Capture network and console logs for Kaltura Support

Content updated: 08/20/2019

This article is designated for administrators.

About

When a problem is hard to reproduce or only happens in your environment, Kaltura Support may ask you for a **network traffic log** and a **console log**.

The network traffic log records the communication between your browser and Kaltura's servers. The console log records the messages and errors your browser shows while the page runs. Together, they help Support find the root cause.

You can capture the logs with your browser's built-in developer tools or, for network traffic, with a dedicated proxy tool. Each method saves the capture in a file that you send to Kaltura Support. Chrome, Edge, Firefox, and Safari developer tools can capture both logs.

What is a web debugging tool?

A web debugging tool is a proxy (HTTP proxy or HTTP monitor) that runs on your computer. You configure your browser, or any Internet-connected app, to connect through this proxy. The tool then records and displays the network traffic.

Kaltura recommends:

- **Fiddler** for Windows
- **Charles Proxy** for Mac

Network traffic files can include sensitive data, such as cookies and any usernames, passwords, or session data from pages you log in to while you capture. Send the files only to Kaltura Support.

Capture logs with Chrome or Edge developer tools

These steps work in Google Chrome and Microsoft Edge. Where Edge is different, the step says so.

Turn on sensitive data in HAR files

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Kaltura Support needs the HAR file to include sensitive data. You only need to turn this on once.

1. Press F12, or right-click the page and select **Inspect**.
2. In the top right of the developer tools, select the **Settings** icon.
3. Select **Preferences**.
4. In the **Network** section, select the **Allow to generate HAR with sensitive data** checkbox.

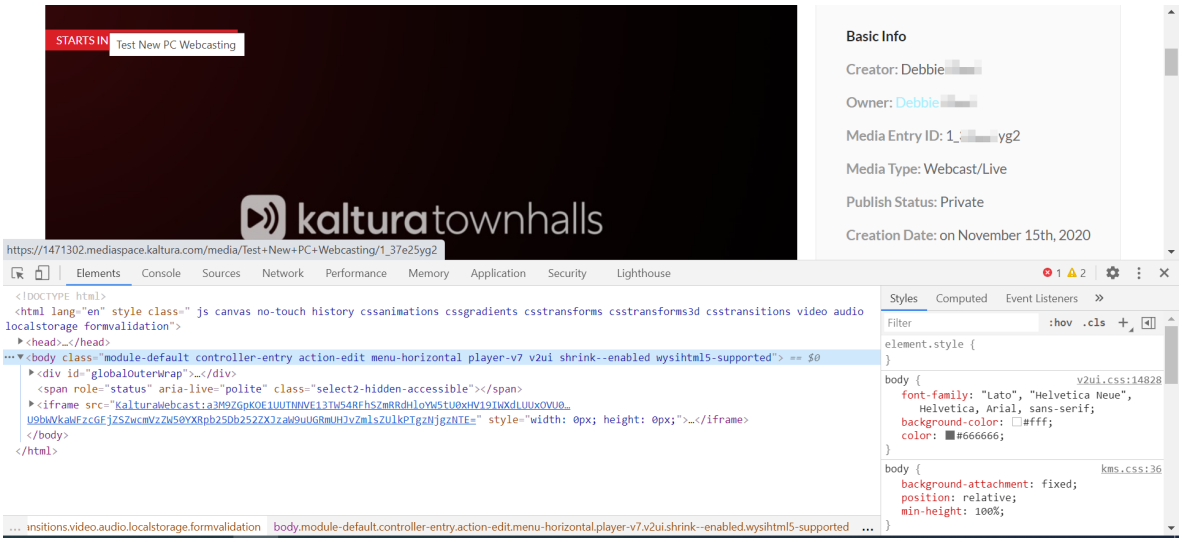
Keep logs

The **Keep log** setting keeps your logs when you refresh the page. This helps when the issue needs a reload.

1. Press F12, or right-click the page and select **Inspect**.
2. In the top right of the browser window, select the **Settings** icon.
3. Select the **Console** tab.
4. Select **Keep log**.

