

# Getting Browser Network and Console Logs

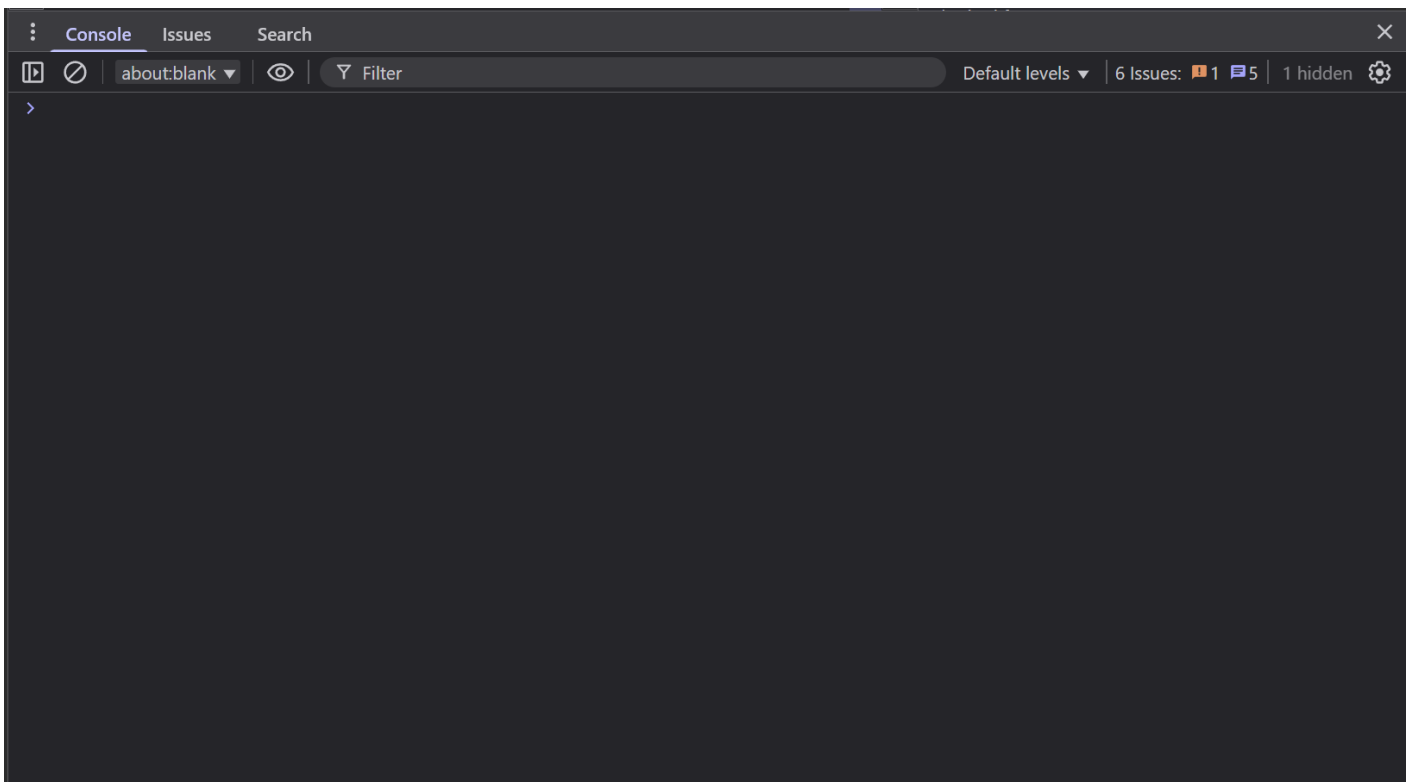
To troubleshoot some issues, logs from your browsers' Network and Console tabs will be requested, please see the steps below to pull those logs.

