

# 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.

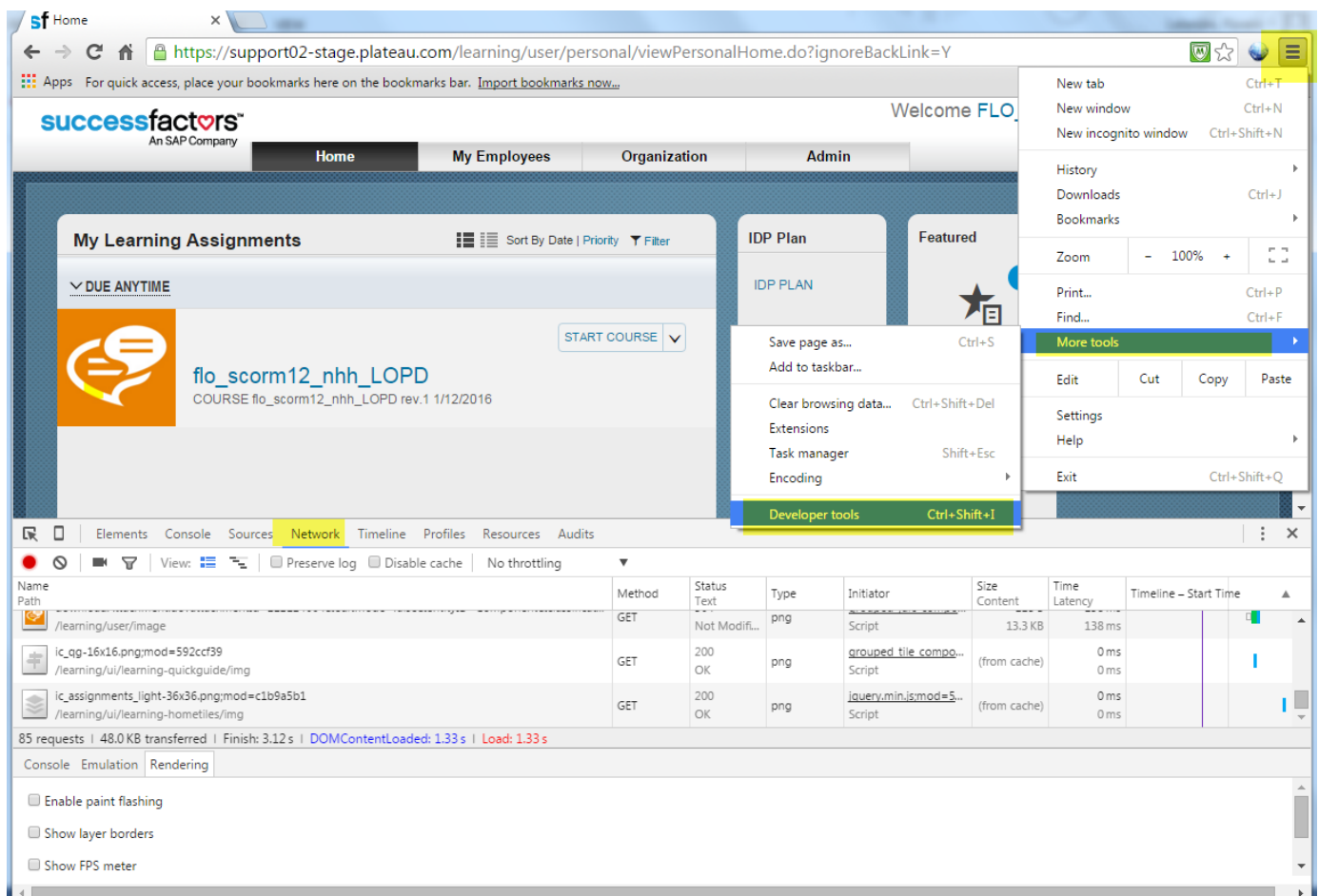
## 1. Open Chrome Network Tools

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**



## 2. Enable Persistent logs option

Make sure **Preserve log** is enabled