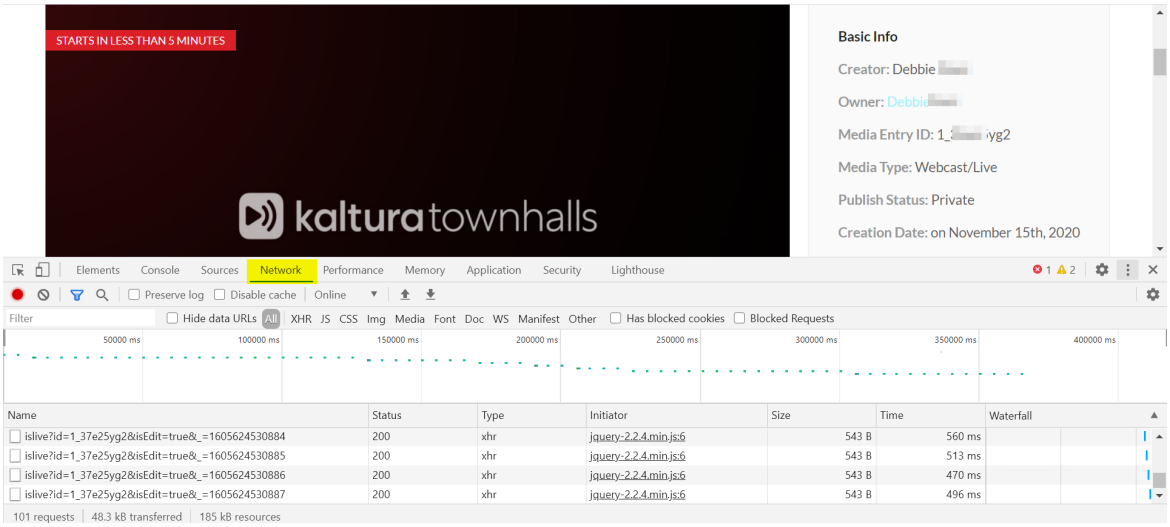
Capture logs

1. Press F12, or right-click the page and select **Inspect**.
   The developer tools open in your browser window.

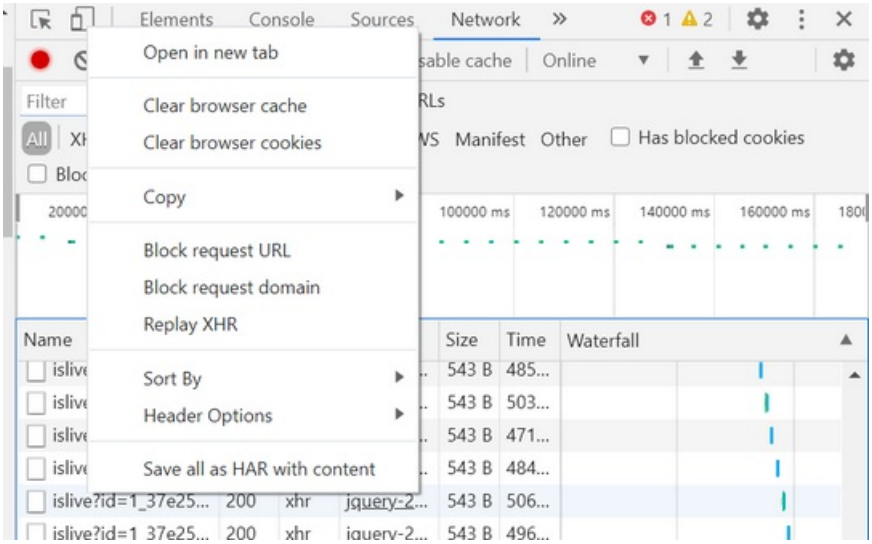


2. In the developer tools, select the **Network** tab.

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3. Right-click any line and select **Clear browser cache**.



4. Select the **Keep log** checkbox. This step is optional, but it helps if you need to capture logs across a page refresh.
5. Recreate the issue while the developer tools are open.
   The **Network** tab logs the HTTP traffic, and the **Console** tab logs the console messages.

Export logs

1. In the **Network** tab toolbar, select the **download** icon, and then select **Export HAR (with sensitive data)...**.
2. Save the file somewhere you can find it, such as your **Desktop**.
   The log saves as a `.har` file that includes request and response content.

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In older versions of Chrome, you may still see the **Save all as HAR with content** option when you right-click in the **Network** tab. In newer versions, the export options are on the download icon.

