Generate an HAR File to Capture Browser Network Activity

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Introduction

This doucment describes generating an HTTP Archive (HAR) file to caputure browser network activity.

Issue

When troubleshooting unexpected UI behavior, performance issues, or errors within the Cisco Umbrella dashboard, Support requires a detailed log of the network interactions between your browser and the server.

Environment

- Product: Cisco Umbrella
- Tools: Web Browsers (Chrome, Edge, Firefox, Safari)
- Format: HTTP Archive (HAR) file



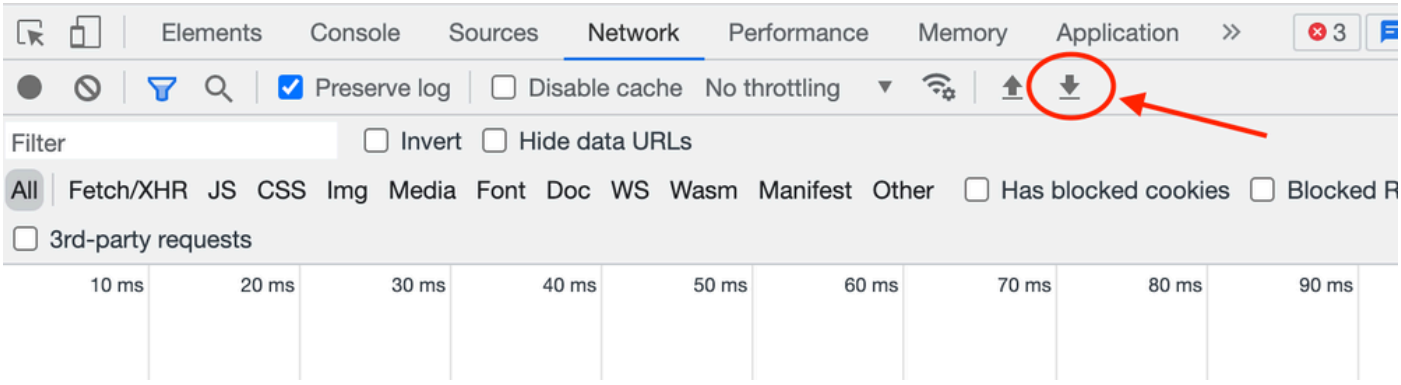
Warning: HAR files contain sensitive information, including page content and cookies. Anyone with access to a HAR file can impersonate your account and access all information submitted during the recording, such as personal details, passwords, or credit card numbers.

Prerequisites

- Identify the specific steps required to reproduce the issue.
- Ensure you have administrative rights to access browser developer tools.

Create a HAR File in Chrome

1. Open Chrome.
2. Navigate to **Menu > More Tools > Developer tools**.
3. In the Developer Tools window, select the **Network** tab.
4. Confirm that the record button is active and all types are displayed.
5. If the issue involves multiple web pages or redirects, select the **Preserve Log** option to prevent log clearing.
6. Reproduce the browser behavior that requires capturing.
7. Click **Export HAR** to download the HAR file.
8. Save the file as **HAR with Content** to your computer.
9. Assign a file name and select a destination.
10. Send this file to support.