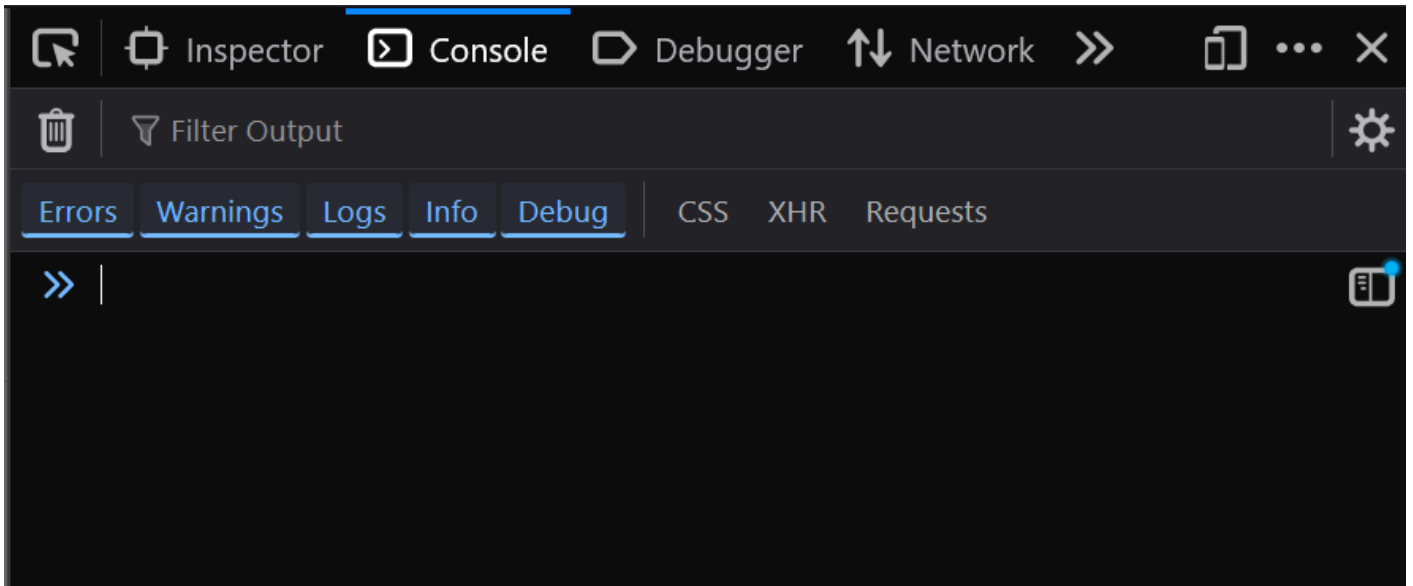
## ☐☐ Accessing Developer Tools

- Press `F12` or `Ctrl+Shift+I` (Windows/Linux)
- Or `Cmd+Option+I` (Mac)
- Alternatively: Right-click on the page > **Inspect**

