Capture Network traces with Chrome Network Tool

This tutorial shows how to collect network traces with Google **Chrome** Network Tool, no needs to install any additional software.

1. Open Chrome Network Tools

When you are on the Learning Plan, on your keyboard press Ctrl-Shift-I.

Alternatively, click the **'3 Lines' button in Top-Right**->More tools->Developer Tools (shortcut: press Ctrl-Shift-I)

Then the Developer Tools frame window will be docked on the bottom of Chrome window.

- Select Network Tab

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2. Enable Persistent logs option

Make sure Preserve log is enabled

- Network Tab
- Check Preserve log

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3. Replicate the issue

Replicate the issue (ex: course completion problems, course freezes, timeout issues...), the DevTool window should be populated by traces.

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4. Stop capturing once you finished to replicate the issue

Once you finished to replicate the problem, press the Red record button.

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The record icon then becomes Grey:

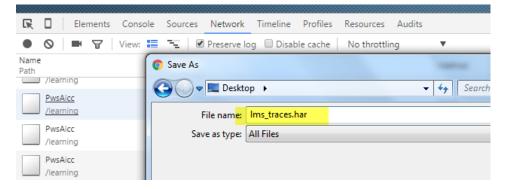
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5. Save the traces in HAR file

Right-click anywhere on traces and select 'Save as HAR with content'.

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6. Attach the HAR file in the case



Thanks for your cooperation!