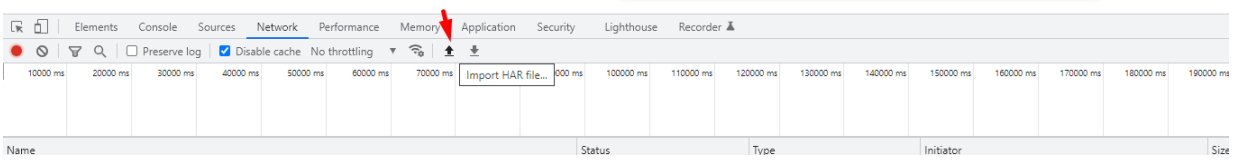
3. Select the **Console** tab.
4. Right-click inside the console output and select **Save as**.
5. Save the file somewhere you can find it.
   The console log saves as a `.log` file.
6. Send the `.har` file and the console log file to Kaltura Support.

In Edge, select **Copy console** instead of **Save as**, paste the text into a text file, and save it. In Chrome, you can also select **Copy console** if **Save as** isn't available.

For more information, see the Chrome developer tools network documentation.

View a HAR file in Chrome

1. Select the **Import HAR file...** icon to view and inspect network logs directly in Google Chrome.



Chrome developer tools change often. If you don't see the options described here, check your Chrome version or see the Chrome developer tools network reference for the latest interface.

Capture logs with Firefox developer tools

Persist logs

The **Persist logs** checkbox keeps your logs when you refresh the page.

1. Press F12, or right-click the page and select **Inspect**.
   The developer tools open in your browser window.
2. In the developer tools, select the **Network** tab.

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3. Select the **Persist logs** checkbox.

Capture and export logs

1. Press F12, or right-click the page and select **Inspect**.
   The developer tools open in your browser window.
2. In the developer tools, select the **Network** tab.
3. Clear the browser cache.
4. Recreate the issue while the developer tools are open.
   The **Network** tab logs the traffic, and the **Console** tab logs the console messages.
5. Right-click any line and select **Save all as HAR**.
   Don't select **Save as HAR**, because it saves only the request you right-clicked.
6. Save the file somewhere you can find it, such as your **Desktop**.
7. Select the **Console** tab.
8. Right-click inside the console output and select **Save all messages to file**.
9. Save the file somewhere you can find it.
   The console log saves as a `.log` file.
10. Send the `.har` file and the console log file to Kaltura Support.

If you prefer, select **Copy all messages** instead of **Save all messages to file**, paste the text into a text file, and save it.

For more information, see the Firefox Network Monitor documentation.

Capture logs with Safari developer tools

Safari has its own developer tools. Turn on the Develop menu in Safari's settings, and then open the web inspector from the **Develop** menu.

In the web inspector, use the **Network** tab to capture and export the network log, and the **Console** tab to copy the console messages into a text file.

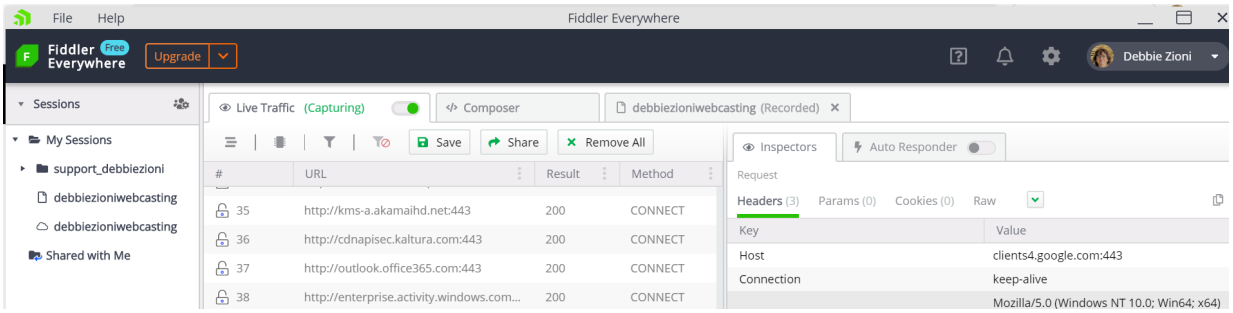
Send both files to Kaltura Support.

