

How do I pull an error log if I encounter a bug?

Published on 02/10/2021

Chrome

• Press F12 on your keyboard or open the Chome menu and navigate toMore tools > Developer tools



- Select Console
- Select the circle with the slash toclear console
- · Recreate the issue within ignite





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| | ▶ action GET_CUSTOM_VIEW_SETTINGS @ | 15:35:38.907 op | opus.lib.4bb6af1min.js:39 | | | | | | | | |
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• Right-click in the console area and select Save As to save the log

- Select Network
- Right-click and select Save all as HAR with content to save the log

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• Send both of these saved files to our Support Team!

Safari

 Open Safari Menu and navigate to Preferences > Advanced tab. Toggle the checkbox for Show Develop Menu in Menu Bar



• Open Develop menu and select Connect Web Inspector

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- · Click Console tab and then recreate the issue within ignite
- Left click in the Web Inspector panel and CTRL+S to save log



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- Click Network tab and recreate the issue within ignite
- Left click in the Web Inspector panel and CTRL+S to save log



• Send both of these saved files to our Support Team!

Firefox

• Open the Firefox menu and navigate to Web Developer > Web Console





• Select the trash icon to clear the console then recreate the issue within ignite



• Right click in the console and select Export Visible Messages To > File to save the log



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• Select Network then right click and select Save All As HAR to save the log

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• Send both of these saved files to our Support Team!