

Collect HAR Logs from SecureX Console

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Problem:](#)

[Solution:](#)

[Related Information](#)

Introduction

This document describes how to collect HTTP Archive (HAR) logs from a browser.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem:

TAC uses HAR logs to troubleshoot issues related to the SecureX console.

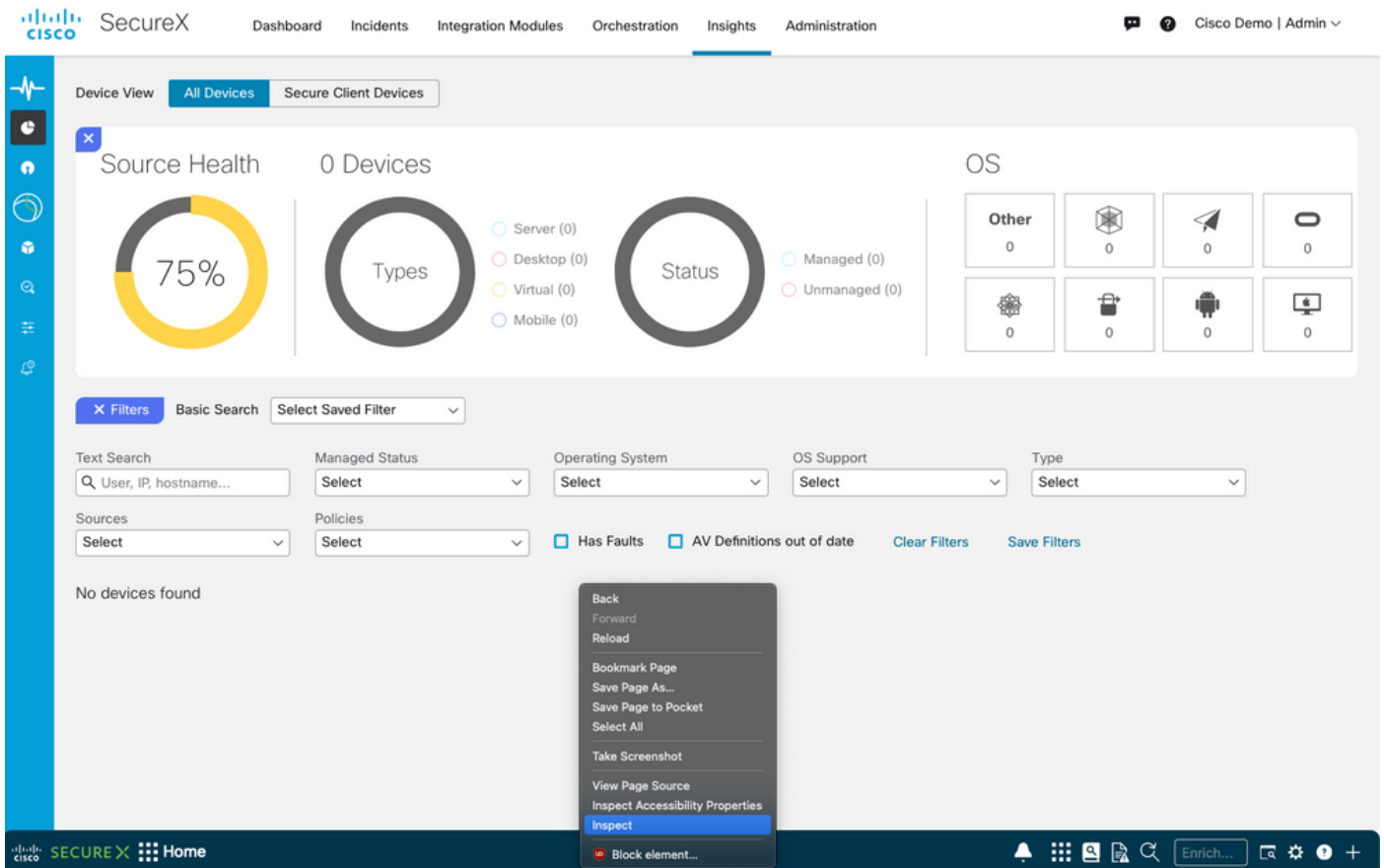
With the information in the HAR logs, TAC can review the API queries made to the SecureX backend server and isolate an issue efficiently.

Solution:

