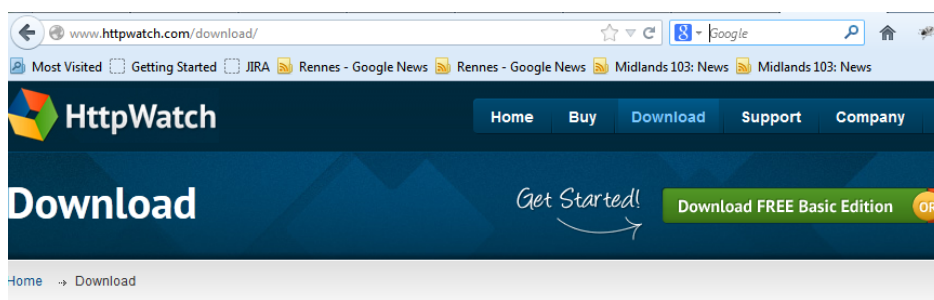


# HttpWatch tutorial

This tutorial shows the process of capturing network traffic using the HttpWatch tool. The only prior requirement is to have at least Internet Explorer or Firefox installed.

## 1 - Download

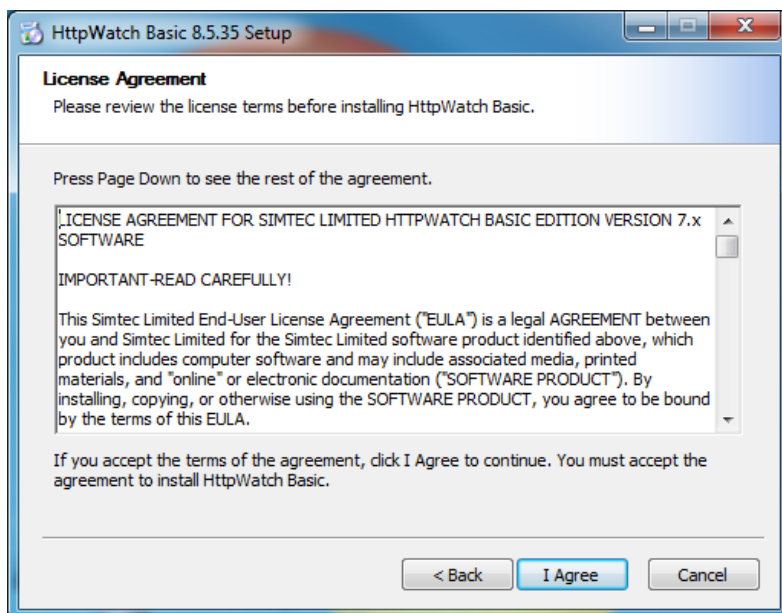
On <http://www.httpwatch.com/download/>  
Download the latest free version.

