How to Capture Network Traffic Logs for Kaltura Support

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What is a Web Debugging Tool?

A web debugging tool is a web proxy (HTTP Proxy / HTTP Monitor) that runs on your own computer. Your web browser (or any other Internet application) is configured to access the Internet through the proxy, and this proxy is then able to record and display the network traffic data coming in and out of your computer.

Kaltura recommends using Fiddler for Windows and Charles Proxy for Mac.

When Should You Capture Traffic Logs?

Since traffic logs record communication from and to Kaltura, they can help identify the real cause behind issues that end users see in the front end.
Traffic logs are especially useful for Kaltura Support to investigate issues that are specific to the user's network or that are not reproducible.

Google Chrome Dev Console

Preserve log is a checkbox that lets you persist **logs** between page refreshes. This is useful when debugging website issues that require you to refresh the page, since all console output is otherwise cleared.

To preserve the logs

1. Press F12 (or right click on the page and select 'Inspect Element').
2. At the top-right of your browser window, click the Settings icon
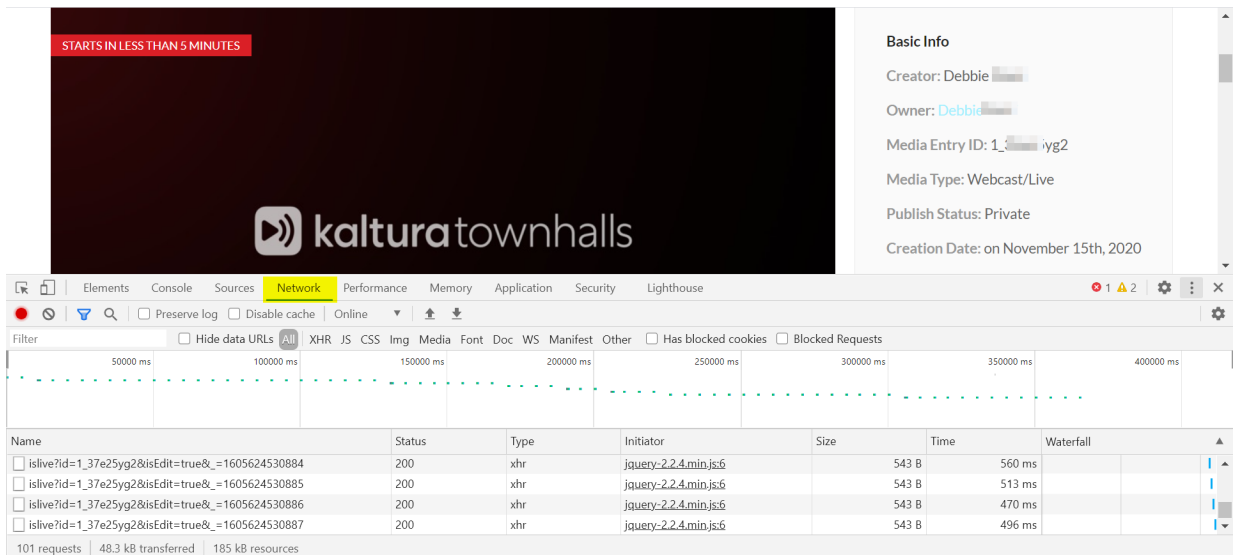3. Click the Console tab.
4. Select **Preserve log**.
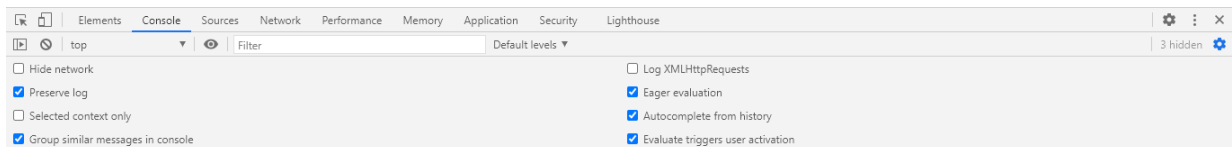
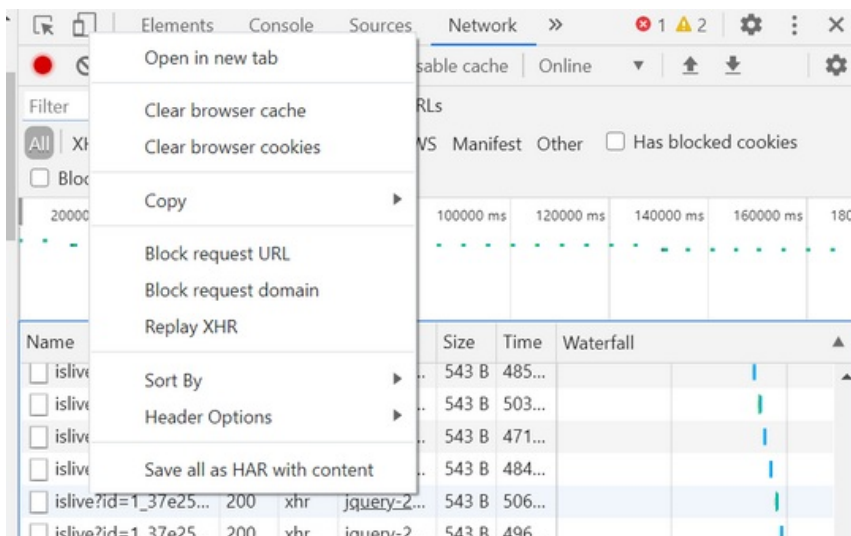### How to Capture Web Traffic Using the Chrome Dev Console

