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 sensitive 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 sensitive 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"
```

Related articles

- Using browser developer mode
- Clearing browser cache
- Usage of usmsession to enable server side EAS Debug logging