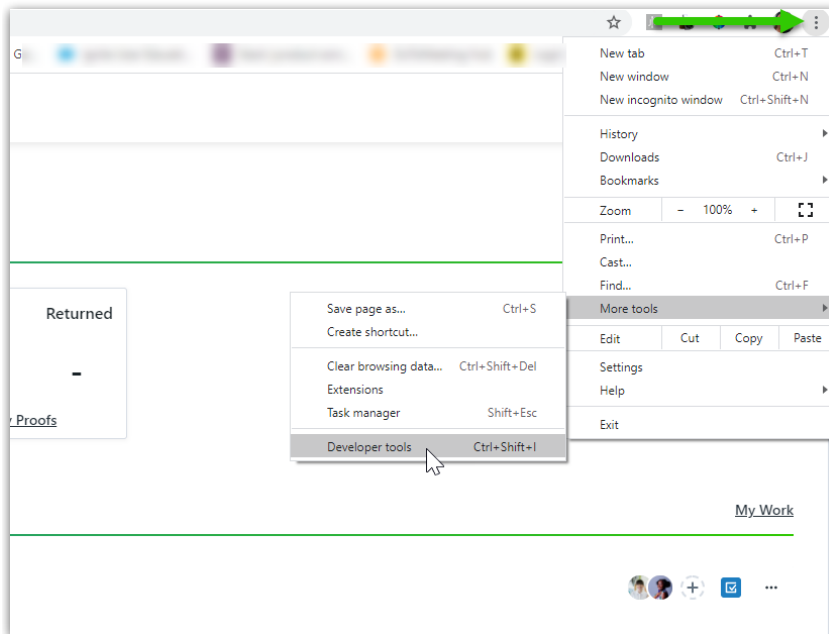


# How do I pull an error log if I encounter a bug?

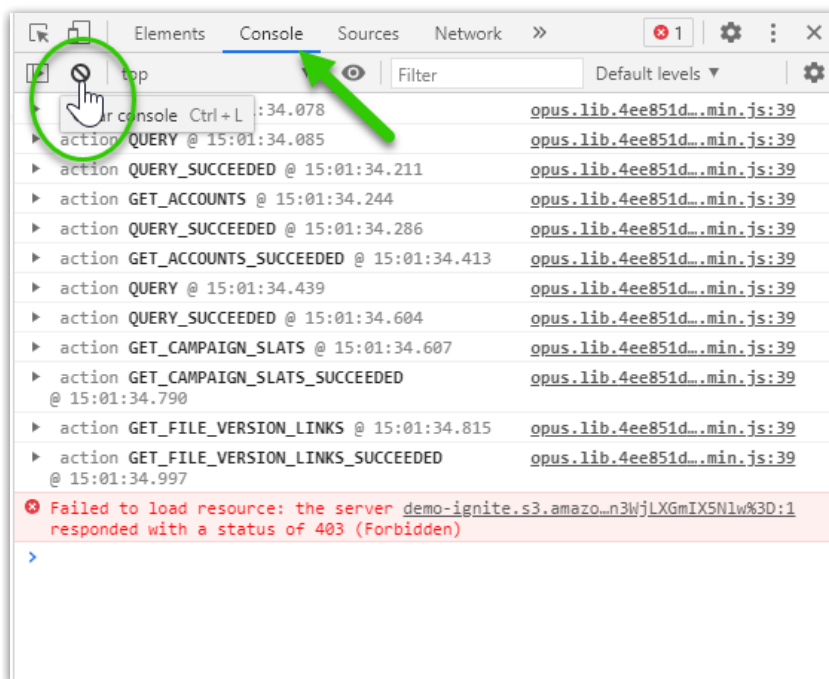
Published on 02/10/2021

## Chrome

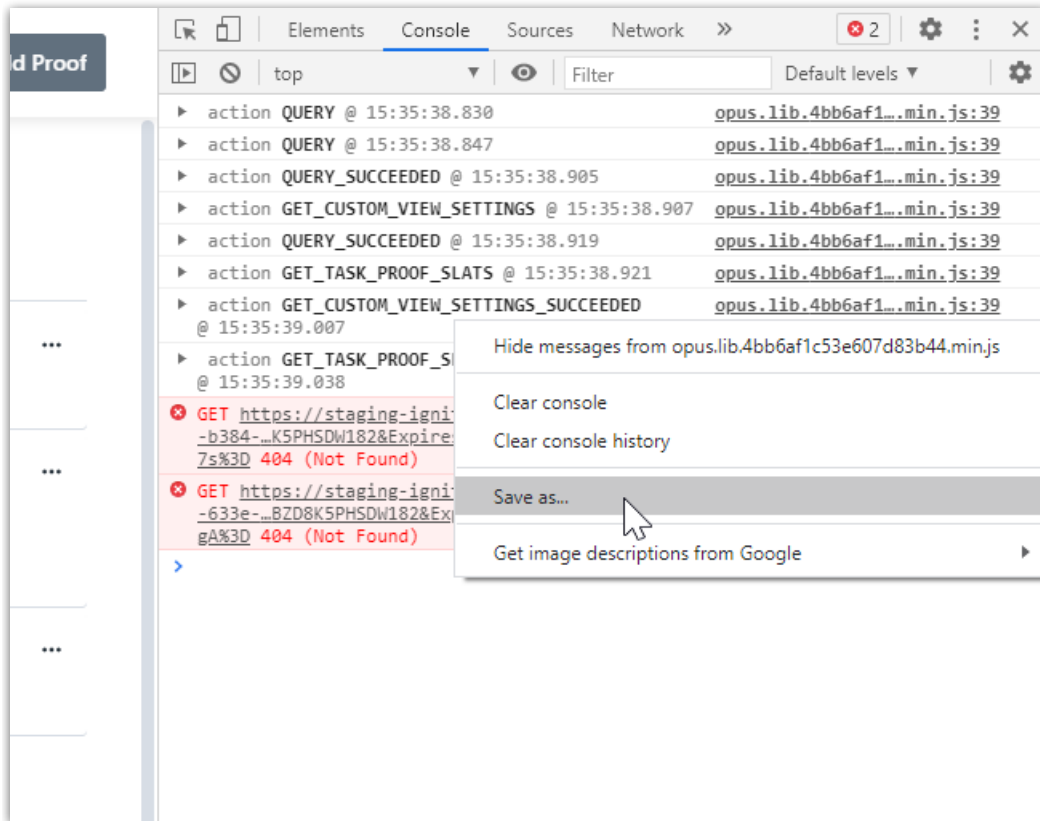