1. Press F12 on your keyboard (or right click on the page and select 'Inspect Element'). The console appears on the bottom of the screen.
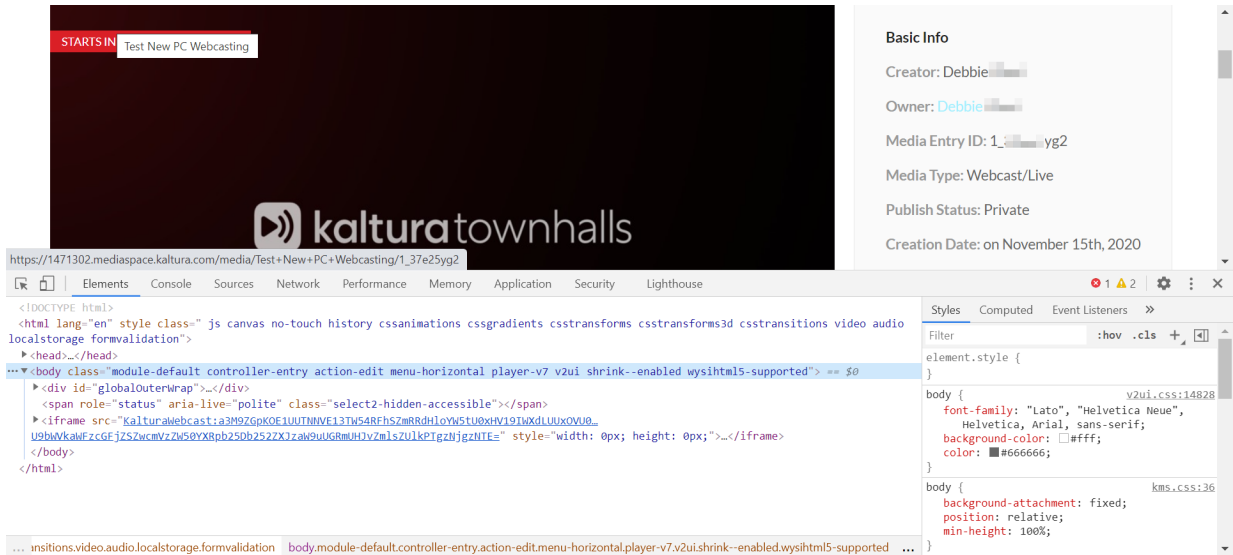
2. On the console, select the Network tab.

3. Right click on any line and select Clear browser cache.

4. Recreate the issue while the console is open. You will see the HTTP traffic being logged.

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5. Right click on any of the lines and select 'Save all as HAR with content'.
6. Send us the .har file.

* Additional information about 'Chrome web debugger' can be found @ https://developers.google.com/chrome-developer-tools/docs/network.

