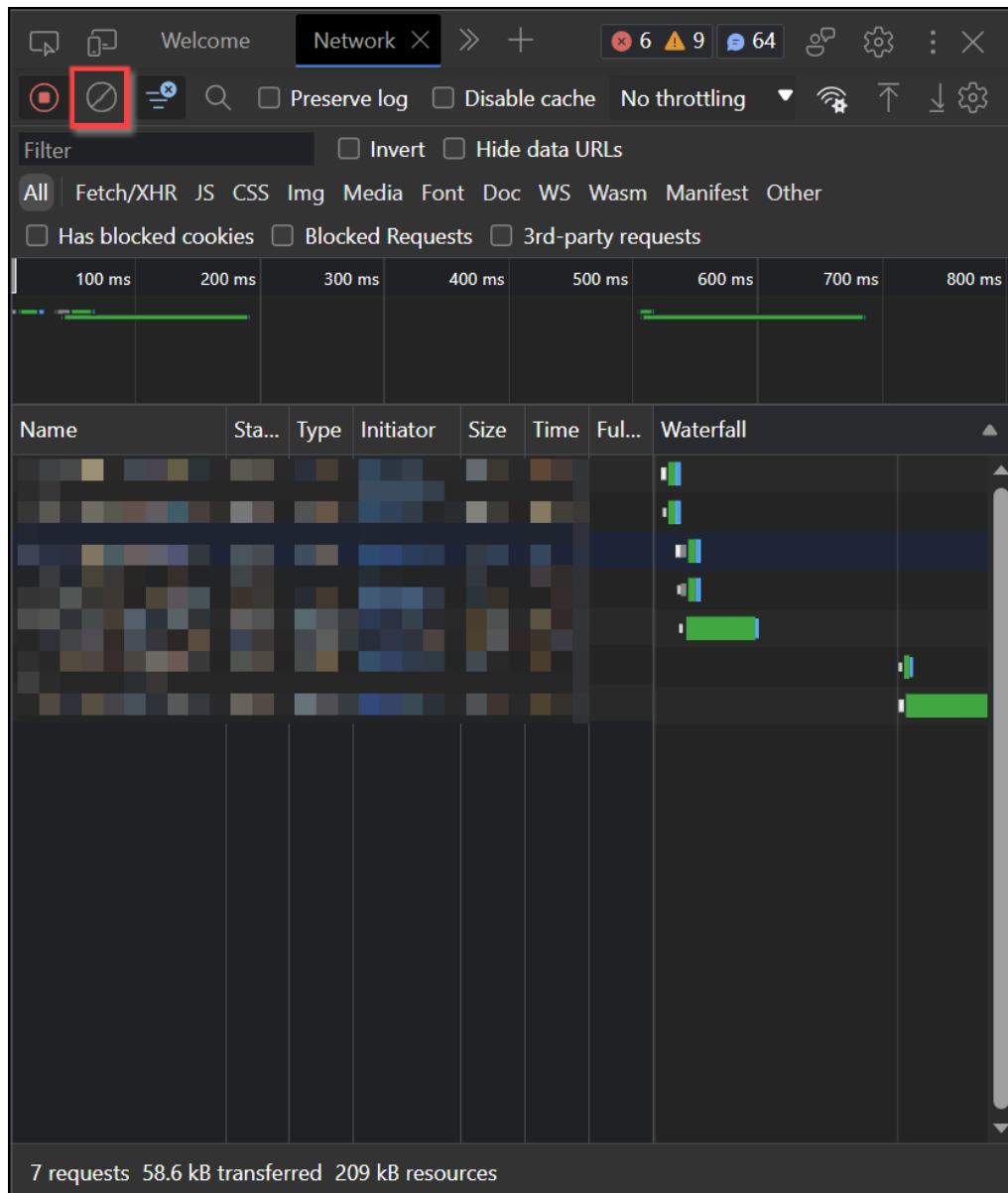
Record Button

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



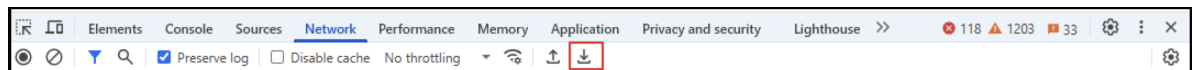
Preserve Log Button

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 **Network** tab.



Download Icon