

# Using browser developer mode

Affected version(s): all

## Problem

Due to the amount of data not everything is logged in the Open-Xchange logs. Sometimes the browser developer tools can provide valuable information for the support team to solve the problem.

## Solution

Activate the developer tools in the browser where you can replicate the problem and send the .har file as attachment within the ticket.

### Chrome:

- go to the login page (see note below)
- ctrl shift i
- switch to "Network" tab inside the new window (by default it is docked inside the main window)
- login/do the action you want to test
- wait until the list stops
- right click on a request and select "Save as HAR with Content"

### Firefox:

- go to the login page (see note below)
- ctrl shift q
- login/do the action you want to test
- wait until the list stops
- right click on a request and select "Export As HAR"

### Edge/Internet Explorer:

- go to the login page (see note below)
- F12
- switch to "Network" tab inside the new window
- login/do the action you want to test
- wait until the list stops
- click on the floppy disk symbol "Export as HAR" or select one request and press ctrl s

**NOTE:** this will log all information and the file contains sensible data including the password and other data transferred from/to the browser/server.

Most of the time you can limit the amount of data if you start the developer mode just before the action which produces the error/problem. For example if changing to the drive module is not working: login, start developer mode, click on drive. This way you only have a small amount of data in the file and it might be enough to analyze the problem. If possible use a test account with no sensible data.

To remove the password from the file search for password:

action=login&name in the .har file:

```
"text": "action=login&name=atest&password=secret [...]  
&rampup=true&rampupFor=open-xchange-appsuite",  
"params": [  
  {  
    "name": "action",  
    "value": "login"  
  },  
  {  
    "name": "name",  
    "value": "atest"  
  },  
  {  
    "name": "password",  
    "value": "secret"
```

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## Related articles

- [\[Fixed\] Some older browsers not working in OX App Suite 7.10.2](#)
- [Using browser developer mode](#)
- [Clearing browser cache](#)
- [Usage of usmsession to enable server side EAS Debug logging](#)