To view an imported .har file in the browser

- Select the import a .**har** file icon to view and inspect network logs directly in the Google Chrome browser.
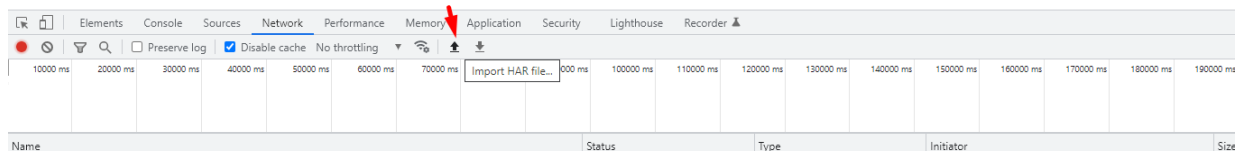
Firefox Browser Dev Tools

Persist log is a checkbox that lets you persist **logs** between page refreshes.

To preserve the logs

1. Press F12 on your keyboard (or right click on the page and select 'Inspect Element'). The console appears on the bottom of the screen.
2. On the console, select the Network tab.
3. Select Persist **logs**.

## How to Capture Web Traffic Using the Firefox Dev Console

1. Press F12 on your keyboard (or right click on the page and select 'Inspect Element'). The console appears on the bottom of the screen.
2. On the console, select the Network tab.
3. Clear the browser cache.
4. Recreate the issue while the console is open. You will see the traffic being logged.
5. Right click on any of the lines and select 'Save all as HAR'.
6. Send us the .har file.

* Additional information about Firefox network monitor can be found @ https://developer.mozilla.org/en-US/docs/Tools/Network_Monitor
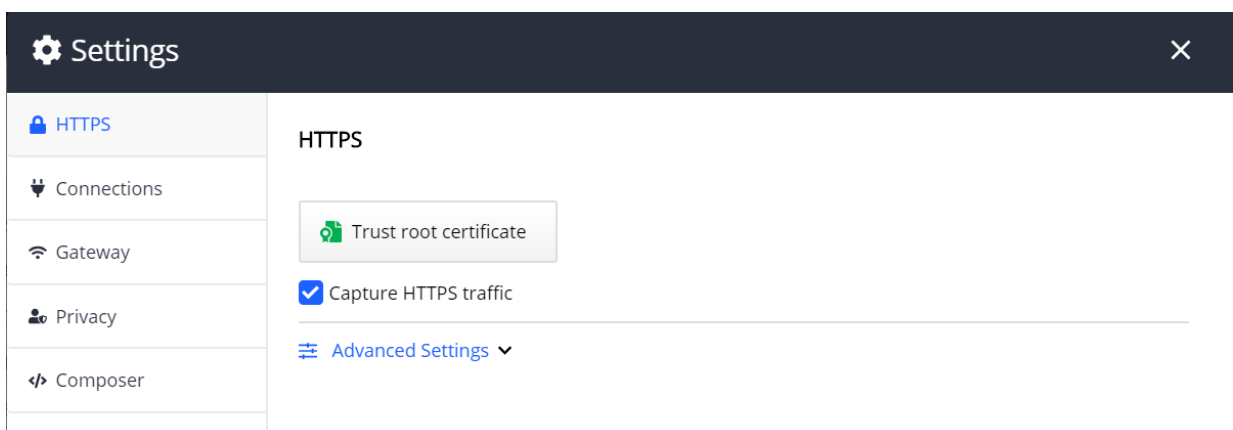
Fiddler