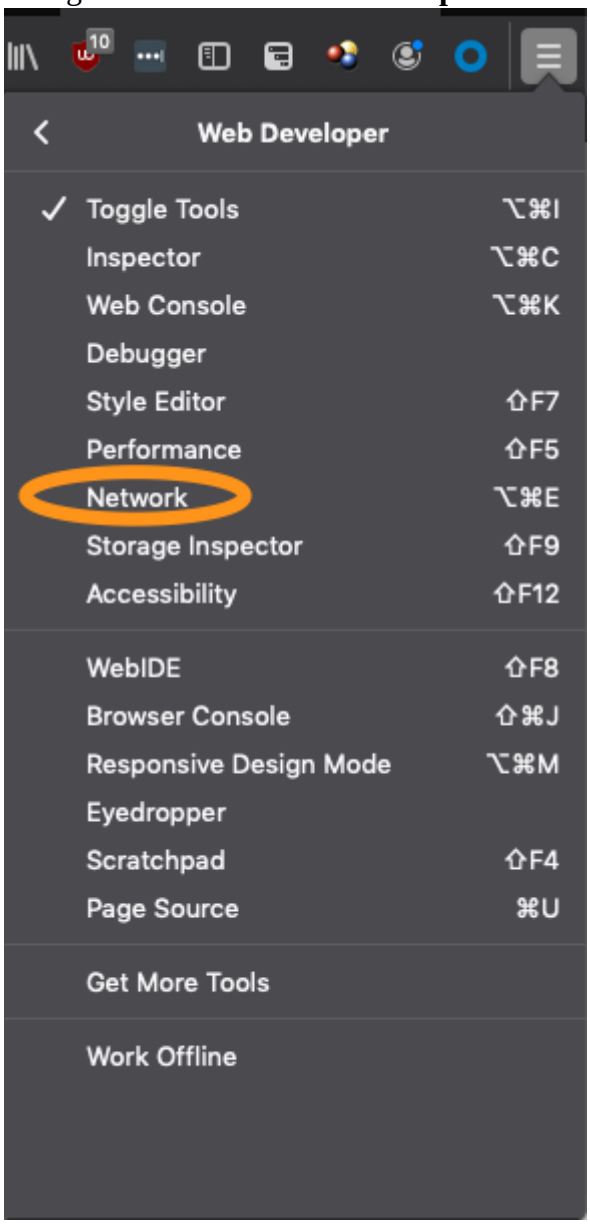
chrome_preserve_log.png

Create an HAR File in Edge or Internet Explorer

1. Open Edge or Internet Explorer.
2. Select the **...** menu and then choose **F12 Developer Tools**.
3. In the Developer Tools window, select the **Network** tab.
4. Confirm that the play button is grey, indicating that data is being captured.
5. If the issue involves multiple web pages or redirects, deselect **Clear Entries on redirect** to preserve the log.
6. Reproduce the browser behavior that requires capturing.
7. Click **Export as HAR** to save the file.
8. Send this file to support.