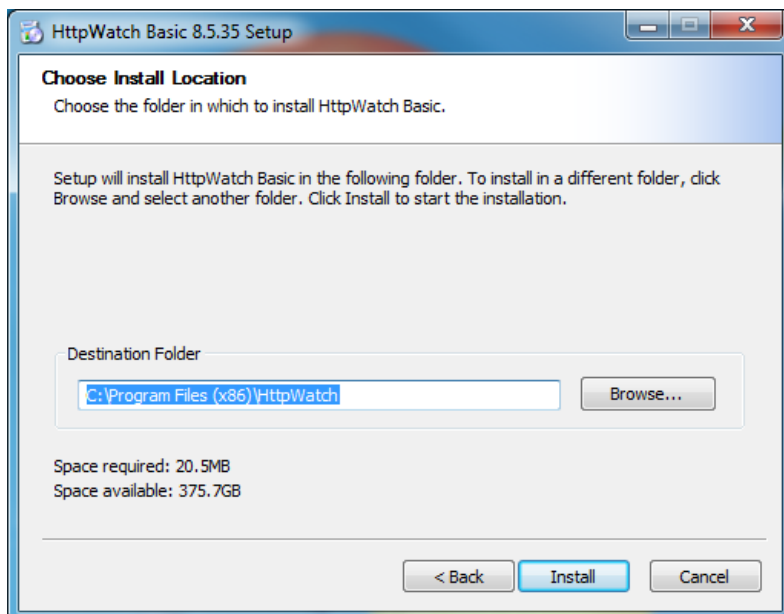
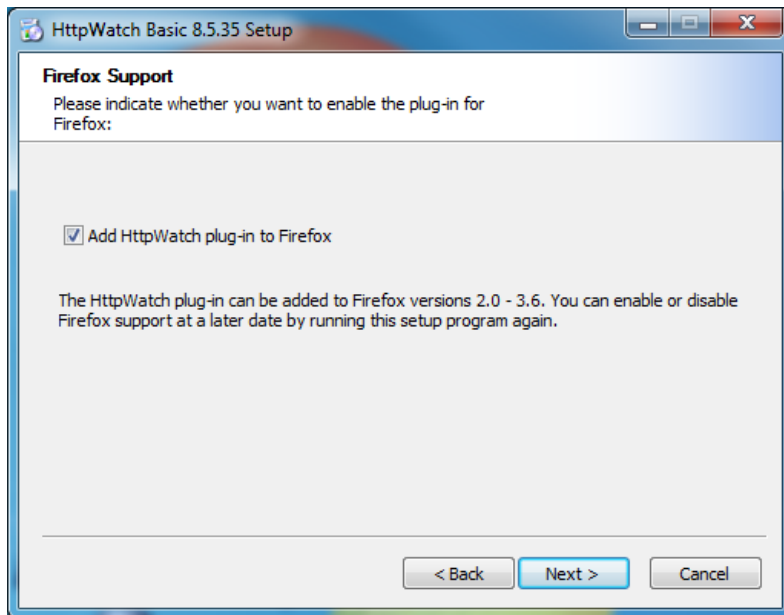


HttpWatch	HttpWatch Basic and Professional Edition	
Home	Version 8.5.35	
Overview	<b>System Requirements:</b> Windows XP, Vista or Windows 7 - 8 (x86 and x64) and Internet Explorer 6.0 - 10 or Mozilla Firefox 10.0 - 2	
Features	<b>Basic Edition</b>	<b>Professional Edition</b>
Compare Editions	<b>Free Version</b>	<b>Purchase License Key</b>
New in Version 8.x	This setup program installs the latest version of HttpWatch Basic Edition. It is fully functional but only displays extended HTTP information for a limited number of well known sites.	This setup program installs the latest version of HttpWatch Professional Edition for custom users who have purchased a license key for version 8. <a href="#">eligible for a free upgrade</a>
Awards and Reviews	Download 17MB  Version History	Download 19MB  Version History
Download		
Pricing		
<b>Our Customers</b>		
Who is using it?		
What are they saying?		
<b>Articles &amp; Samples</b>		