- Press **F12** on your keyboard or open the Chrome menu and navigate to **More tools > Developer tools**



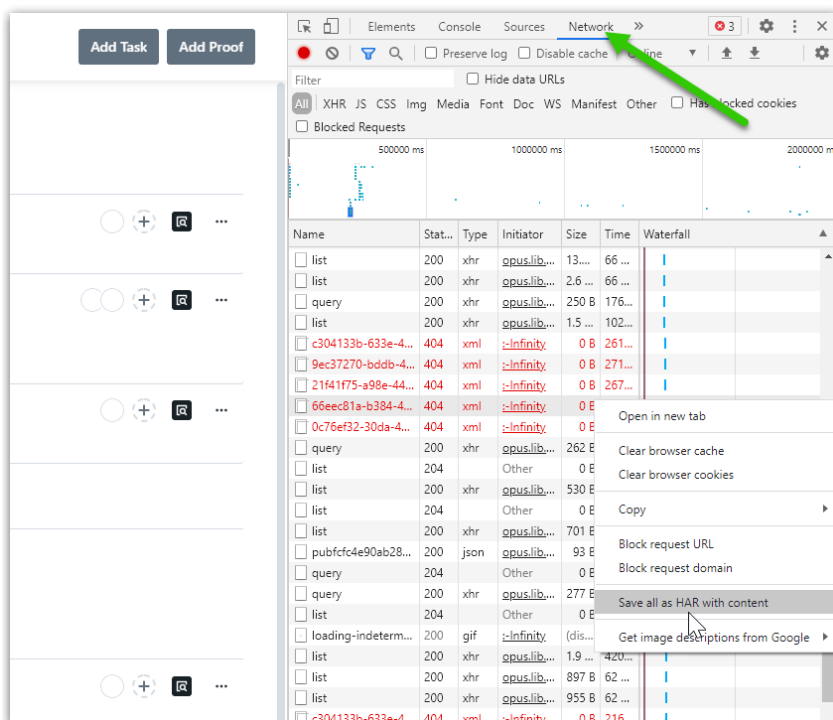
- Select **Console**
- Select the circle with the slash to **clear console**
- Recreate the issue within ignite