Capture logs with Fiddler (Windows)

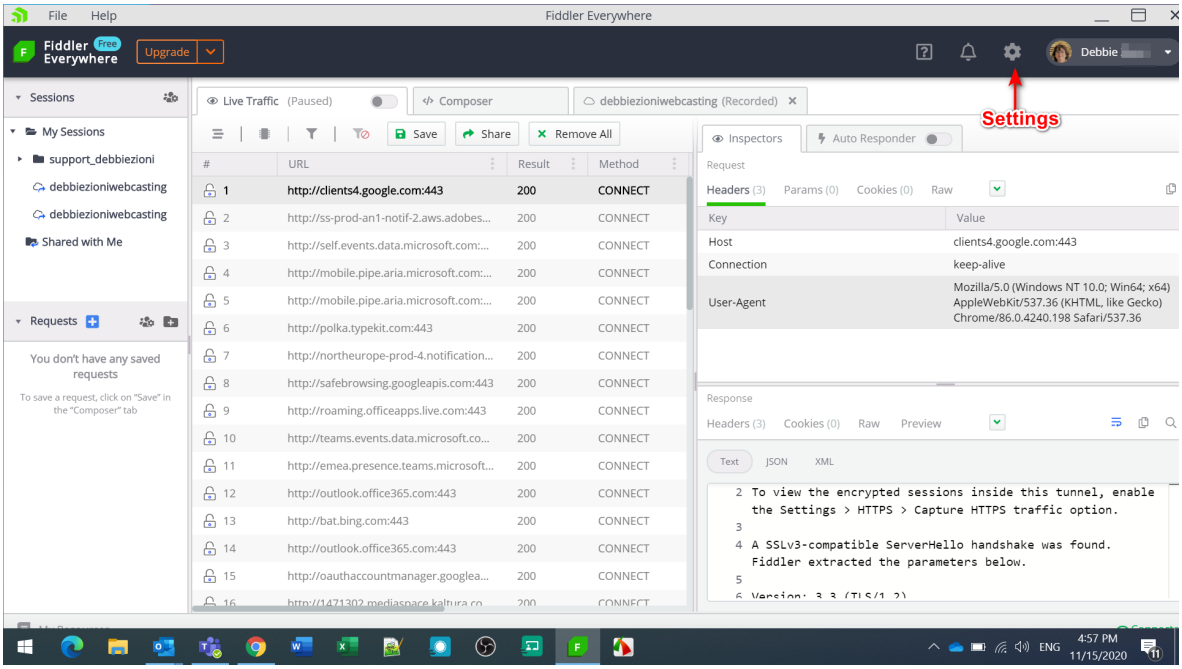
Capture web traffic

1. Download Fiddler from the Telerik website.
2. Open the installer file and follow the installation instructions.
   After installation, Fiddler opens with live traffic capturing turned on by default.

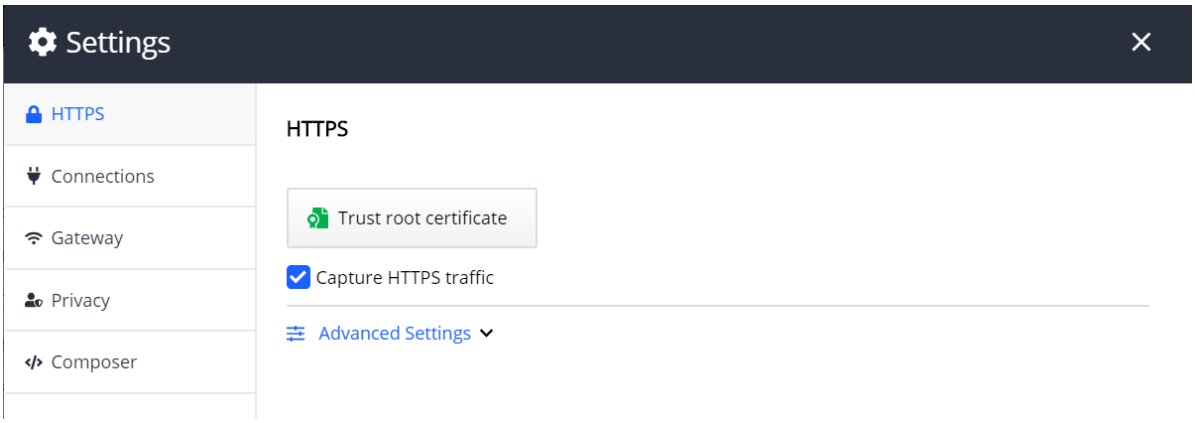
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3. To capture traffic sent through HTTPS or SSL, select the **Settings** icon.



