How to collect a HAR file in google chrome

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1. Start by opening Google Chrome.

2. In Chrome, go to the page within our application where you are experiencing trouble

3. Select the Chrome menu (⋮) at the top-right of your browser window, then select **Tools > Developer Tools** or use the keyboard shortcut F12.

4. The Developer Tools will open as a docked panel at the side or bottom of Chrome. Click on the **Network** tab.

5. Select the option **Preserve log**
6. The recording should autostart and you will see a **red circle** at the top left of the Network tab. If not, **click** the **black circle**, to start recording activity in your browser.
7. Refresh the web page you are on. The goal is to reproduce the problem you've been experiencing while Google Chrome is recording activity.

8. Once you've encountered the problem successfully while recording, **right-click** within the **Network** tab and click **Save as HAR with Content** to save a copy of the activity that you recorded.

9. Save the HAR file somewhere convenient.

10. Share the HAR file in the active support case.