- Right-click in the console area and select **Save As** to save the log



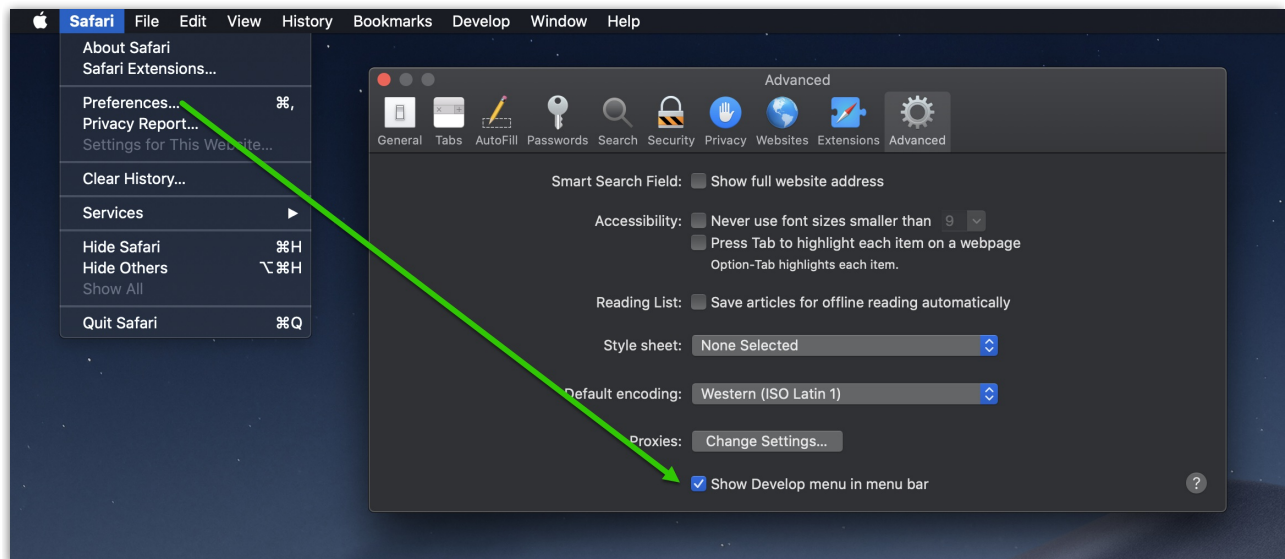
- Select Network
- Right-click and select **Save all as HAR with content** to save the log



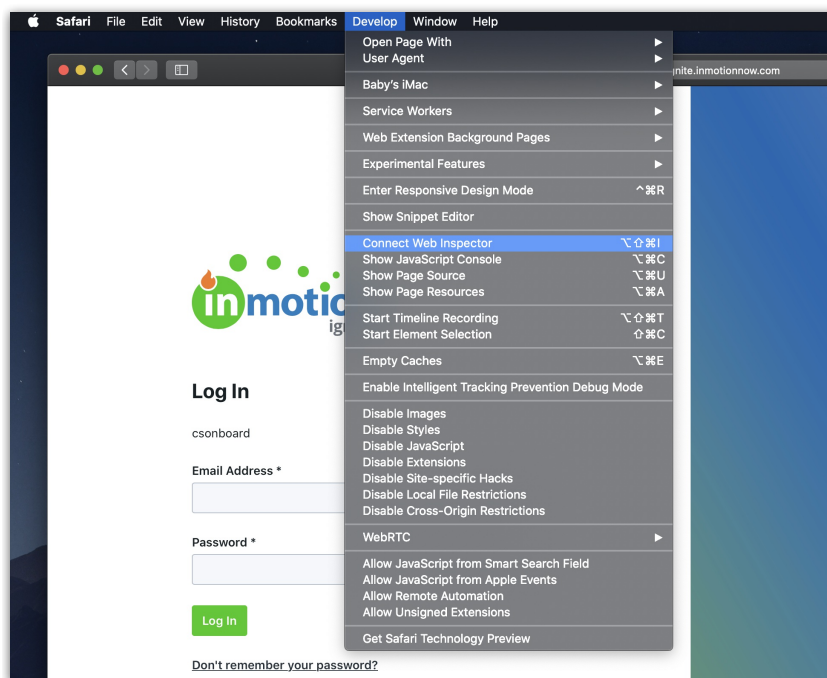
- Send both of these saved files to our Support Team!