## ☐☐ The Console Tab

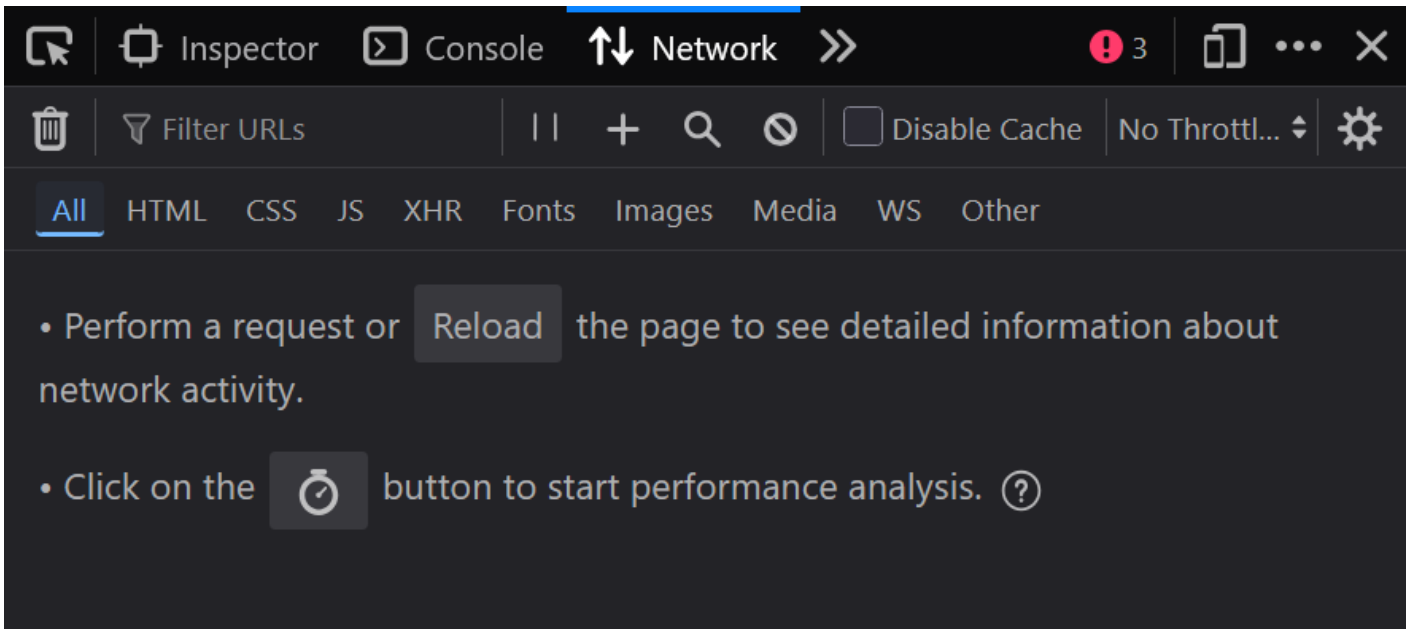
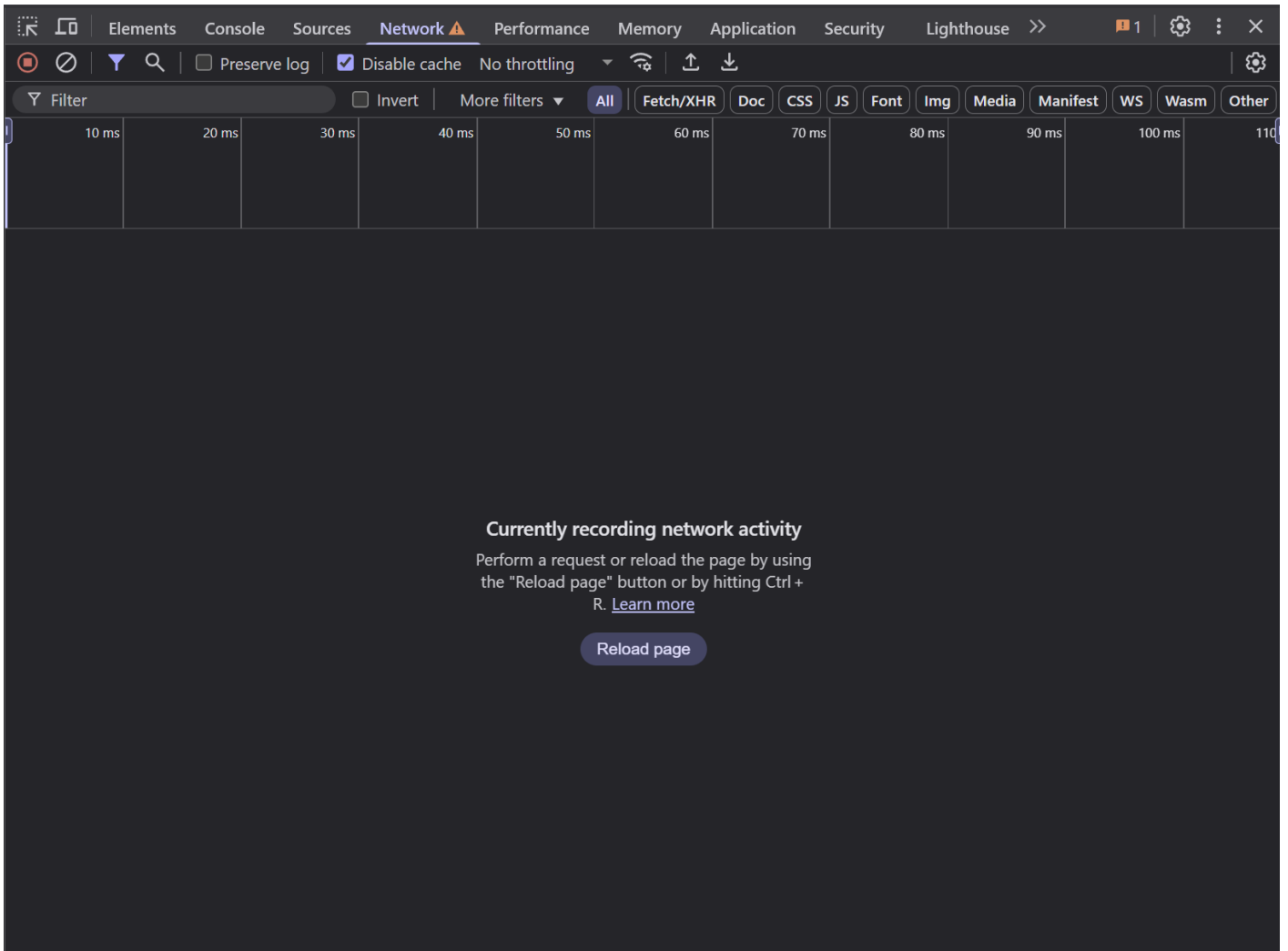
After opening Developer Tools, click the **Console** tab.