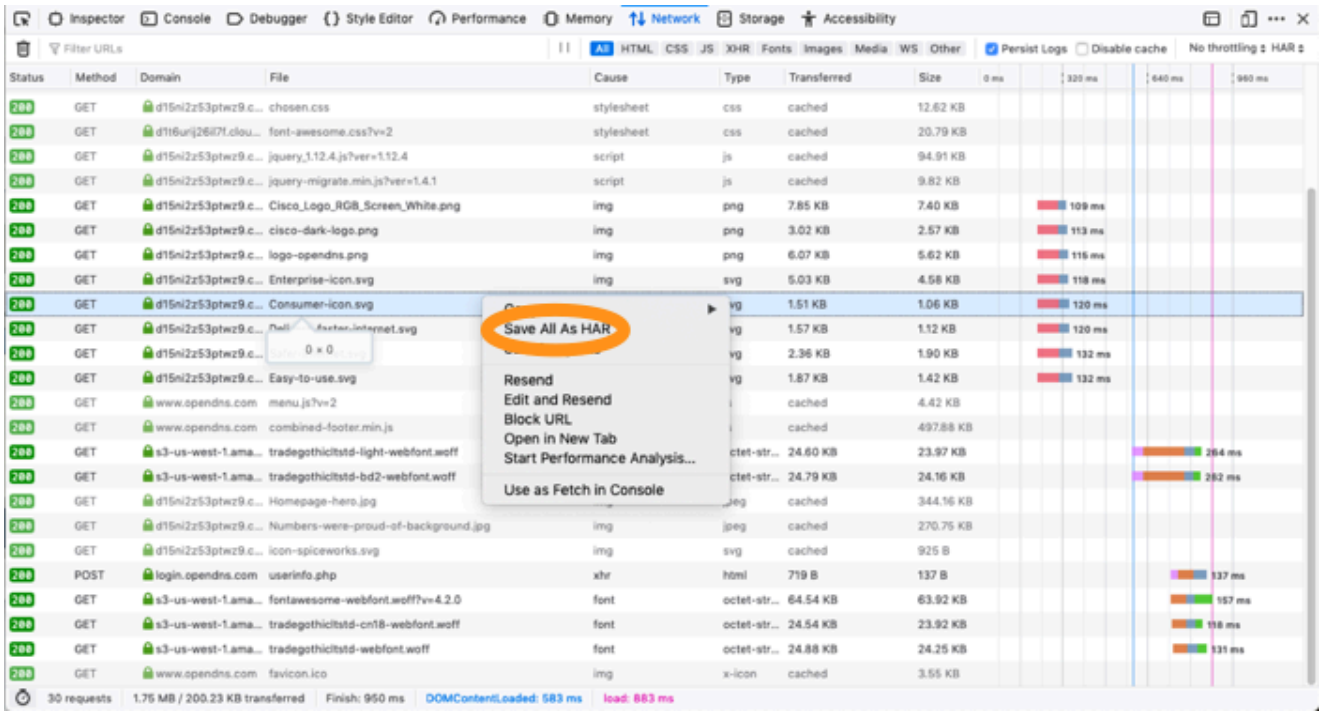
Create an HAR File in Firefox

1. Open Firefox.
2. Navigate to **Menu > Web Developer > Network** or use **Ctrl+Shift+E**.



Fullscreen_2019-07-16__4_51_PM.png

3. Reproduce the browser behavior that requires capturing.
4. If the issue involves multiple web pages or redirects, select the **Persist Logs** option to retain all entries.
5. Right-click within the grid and choose **Save all as HAR**.