## Safari

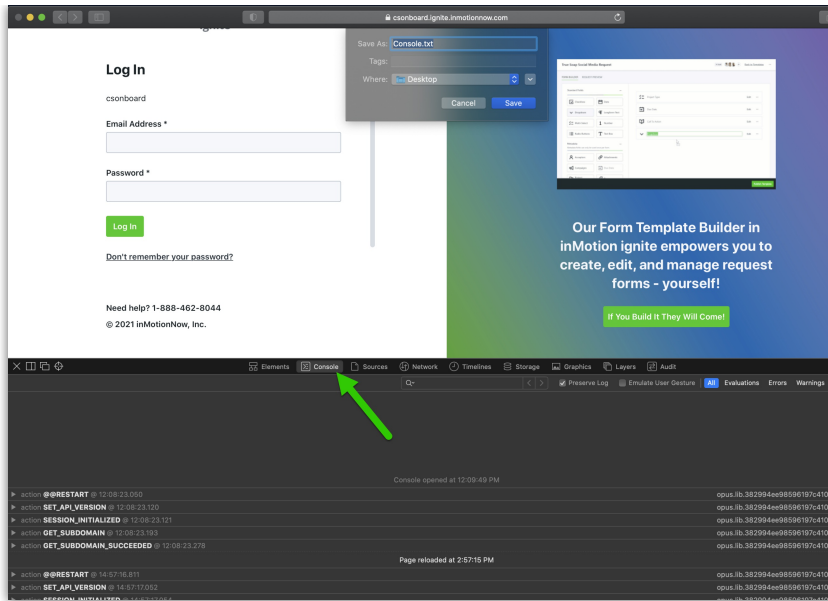
- Open Safari Menu and navigate to **Preferences > Advanced tab**. Toggle the checkbox for **Show Develop Menu in Menu Bar**



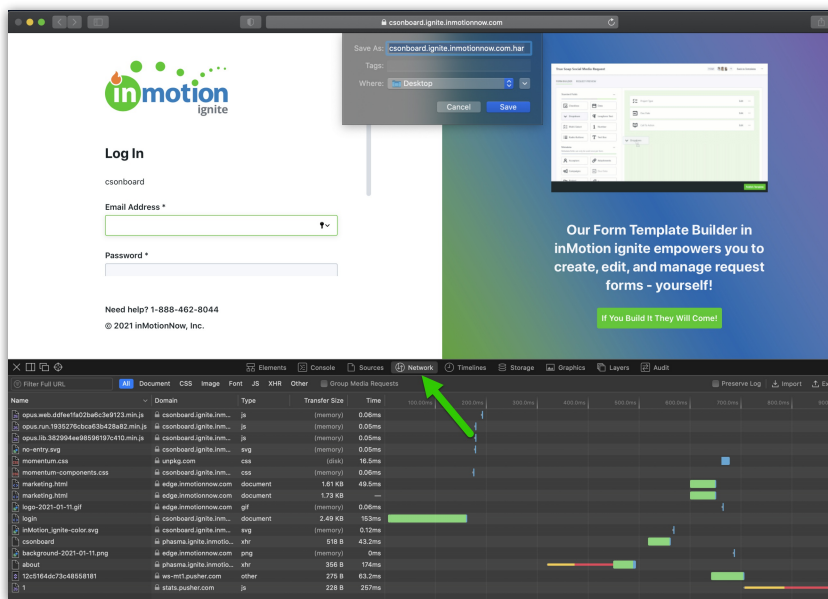
- Open Develop menu and select **Connect Web Inspector**



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



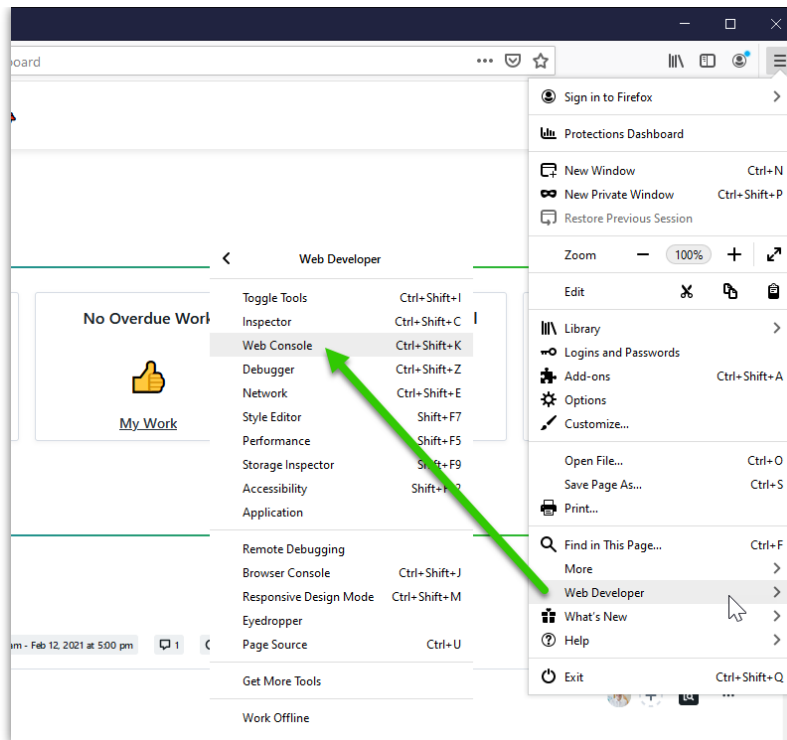
- Click **Network tab** and recreate the issue within ignite
- Left click in the Web Inspector panel and CTRL+S to save log



