

# Capturing HAR Files for Diagnosis

In certain cases Nearmap may request an HAR file in order to help diagnose an issue with the website. To generate this, please follow these instructions:

1. The steps in this article will result in a brief capture of network activity on your computer, which could cause unintended private information to be sent to Nearmap. In order to minimize this, please ensure that no other tabs or windows in your Chrome browser are open while conducting the following steps.
2. Use Google's Chrome browser.
3. Start logged out of our online MapBrowser.
4. Either press **F12** to open Chrome's developer tools, or access them by right-clicking anywhere on a webpage and selecting **Inspect Element**.
5. In the lower window that appears, switch to the **Network** tab.
6. Hit the **Clear** button (it's a gray circle with a line through it, next to the **Record** button on the left).
7. Toggle the **Record** button to red if it's not already.
8. In the upper window, login to the Nearmap MapBrowser.
9. Do whatever in Nearmap leads to poor performance or the issue to be diagnosed.
10. As soon as you've seen the issue occur for 10-20 seconds, right-click the spreadsheet area where it shows the network calls and select **Save all as HAR with content**.
11. Save the file to a location you can easily find and email us the text file.