## ☐ Accessing the Network Tab

After opening Developer Tools, click the **Network** tab.

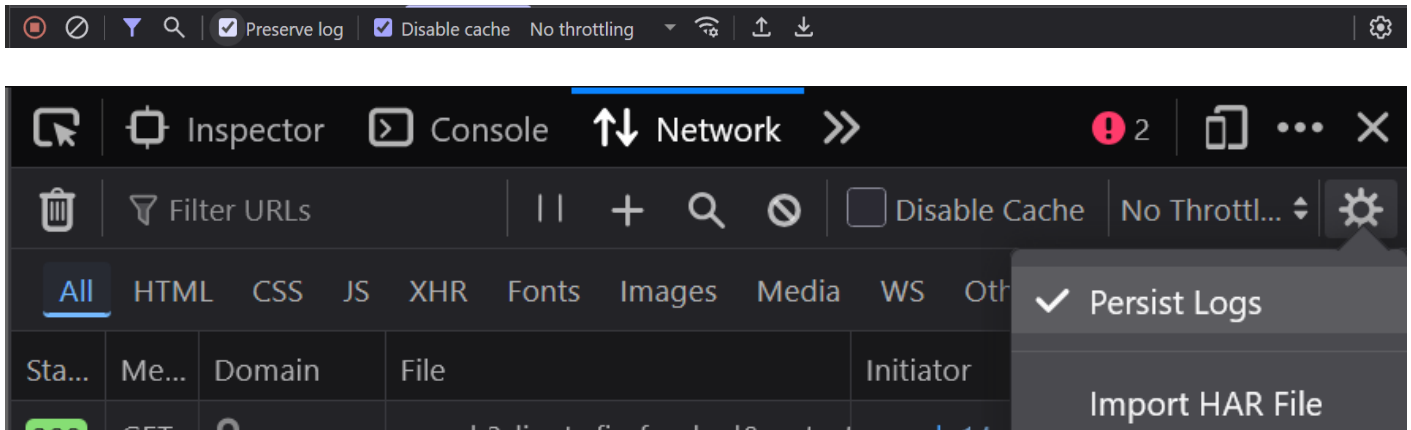


This shows all network requests (like XHR, Fetch, JS, CSS, etc.). Make sure to **refresh the page** if you opened the tab after the page loaded.