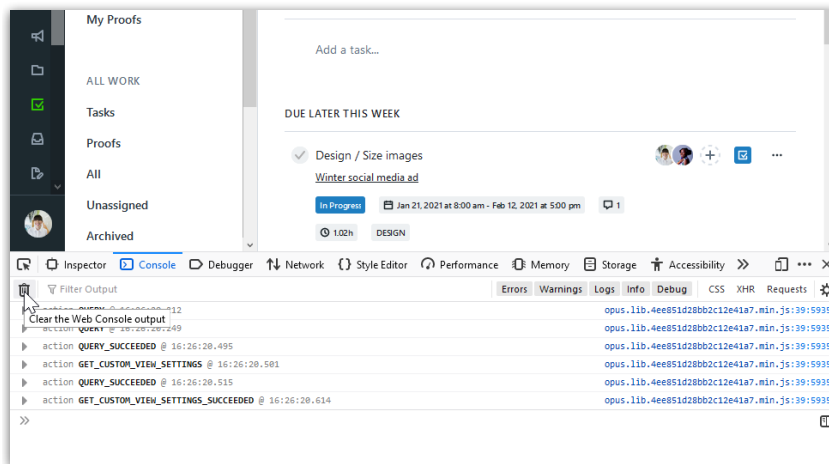
- Send both of these saved files to our Support Team!

## Firefox

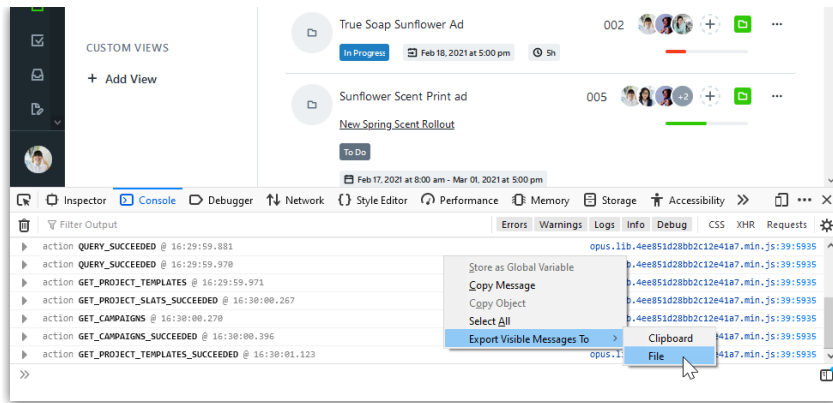
- Open the Firefox menu and navigate to **Web Developer > Web Console**



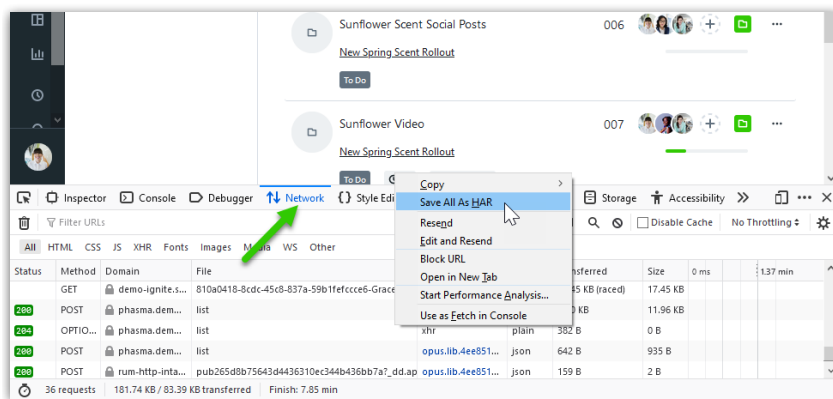
- Select the trash icon to clear the console then recreate the issue within ignite



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



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



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