



Generating a HAR file for troubleshooting

SELLIGENT SUPPORT MANUAL

1 Foreword

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2 Table of Contents

1	Foreword	2
2	Table of Contents	3
3	Introduction	4
4	What is a HAR file?	5
5	Instructions	5

3 Introduction

Selligent Marketing Cloud is an application that runs in the browser. When troubleshooting issues, it is sometimes necessary for our Support team to obtain more details about the network requests that are generated in your browser while an issue occurs.

A Selligent team member may request you to record a HAR file, a log of network requests, while the issue is occurring allowing them further investigation and analysis.

NOTE: Be aware that HAR files can contain sensitive data, including content of the pages that are downloaded and cookies that are set while recording.

This potentially allows anyone with the HAR file to impersonate your account and all the information that you have submitted while recording (personal details, passwords, credit card numbers, etc.).

4 What is a HAR file?

HAR (HTTP Archive Format) is a file that stores session data over many browsers (IE, Firefox, Chrome, Safari, ...) between client and server. HAR contains **HTTP response and request headers** in the network environment when communication between the sender and receiver occurs, during the recording time window.

HAR files are used to inspect what is happening behind the scenes of your browser. More specifically, it contains all the details about operations performed by your browser during the recording time window. It includes information such as requests made, response times, response status codes, payloads, etc.

These files may contain **sensitive or personal data!** Make sure to store these files securely and share your HAR files created while using Selligent Marketing Cloud, with Selligent employees only.

At Selligent, we are compromised to store the data that you send to us in a secure way. If desired, please check our [Privacy Policy](#) to learn more about how we handle and process client data.

5 Instructions

When you want to create a HAR file, it is important to start recording **before** the issue occurs. When a problem has already occurred, usually it is too late to record a HAR file.

In that case, try and see if you can reproduce the issue that had just occurred. Start recording and follow the reproduction steps and export your HAR file, as this method will ensure the file will contain as little noise and unnecessary data as possible.




Here are the instructions about how to easily generate a HAR file using different browsers that are support by Selligent Marketing Cloud.

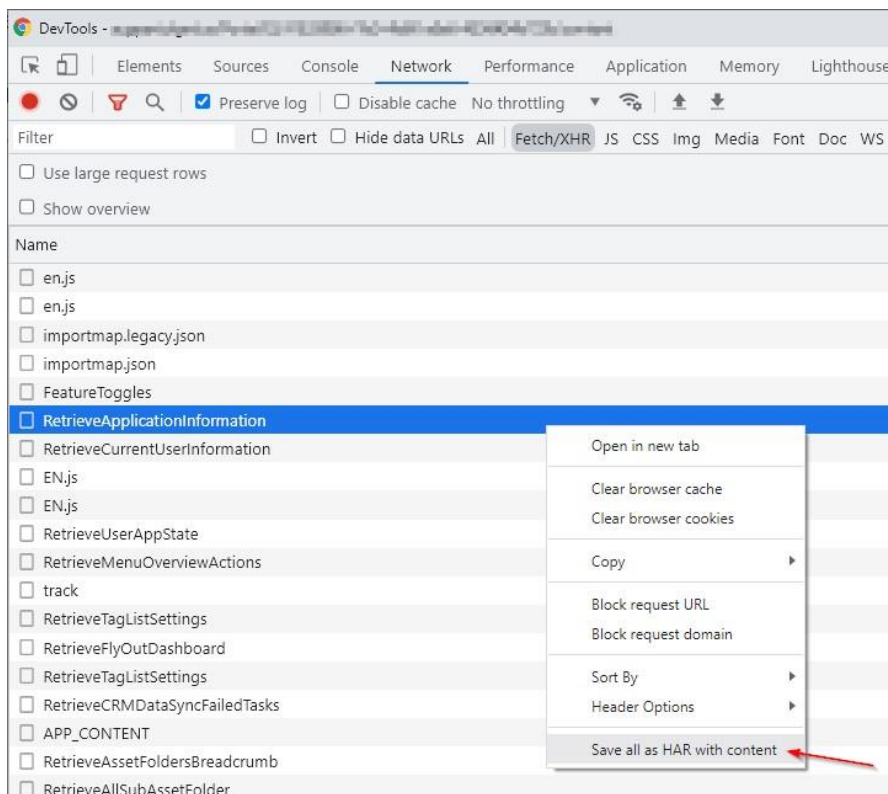
- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Microsoft Edge](#)
- [Safari \(macOS\)](#)

Technical note: To learn more about browser support, please open the online help in Selligent Marketing Cloud, navigate to **Selligent Marketing Cloud > Browser Compatibility**.

5.1. Google Chrome

To generate a HAR file in Google Chrome

1. Open Google Chrome, log on to Selligent Marketing Cloud and navigate to the page where the issue is occurring.
2. Click the vertical dotted button () on the top right side of the browser window and select **More Tools > Developer Tools**. Alternatively, press **F12** on your keyboard.
3. From the panel opened, navigate to the **Network** tab.
4. Look for the red Record button () in the upper left corner and make sure it is red. (If it is grey, click once to start recording)
5. Check the box **Preserve log**.
6. Click the Clear button () to remove any existing logs from the Network tab.
7. Reproduce the issue you were experiencing before. The network requests are now being recorded.
8. When you are finished and the issue was reproduced, in Chrome's developer tools window, right click the overview with requests and select **Save all as HAR with content**. Next, save the file to your computer.