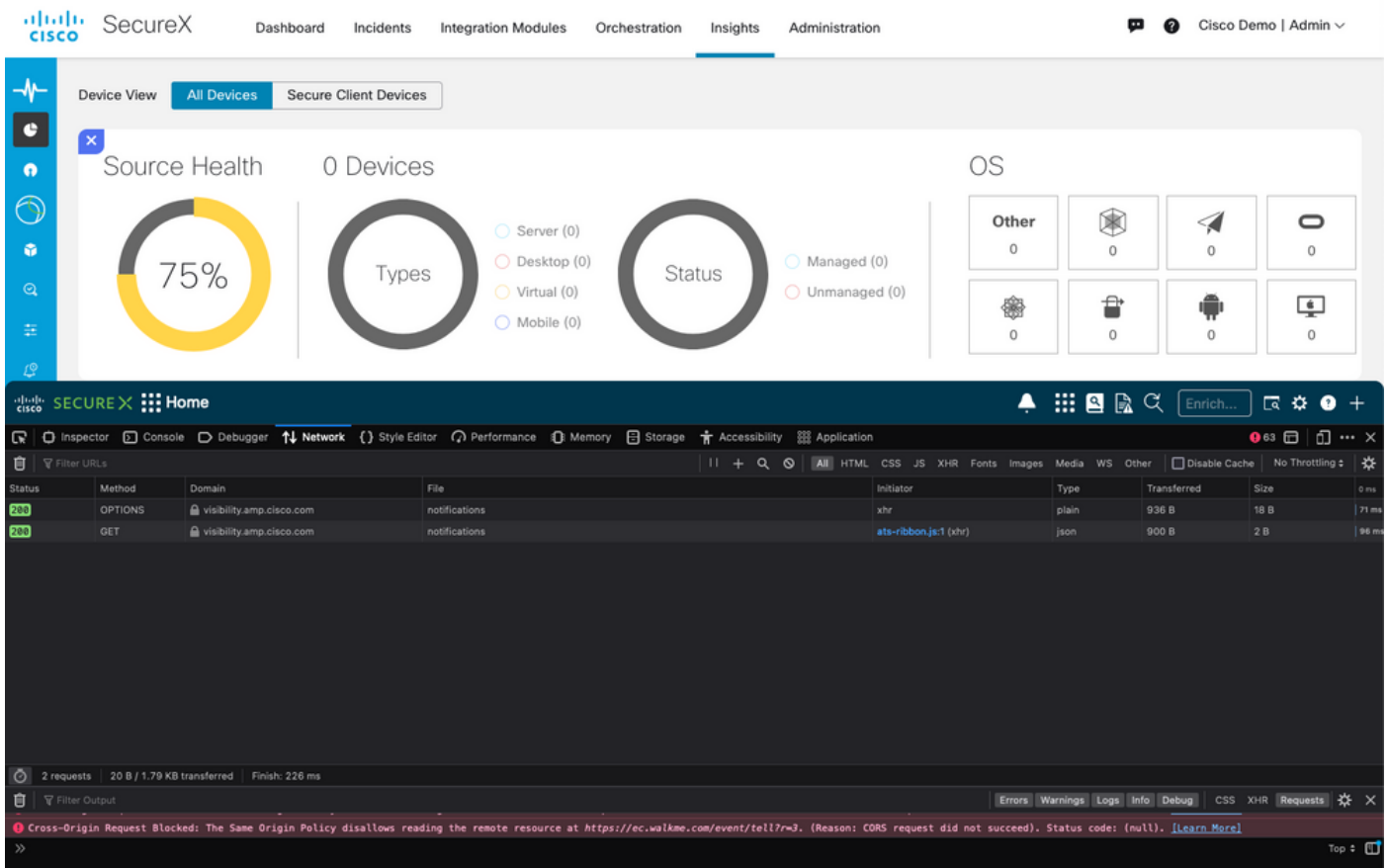
Step 1. Navigate to the SecureX console.

Step 2. Navigate to the section where the issues are presented and right-click.

Step 3. Select **Inspect**.

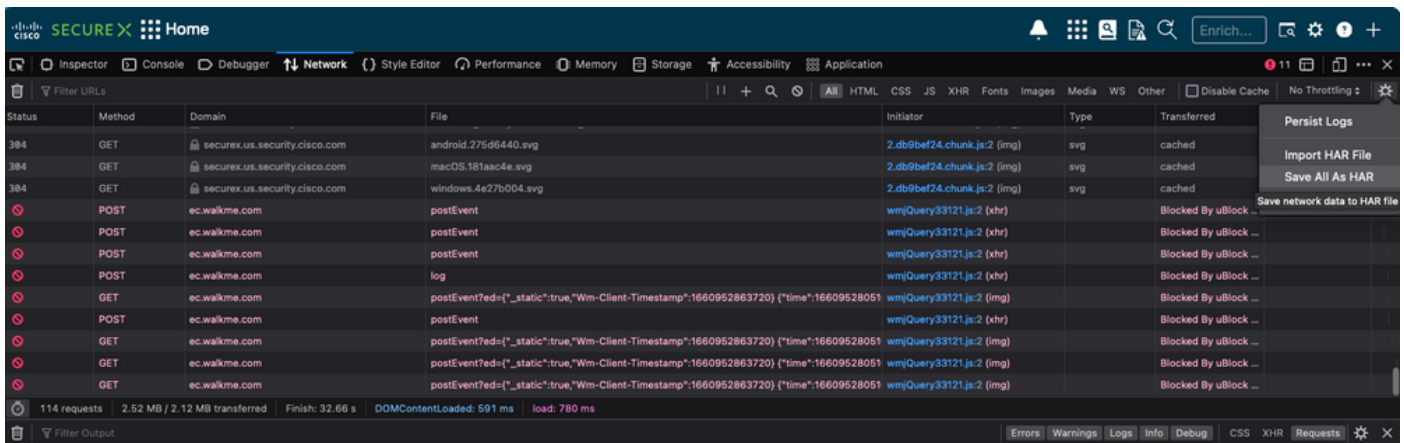


Step 4. Navigate to the Network tab.



Step 5. Reproduce the issue or reload the page so that all the queries can be captured in the logs.

Step 6. Select the Engine icon and select **Save All as HAR** to archive the logs on your computer.



Step 7. Once you have the HAR file created, upload the file to the [Support Case Manager](#) into your TAC case.

Related Information

- [Official SecureX Documentation](#)
- [Technical Support & Documentation - Cisco Systems](#)