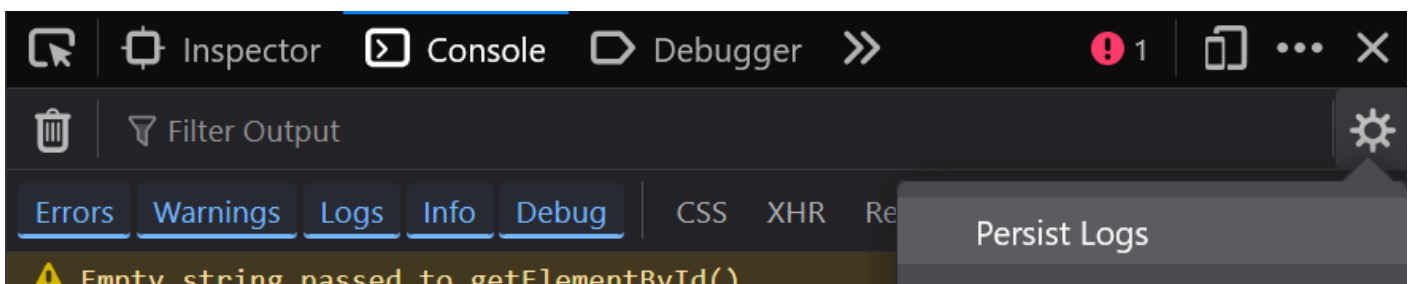
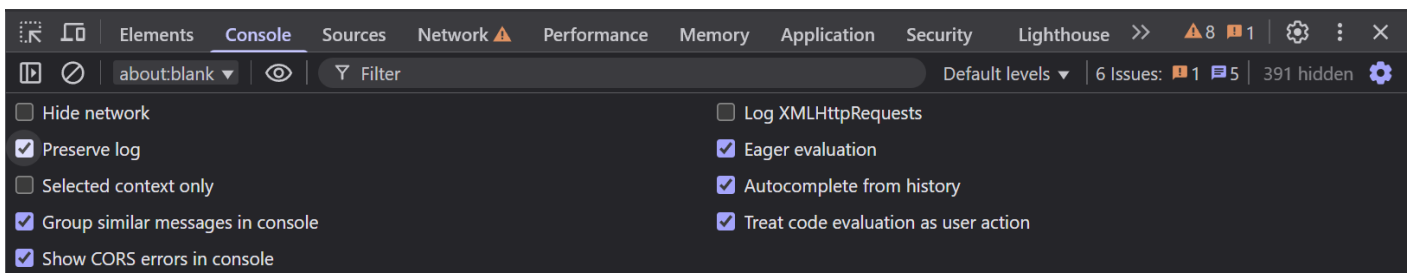
# ☐☐ Persisting Logs

By default, logs may clear on navigation or refresh.

To keep logs, on the **Network** tab look for the "**Preserve log**" checkbox or the "**Persist Logs**" dropdown option near the top.



On the **Console** tab look for the "**Preserve Log**" checkbox or the "**Persist Logs**" within the Settings cog near the top.