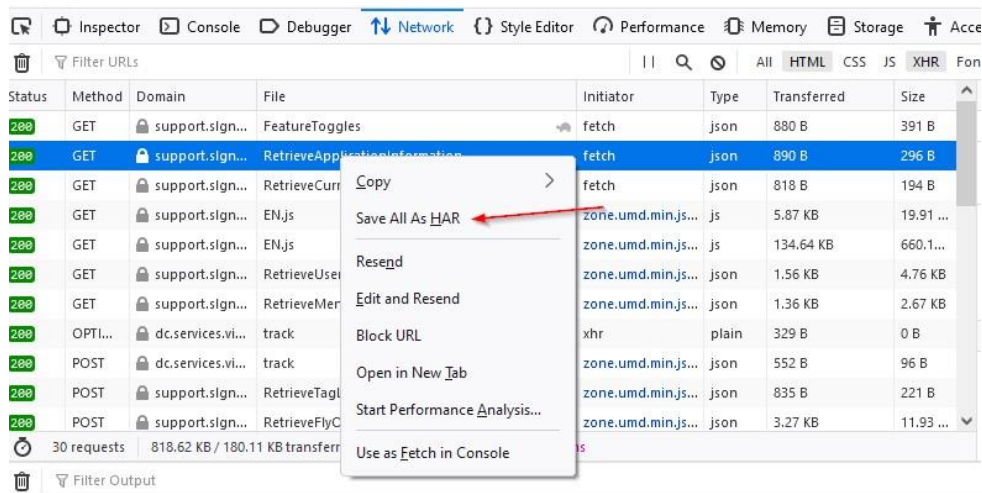


9. Attach the HAR file to your support ticket or attach it to your email so that our staff can analyse it.

5.2 Mozilla Firefox

To generate a HAR file in Mozilla Firefox




1. Open Mozilla Firefox, log on to Selligent Marketing Cloud and navigate to the page where the issue is occurring.
2. Click the three horizontal lines (☰) on the top right side of the browser window to open the Firefox menu and select **Web Developer > Network**. Alternatively, press **F12** on your keyboard.
3. From the panel opened, navigate to the **Network** tab.
4. The recording automatically starts when you start performing actions in your browser.
5. Reproduce the issue you were experiencing before.
6. When you are finished and the issue was reproduced, in Firefox Developer tools window, right click the overview with requests and select **Save All As HAR**. Next, save the file to your computer.