## 2 - Install

Follow the steps of the installer



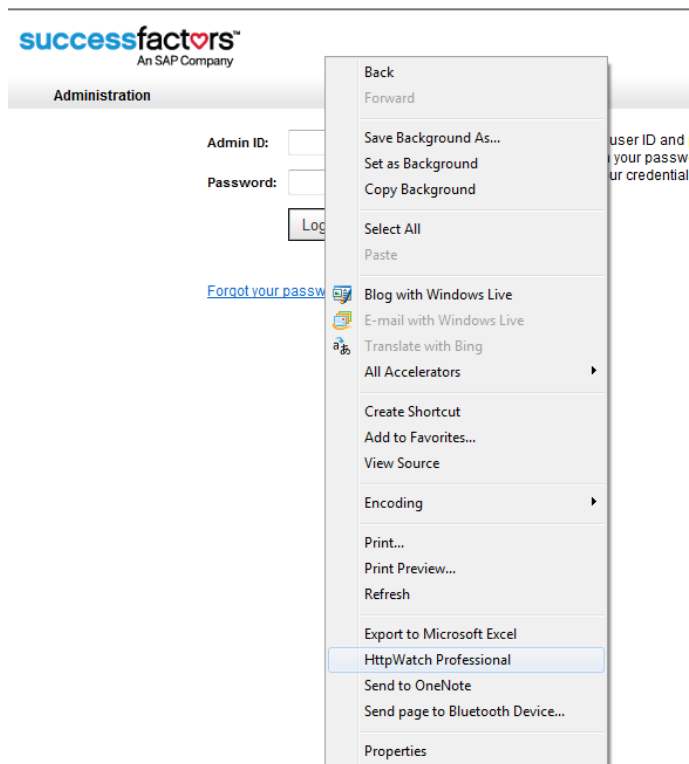


### 3 - Open

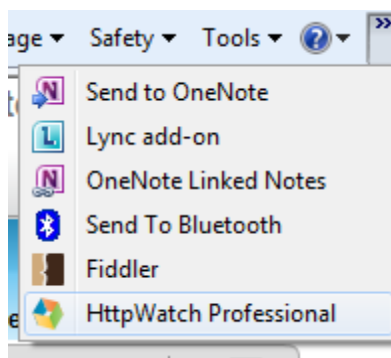
HttpWatch supports Internet Explorer and most of versions of Firefox. It is recommended to use IE for ease of compatibility.

On IE, right-click on the browser.

in the right-click menu you will see a row "HttpWatch Basic" (or HttpWatch Professional), Professional version is not required.

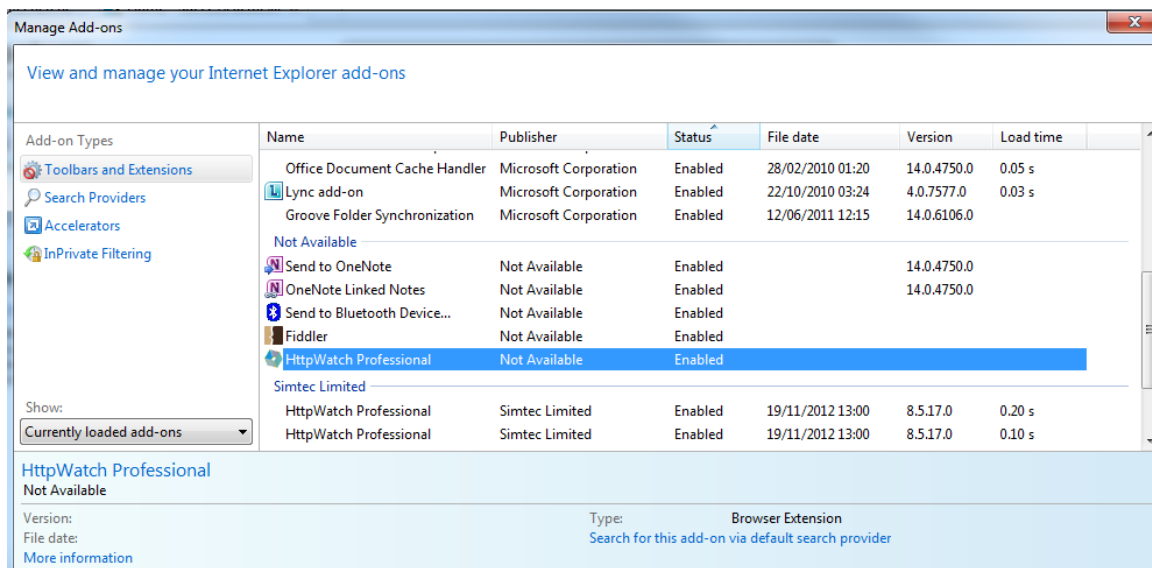


Or alternatively via the IE Toolbar (by pressing chevrons >> )