4. Select the **HTTPS** tab, and then select the **Capture HTTPS traffic** checkbox.



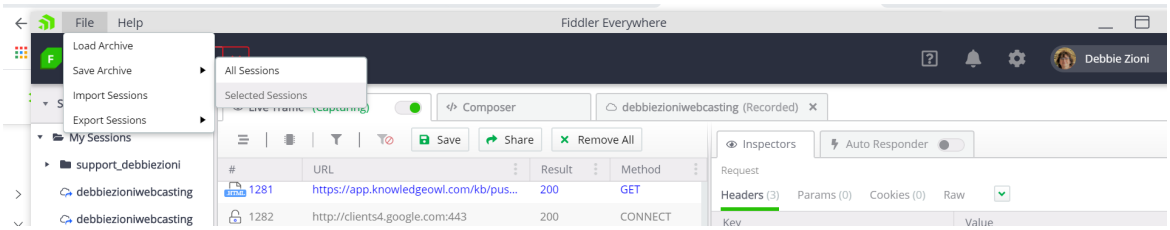
5. Select **Trust root certificate**.

   A message appears.

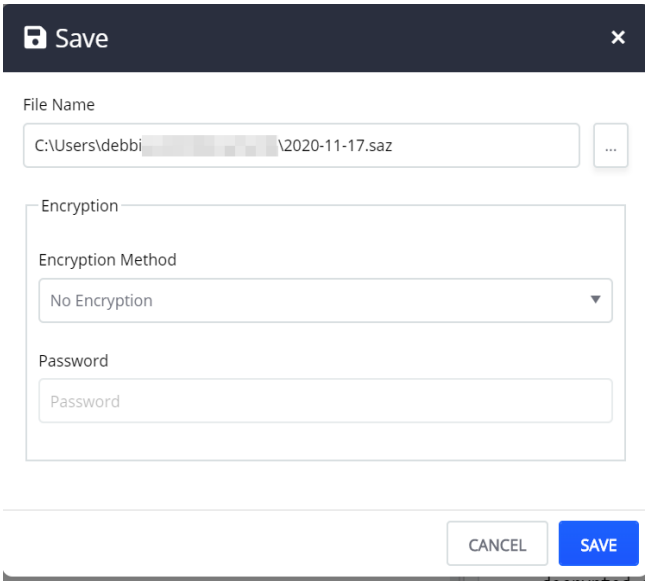


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6. Close the message, and then select **Save** in the **HTTPS** tab of the **Settings** window.
   Fiddler captures the live traffic.
7. Clear the browser cache.
8. Recreate the issue while Fiddler is running and capturing.
9. To stop capturing, turn off **Live Traffic**.
   Paused appears on the toggle.
10. Go to **File**, select **Save Archive**, and then select **Selected Sessions**.



11. Select **Save**.
    Fiddler saves the capture as a `.saz` file.



For more help using Fiddler, see Capture web traffic in the Fiddler documentation.

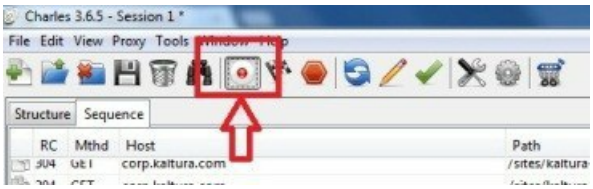
Capture logs with Charles Proxy

Capture web traffic

1. Download Charles Proxy from the Charles website.
2. Install Charles Proxy and run it.

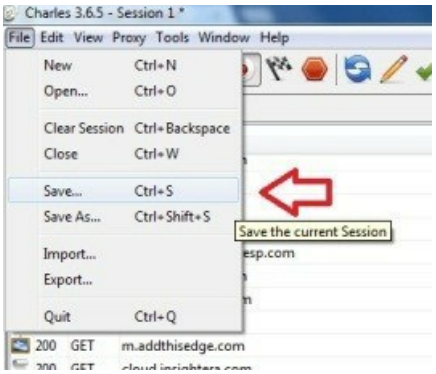
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3. In the upper left of the window, make sure the red recording dot is highlighted. If it isn't, select **Start/Stop recording**.



To capture HTTPS traffic, see the Charles SSL proxying documentation.

4. Clear the browser cache.
5. Recreate the issue while Charles is running.
6. When you finish, go to **File**, and then select **Save As**.



7. Enter a unique name for the file.

For more information, see the Charles documentation.

You can email attachments up to 25 MB. For larger files, share a Google Drive link in your email instead of attaching the file, or use WeTransfer, a service for sending large files.

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