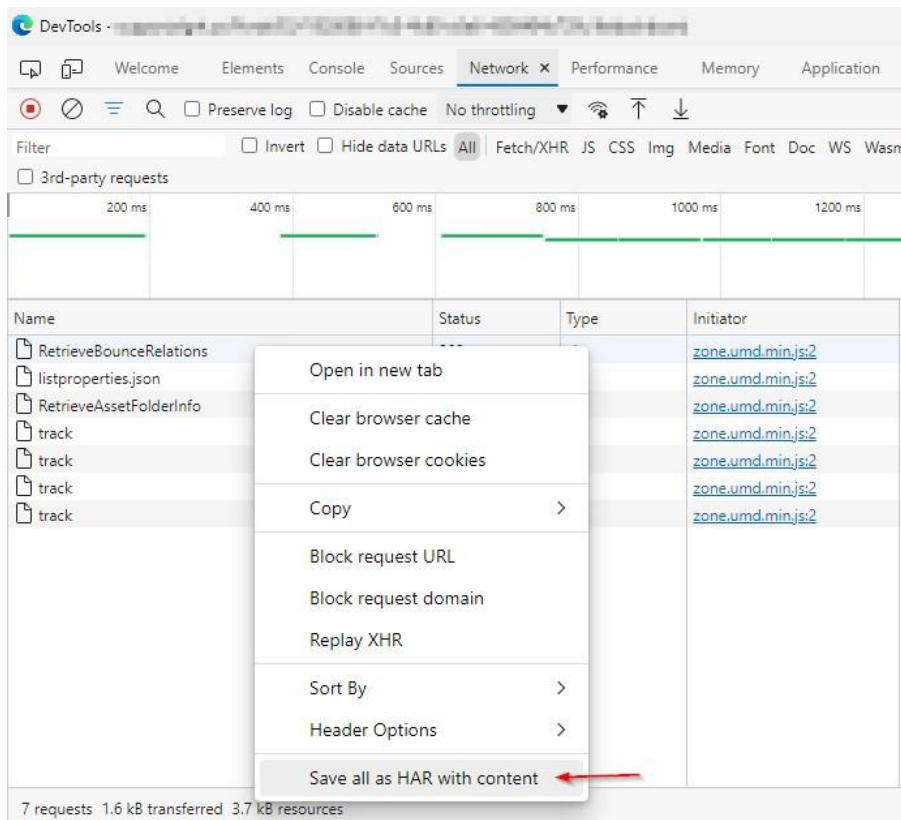


7. Attach the HAR file to your support ticket or attach it to your email so that our staff can analyse it.

5.3 Microsoft Edge

To generate a HAR file in Microsoft Edge

1. Open Microsoft Edge, log on to Selligent Marketing Cloud and navigate to the page where the issue is occurring.
2. Click the horizontal dotted button () on the top right side of the browser window and select **More Tools > Developer Tools**. Alternatively, press **F12** on your keyboard.
3. From the panel opened, navigate to the **Network** tab.
4. Look for the red Record button () in the upper left corner and make sure it is red. (If it is black, click once to start recording)
5. Check the box **Preserve log**.
6. Click the Clear button () to remove any existing logs from the Network tab.
7. Reproduce the issue you were experiencing before. The network requests are now being recorded.
8. When you are finished and the issue was reproduced, in Edge's developer tools window, right click the overview with requests and select **Save all as HAR with content**. Next, save the file to your computer.

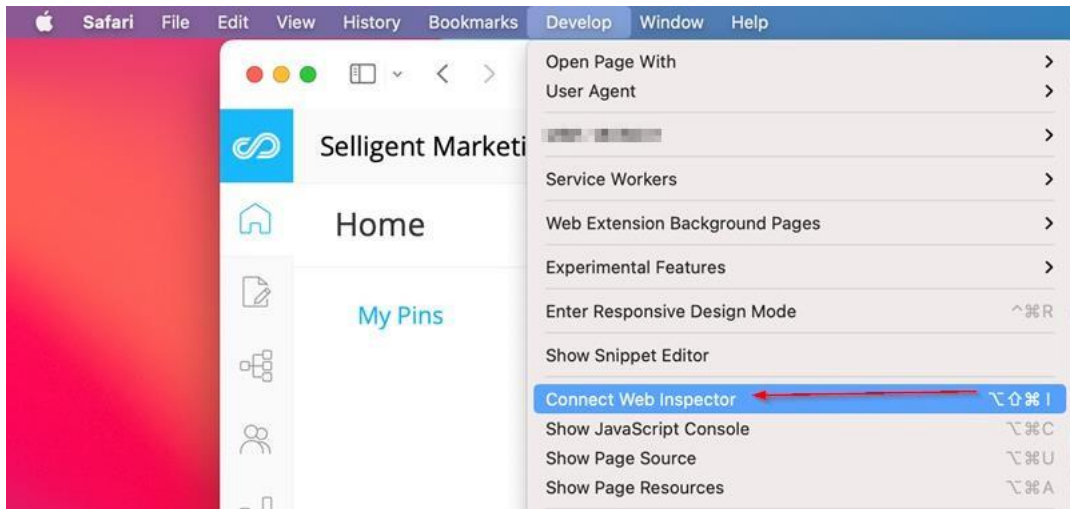


9. Attach the HAR file to your support ticket or attach it to your email so that our staff can analyse it.

5.4 Safari (macOS)

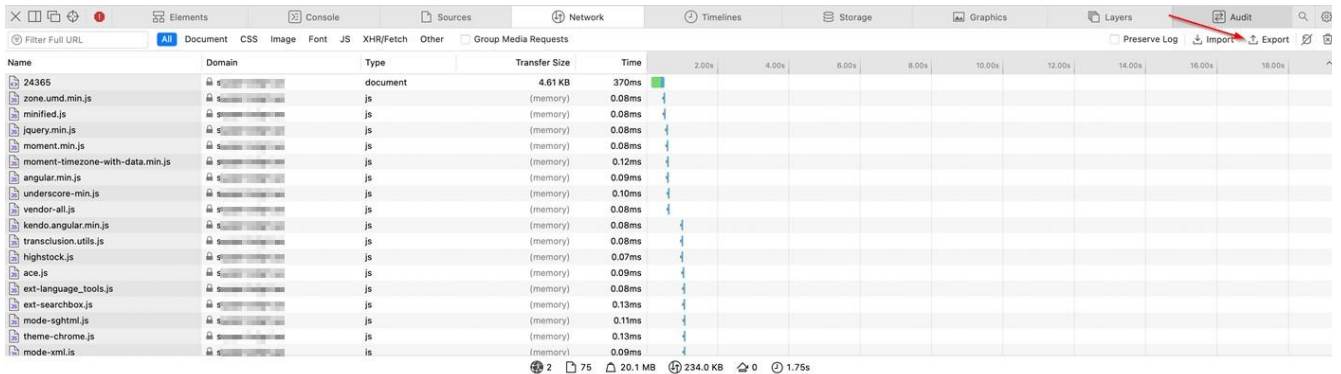
To generate a HAR file in Safari

1. Open the **Develop** menu and select **Show Web Inspector**.



2. Click the **Network** tab and reproduce the issue.
3. Then, click the **Export** button on the right side of the screen and save the HAR file to your Apple device.

Note: If the **Export** button is greyed out, please refresh your page while the **Web Inspector** is still open and reproduce the issue again. The **Export** button should become available.



4. Attach the HAR file to your support ticket or attach it to your email so that our staff can analyse it.