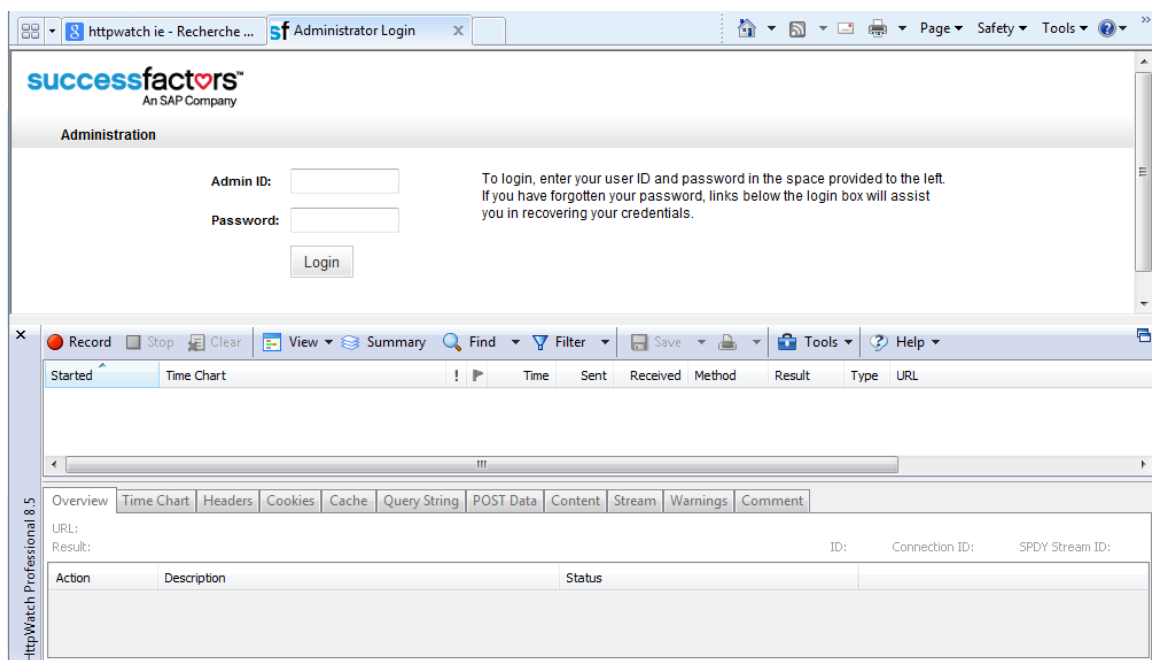


If you can **NOT** see the HttpWatch in any of these menu, make sure the Add-on has the status **Enabled**.

In **Tools -> Internet Options -> Programs tab -> Manage Add-ons**



It is now turned-on. The HttpWatch panel appears at the bottom of the browser.



## 4 – Capture

Press record button and reproduce your issue (for example Login to LMS...)

The panel will be filled by traces.

Once the issue is reproduced, press 'Stop' button to stop capturing traffic.

To help SF support in debugging process, you can note roughly the time when the issue happened.

The screenshot shows the SuccessFactors Administration interface. At the top, there's a navigation bar with 'Home', 'Organization', and 'Admin' tabs. Below it, a search bar and 'Quick Links' section are visible. The main content area displays 'Welcome to SuccessFactors Administration'. Overlaid on this is the HttpWatch Professional 8.5 interface, which is in 'Record' mode. It shows a 'Time Chart' on the left and a table of network traffic on the right. The table has columns for Time, Sent, Received, Method, Result, Type, and URL. The bottom of the HttpWatch window shows a 'Page Summary' for 'Home - SuccessFactors Administration' with details like Elapsed Time (9.633 seconds) and Downloaded Data (60694 bytes).

## 5 – Save

To save captured traces, press Save button.

This screenshot shows the HttpWatch interface with the 'Save' button in the top toolbar highlighted. A tooltip is visible over the 'Save' button, stating 'Save the log to an .hwl file (Ctrl+Shift+S)'. The background shows the same network traffic table as in the previous screenshot.

A popup will appear asking for file name and location. Traces are saved in .hwl file.

The screenshot shows a 'Save' dialog box. It has a 'File name' field containing 'lms\_http\_traces' and a 'Save as type' dropdown menu set to 'HttpWatch Log File (\*.hwl)'. At the bottom, there are checkboxes for 'Hide Folders' and 'Open in HttpWatch Studio', along with 'Save' and 'Cancel' buttons.

## 6 – Send

To send the traces to SuccessFactors support, simply attach the **.hwl** file to your CRM case.  
Thank you for your cooperation!