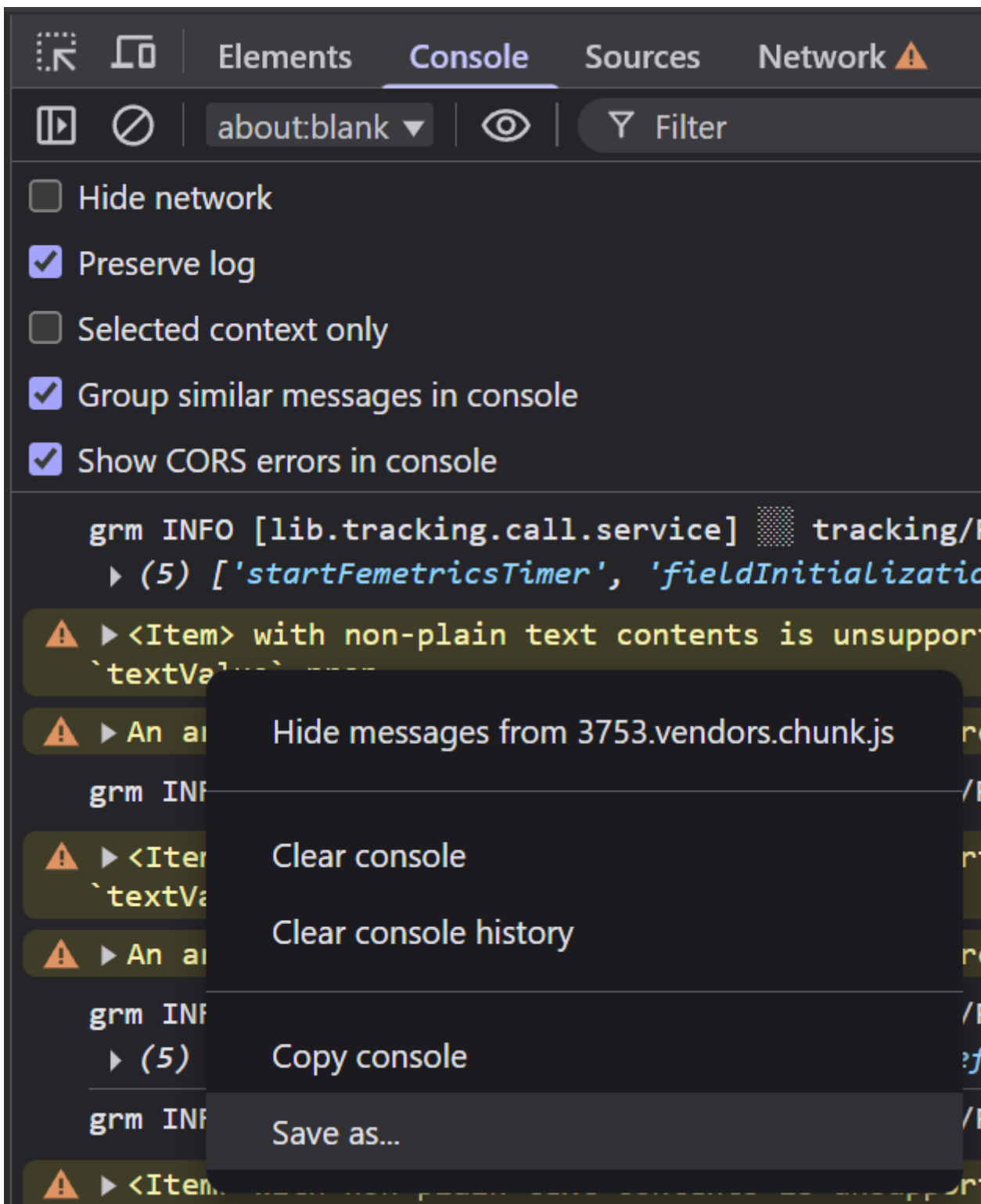


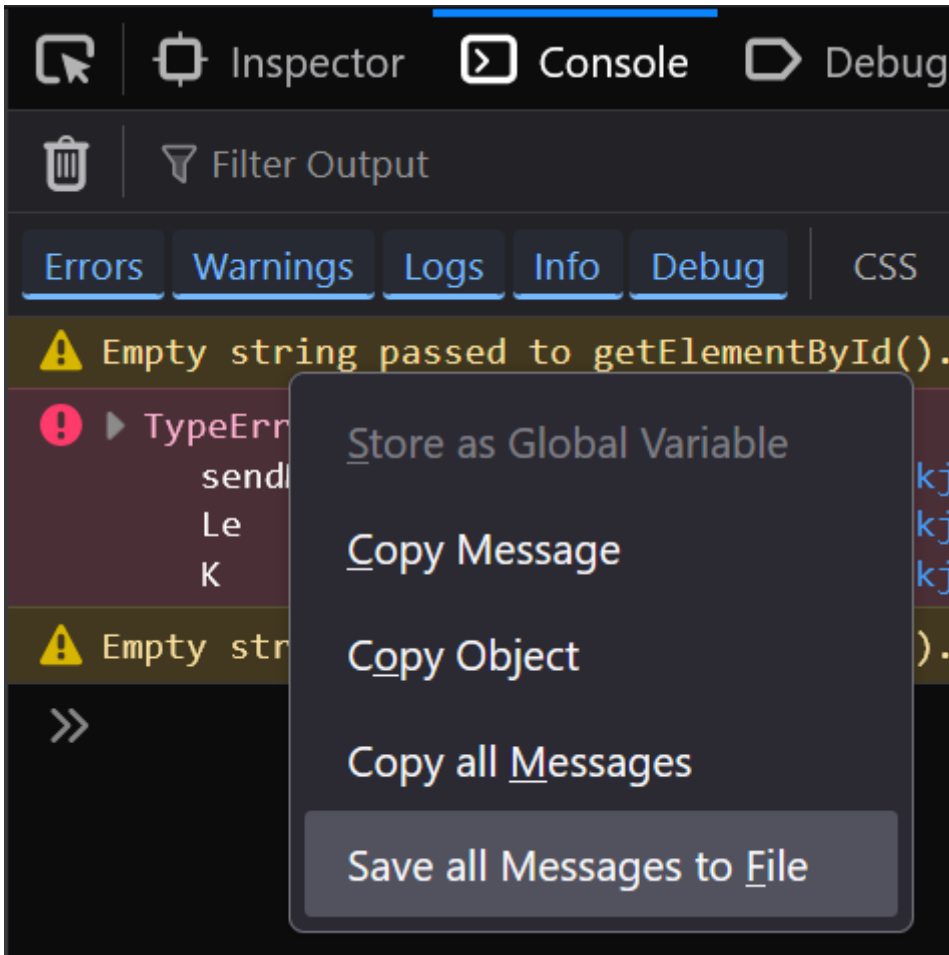
Enable it to keep logs between page loads.

# ☐☐ Saving Console Output

1. Right-click in the **Console** area.

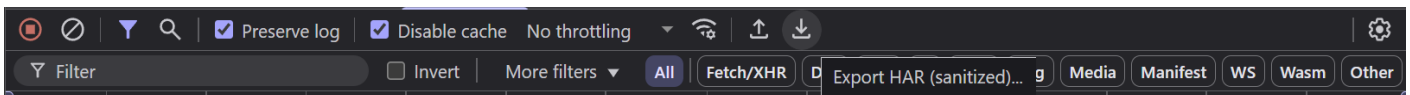
2. Choose "Save as..." or "Save all Messages to File" to download the console output.





## Exporting Network Traffic as HAR

1. Go to the **Network** tab.
2. Make sure "**Preserve log**" is enabled if you want to capture navigation.
3. Reload the page or reproduce the issue.
4. Click the download button ("**Export HAR (sanitized)...**") on the top bar.



The image shows the Network tab in Chrome DevTools. At the top, there are icons for Inspector, Console, and Network, along with a red notification icon showing '3'. Below this is a toolbar with a trash icon, a 'Filter URLs' input, a pause icon, a plus icon, a search icon, a no-connection icon, a 'Disable Cache' checkbox, and a 'No Throttling' dropdown. A settings gear icon is open, showing a menu with three options: 'Persist Logs' (checked), 'Import HAR File', and 'Save All As HAR'. Below the settings menu is a table of network requests.

Sta...	Me...	Domain	File	Initiator
200	GET	www.g...	search?client=firefox-b-d&q=test	search:14 .
🚫	GET	www.goo	favicon.ico	FaviconLo

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