How to Capture Web Traffic Using Fiddler

1. Download 'Fiddler' software from http://www.fiddler2.com/Fiddler2/version.asp

2. Open the installer file and follow the installation instructions.

3. After installation is complete, the software opens with Live Traffic Capturing as the default.
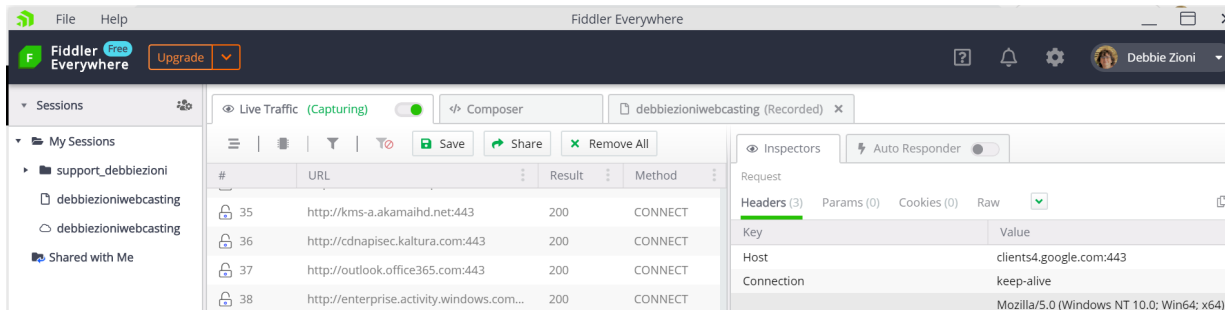
4. To capture traffic that is transferred through HTTPS/SSL click on the Settings icon.
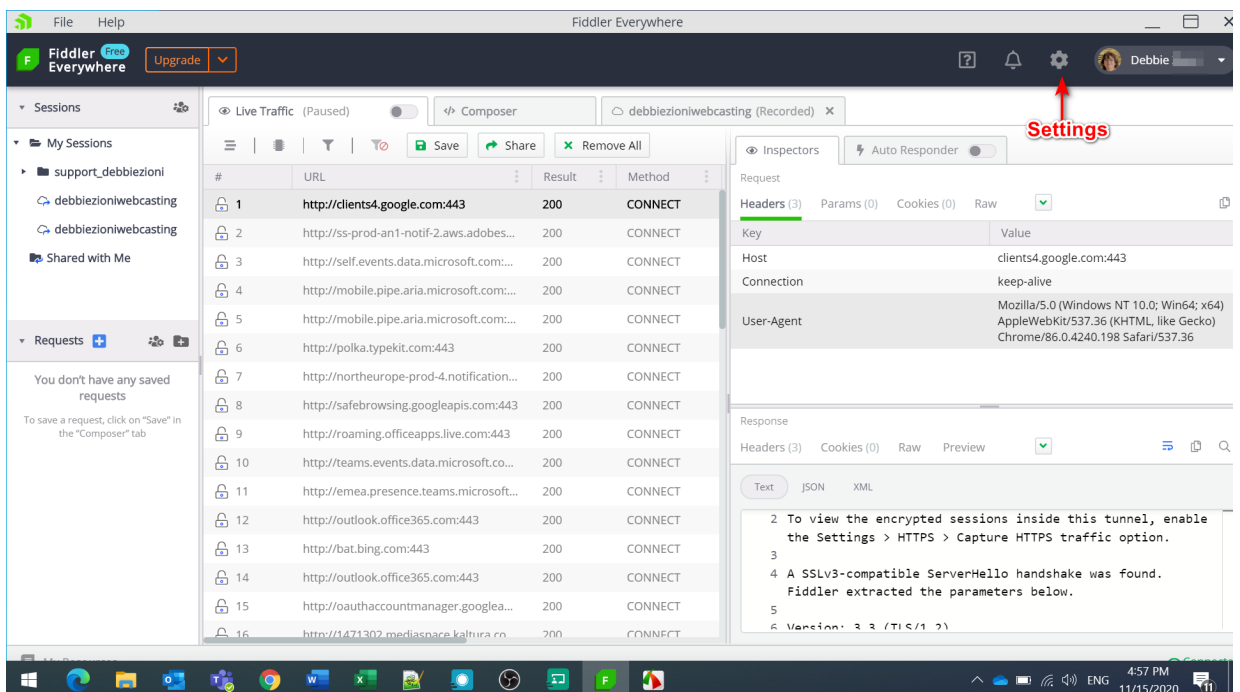