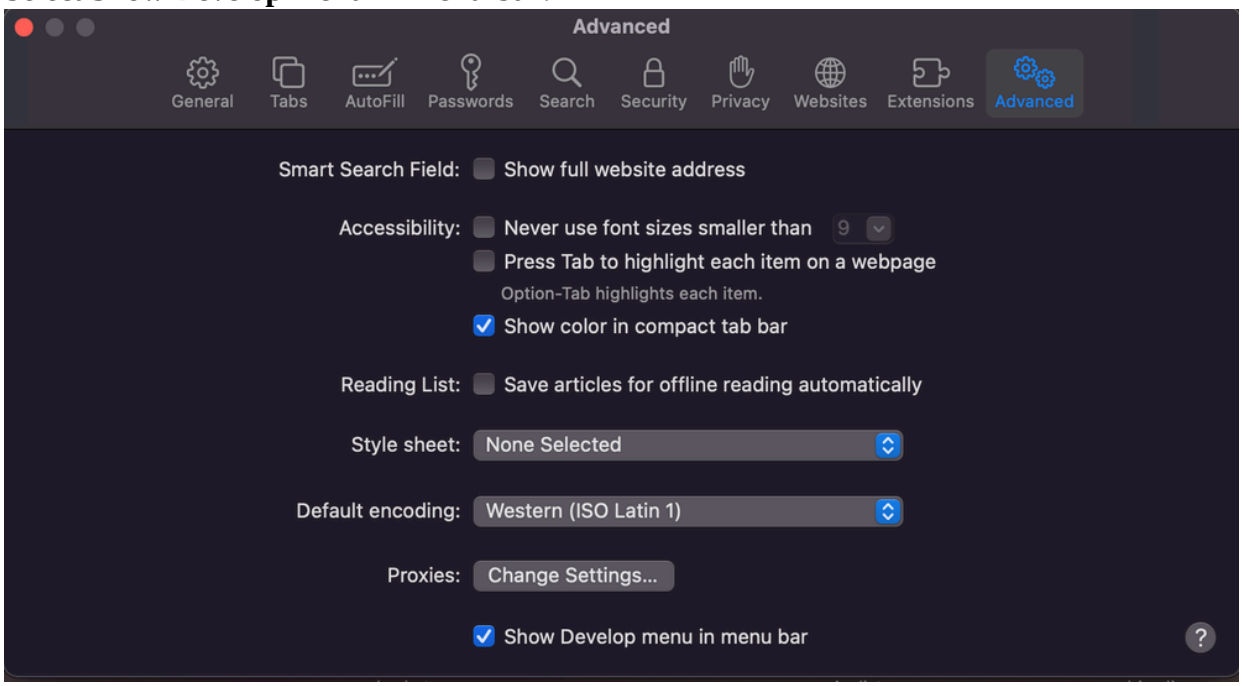


Fullscreen_2019-07-16__4_55_PM.png

6. **Save** the capture file.
7. Send this file to support.

