

HOW TO GENERATE A HAR FILE FOR THE SUPPORT TEAM

What are HAR files?

HAR is the acronym for HTTP Archive format, which tracks all the logging of web browser's interaction with a site. When troubleshooting complex issues, our customer service team may need these HAR files to obtain additional information about the network requests that are generated in your browser while an issue occurs.

It is **highly recommended** you generate multiple HAR files for comparison. Below are guidelines for effective information gathering:






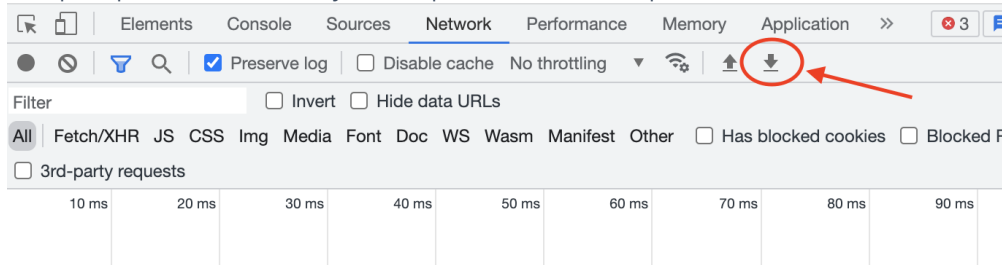
- Generate a HAR file for an **unaffected page** (a page that doesn't have a performance issue or page rendering issues). For example the Dashboard, Issue View, Issue Search, or Project page.
- Generate a HAR file for an **affected page**. Generate multiple HAR files to get the better average and capture the consistent timing.



Any HAR files being shared should be "sanitized" of all credentials, cookies, and session tokens.

Generating a HAR file - Chrome

1. Open Google Chrome and go to the page where the issue is occurring.
2. Click the Menu button  and select **More Tools > Developer Tools**.
3. When the panel opens, select the **Network** tab.
4. Look for Record  in the upper left corner of the tab, and make sure it is red. If it is grey, click it once to start recording.
5. Select the **Preserve log checkbox**.
6. Click **Clear**  to clear out any existing logs from the Network tab.
7. Reproduce the issue that you were experiencing before, while the network requests are being recorded.
8. Once you have reproduced the issue, in the Developer Tools panel, click **Export HAR** to download your HAR file. When prompted, save the file to your computer. If there is an option, save as HAR with Content.



9. Upload your HAR file to your ticket or attach it to your email so that our Support team can analyze it.

Generating a HAR file - Firefox

1. Open Firefox and navigate to the page where you are experiencing trouble.
2. Select the Firefox **menu** (three horizontal parallel lines) at the top-right of your browser window, then select **Web Developer > Network**.
3. The Developer Network Tools opens as a docked panel at the side or bottom of Firefox. Click the **Network** tab.
4. The recording starts automatically when you start performing actions in the browser.
5. Once you have reproduced the issue and you see that all of the actions have been generated in the Developer Network Panel, **right-click** anywhere under the **File** column, and click on **Save all as Har**.
6. Save the HAR file somewhere convenient.
7. Upload your HAR file to your ticket or attach it to your email so that our Support team can analyze it.

Generating a HAR file – Edge

Edge natively produces HAR files. For more instructions, see the instructions from the [Microsoft website \(https://docs.microsoft.com/en-us/microsoft-edge/devtools-guide/network\)](https://docs.microsoft.com/en-us/microsoft-edge/devtools-guide/network).

1. Open the **Network** tool in F12 developer tools.
2. Reproduce the issue.
3. Export captured traffic as a HAR by pressing **Ctrl + S**.
4. Save the HAR file somewhere convenient.
5. Upload your HAR file to your ticket or attach it to your email so that our Support team can analyze it.

Generating a HAR file – Safari

Before generating the HAR file, make sure you can see the **Develop** menu in Safari. If it is not there, follow the instructions under [Use the developer tools in the Develop menu in Safari on Mac \(https://support.apple.com/en-ie/guide/safari/use-the-developer-tools-in-the-develop-menu-sfri20948/mac\)](https://support.apple.com/en-ie/guide/safari/use-the-developer-tools-in-the-develop-menu-sfri20948/mac).

1. Open the **Develop** menu and select **Show Web Inspector**.
2. Click the **Network** tab and complete the activity that is causing issues.
3. Click the **Export** icon on the far right of the network tab and save the HAR file.
4. Upload your HAR file to your ticket or attach it to your email so that our Support team can analyze it.