- **Network Tab**
- Check **Preserve log**

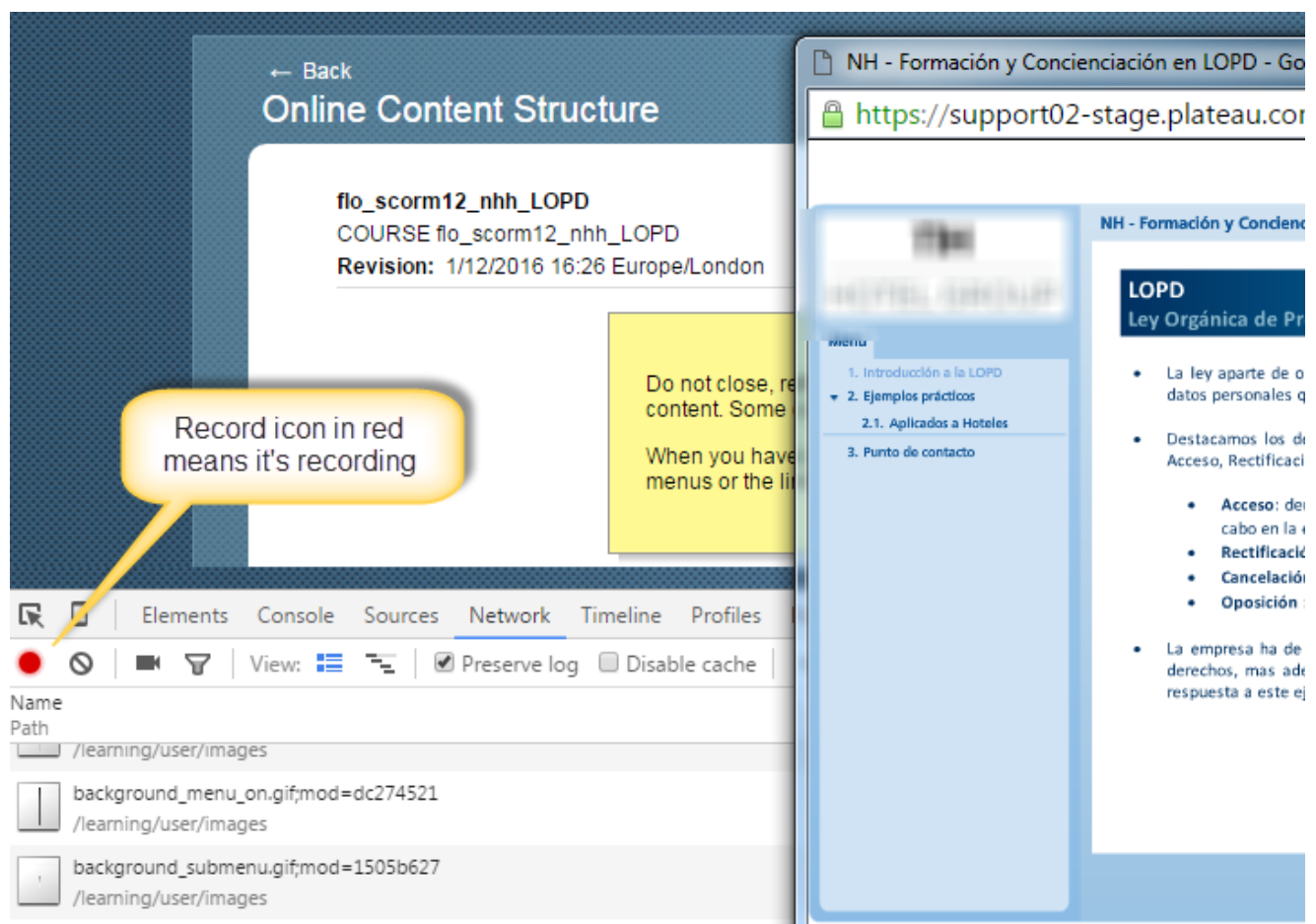


The screenshot shows the Chrome DevTools Network tab. The 'Preserve log' checkbox is checked. The network log shows two requests:

Name	Path	Method	Status Text
jame	/learning	POST	OK
PwsAicc			200

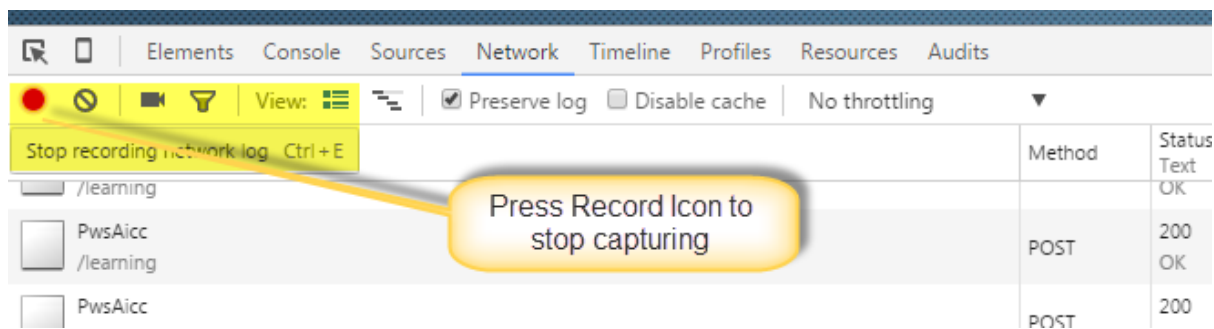
### 3. Replicate the issue

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

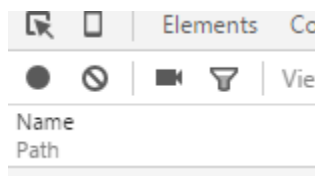


#### 4. Stop capturing once you finished to replicate the issue

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

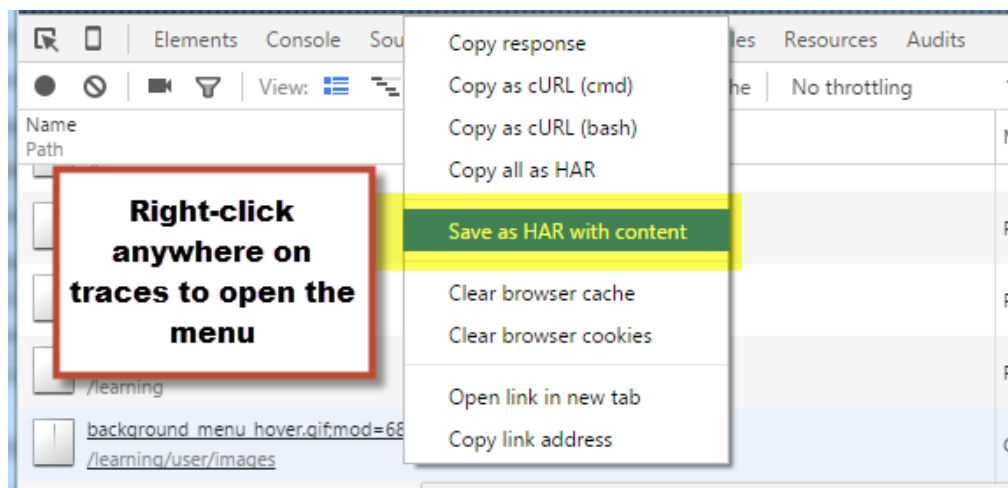


The record icon then becomes Grey:

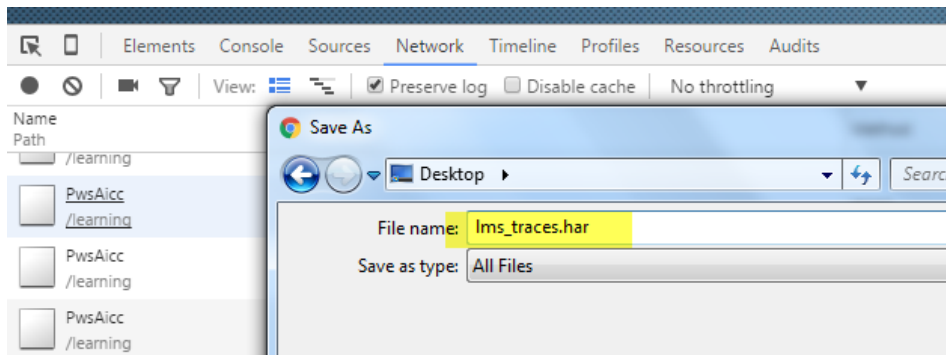


#### 5. Save the traces in HAR file

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



## 6. Attach the HAR file in the case



Thanks for your cooperation!