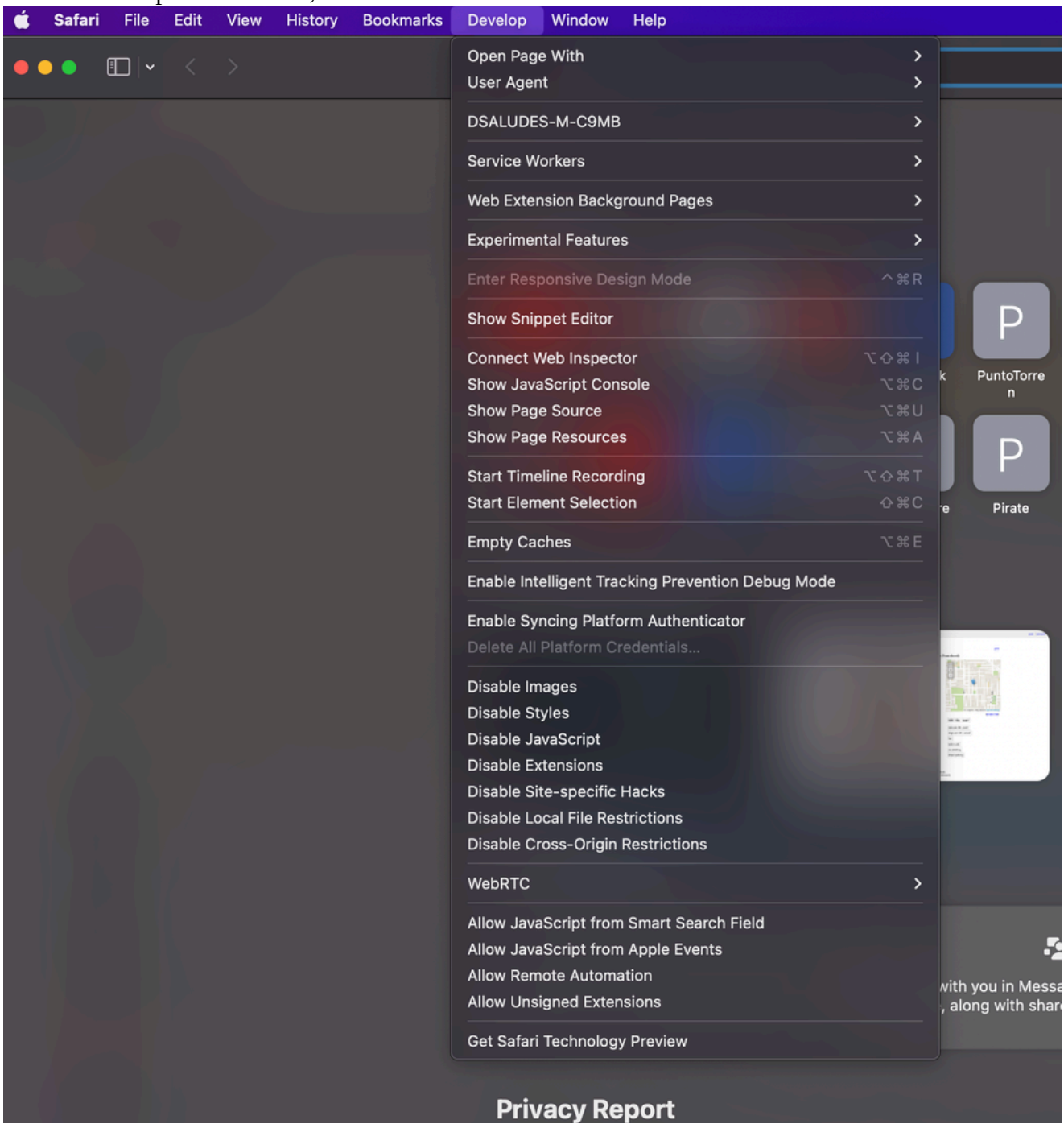
Create a HAR File in Safari

1. Open Safari and navigate to the webpage in question.
2. Enable the Develop menu:
    - Go to **Safari > Preferences > Advanced**.
    - Select **Show Develop menu in menu bar**.



Screen_Shot_2022-04-13_at_8.18.10_AM.png

3. Select **Develop > Show Web Inspector**.
4. In the Web Inspector window, select the **Network** tab.



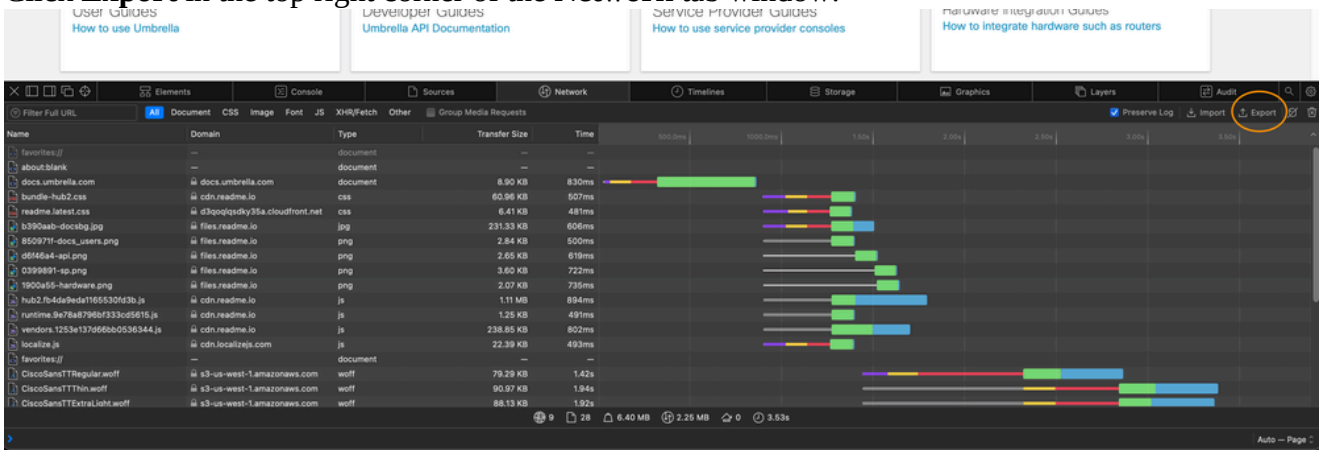
Screen_Shot_2022-04-13_at_8.21.41_AM.png

5. Select the **Preserve log** option within the **Network** tab.



Screen_Shot_2022-04-13_at_8.23.45_AM.png

6. Load or reproduce the page behavior you need to capture.
7. Click **Export** in the top right corner of the **Network** tab window.



Screen_Shot_2022-04-13_at_8.25.27_AM.png

8. **Save** the HAR file.
9. Send this file to support.