

How to Generate a HAR File for Troubleshooting?

When you encounter complex issues within the **Openprovider Reseller Control Panel (RCP)**—such as page loading errors, timeouts, or buttons not responding—our support team may ask you to provide a **HAR (HTTP Archive)** file.

A HAR file is a log of all network requests your browser makes during a specific session. This file helps our technical team visualize exactly what is happening in the background when you experience an issue, allowing us to identify the root cause faster.

“ ⚠ **Important Security Note:** HAR files contain sensitive data, including the content of the pages you downloaded and your active session cookies. Anyone with access to this file can potentially impersonate your session. Please ensure you only share this file with trusted support agents and consider using a [HAR sanitizer](#) to strip sensitive information before sending.

Instructions by Browser

Select your browser below to view the steps for generating a HAR file.

Google Chrome

1. Open Chrome and navigate to the page in the RCP where the issue is occurring.
2. Right-click anywhere on the page and select **Inspect**, or press **F12**.
3. In the panel that opens (Developer Tools), click the **Network** tab.
4. Look for the **Record** button (a round circle) in the upper-left corner of the Network tab.
 - If it is **Red**, it is already recording.
 - If it is **Grey**, click it once to start recording.
5. Check the box that says **Preserve log**.
6. Click the **Clear** button (a circle with a diagonal line) to remove any previous logs.

7. **Reproduce the issue:** Refresh the page or perform the specific action that causes the error while the Network tab is open.
8. Once the issue has occurred, look for the download arrow icon (**Export HAR**) in the Network tab toolbar.
9. Save the file to your computer as "Save as HAR with Content".

Refer : <https://support.google.com/admanager/answer/10358597?hl=en#capture-your-http-network-session>

Mozilla Firefox

1. Open Firefox and navigate to the page in the RCP where the issue is occurring.
2. Click the menu button (three horizontal lines) in the top right, then go to **More tools > Web Developer Tools**.
3. Click the **Network** tab.
4. Ensure the **Persist Logs** option is checked (click the gear icon to find this if not visible).
5. **Reproduce the issue:** Refresh the page or perform the action that causes the error.
6. Once the requests appear in the list, right-click anywhere on the file list grid.
7. Select **Save All As HAR**.
8. Save the file to your computer.

Microsoft Edge

1. Open Edge and navigate to the page in the RCP where the issue is occurring.
2. Right-click anywhere on the page and select **Inspect**, or press F12.
3. Click the **Network** tab.
4. Ensure the **Preserve log** checkbox is selected.
5. **Reproduce the issue:** Refresh the page or perform the action that causes the error.
6. Once the issue is reproduced, find the **Export HAR** icon (an arrow pointing down) in the Network tab toolbar.
7. Save the file to your computer.

Safari

Note: You must first enable the Develop menu.

1. Open Safari and go to **Safari > Settings** (or Preferences) > **Advanced**.
2. Check the box "**Show features for web developers**" (or "Show Develop menu in menu bar").
3. Close the settings.
4. Click **Develop** in the menu bar and select **Show Web Inspector**.
5. Click the **Network** tab.

6. **Reproduce the issue:** Refresh the page or perform the action that causes the error.
 7. Click the **Export** icon in the top right of the Web Inspector window.
 8. Save the HAR file to your computer.
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How to Send the File to Support

1. **Compress the file:** HAR files can be large. We recommend zipping the file (right-click > "Compress" or "Send to > Compressed (zipped) folder") before uploading.
 2. **Attach to Ticket:** Reply to your open email thread with the Openprovider support team and attach the zipped file, or upload it directly when submitting a new ticket via the [Openprovider Help Center](#).
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