5. Select the HTTPS tab and check "Capture HTTPS traffic.

6. Click Trust root certificate. The following message is displayed:

✓ Fiddler Root Certificate trusted successfully. ✕

7. Close the message and then click Save in the Http tab in the Settings window. Fiddler is Capturing the Live Traffic.

8. Clear the browser cache.

9. Recreate the issue while Fiddler is running and Capturing.

10. To stop capturing the log, toggle off Live Traffic. Paused is displayed on the toggle.

11. After capturing the event, save it as a .saz file.

    a. Select File > Save Archive> Selected Sessions.
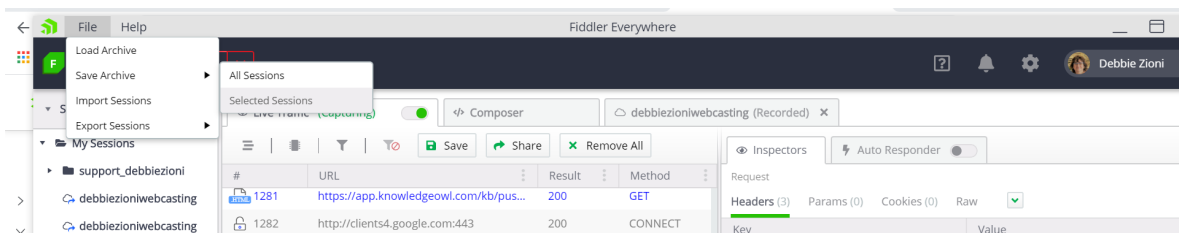
    b. Click Save.
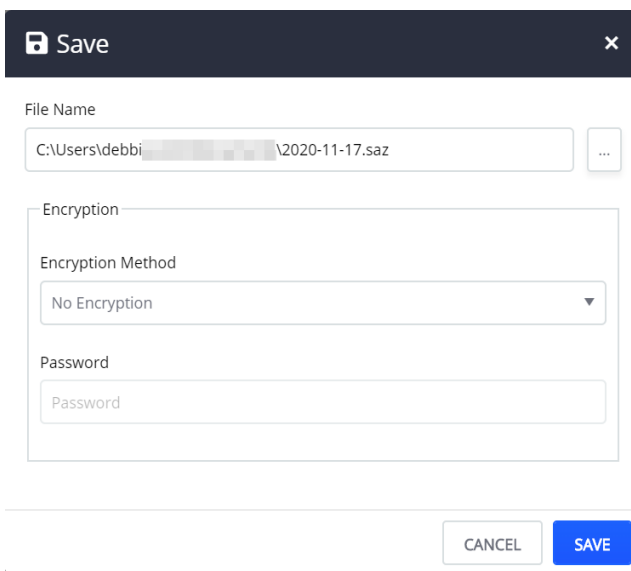
    * Additional assistance on how to use the software can be found here:

    http://www.fiddlertool.com/fiddler/help/ui.asp

Charles Proxy

How to Capture Web Traffic Using Charles Proxy

1. Download the software 'Charles Proxy' from http://www.charlesproxy.com/download/

2. Install the software and run it.

3. When the software opens, in the upper left corner of the window the red dot "recording" should be highlighted – if it isn't, click the button to "Start/Stop recording".

If you need to capture HTTP / SSL traffic, see

http://www.charlesproxy.com/documentation/proxying/ssl-proxying/

4. Clear the browser cache.

5. Recreate the issue you are experiencing while Charles is running.

6. When you are through recreating the issue, click on File->Save As, and select a unique name.
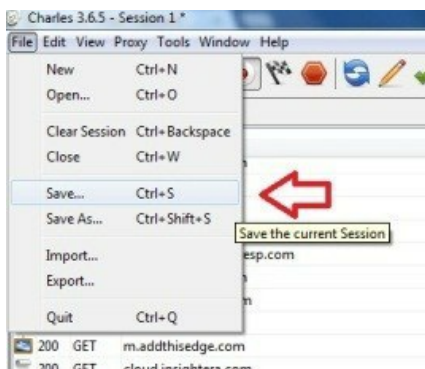
* additional information about 'Charles' can be found @

http://www.charlesproxy.com/documentation/

⚠️   When accessing an authenticated website and recording network traffic logs, the user's login credentials, such as username/password values, may also be recorded and conveyed in the file shared with Kaltura Customer Care.

⚠️   You can send up to 25 MB in attachments. If your file is greater than 25 MB, please consider using Google Drive link in the email instead of including it as an attachment. Or, you could try WeTransfer.com, a service that lets you send large files easily and conveniently.