# How can I generate a HAR file?

When troubleshooting complex connection issues, it's sometimes necessary for our customer representatives to get some additional information from you in order to troubleshoot the issue further. For example, if you ever get a broken or abnormal landing page after conneting to a Fon Spot there are a lot of different factors that may contribute to the problem. To narrow down the cause of the performance problem, we need more data.

Google Chrome, in particular, makes it relatively easy to capture all the data we need using what's called a HAR file. For this reason, we may ask you to generate a HAR file to help troubleshoot the trouble you're experiencing. Please see the following directions for how to generate a HAR file:

1. Start by opening Google Chrome. If you don't have Google Chrome and you're free to install additional programs, please download Google Chrome and install it.
2. Using Chrome, go to the landing page or Fon page where you are experiencing trouble
3. Right-click anywhere on that page and click on **Inspect Element** to open Chrome's Developer Tools
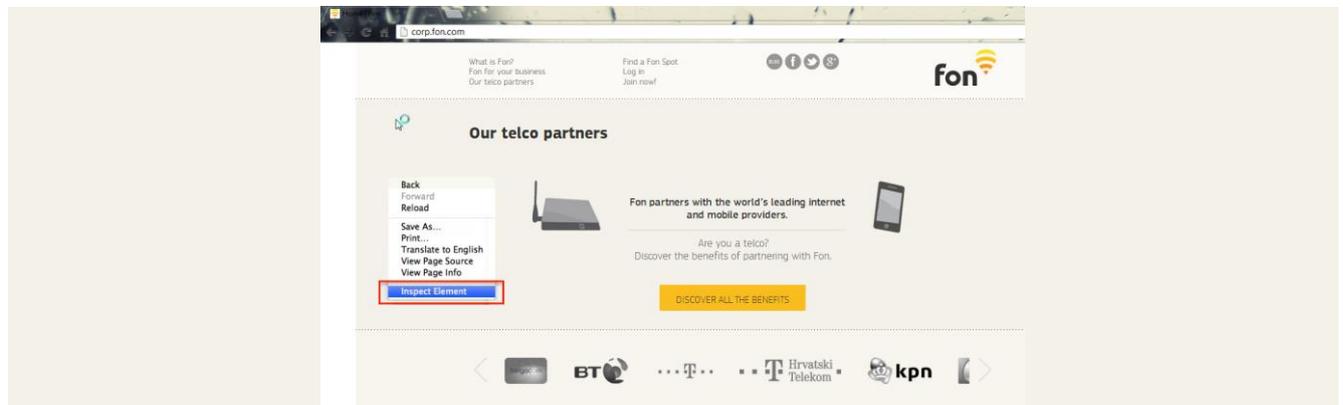

4. The Developer Tools will open as a panel at the bottom of the page. Click on the **Network** tab.
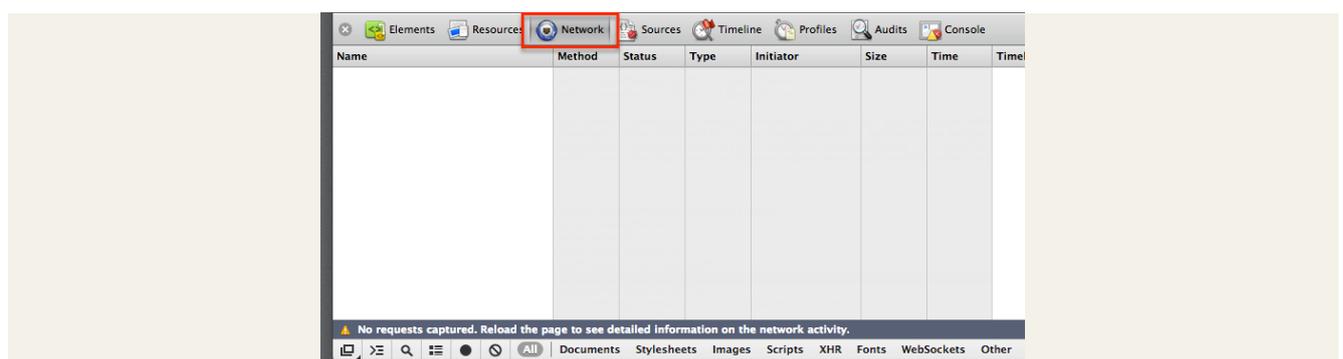
5. Click the record button, a solid black circle, at the bottom of the Network tab to begin recording activity in your browser.

6. Refresh the page you're on and use the Fon Spot like you normally would. The goal is to reproduce the problem you've been experiencing while Google Chrome is recording activity.

7. Once you've encountered the problem successfully while recording, right-click within the Network tab and click **Save as HAR with Content** to save a copy of the activity that you recorded.
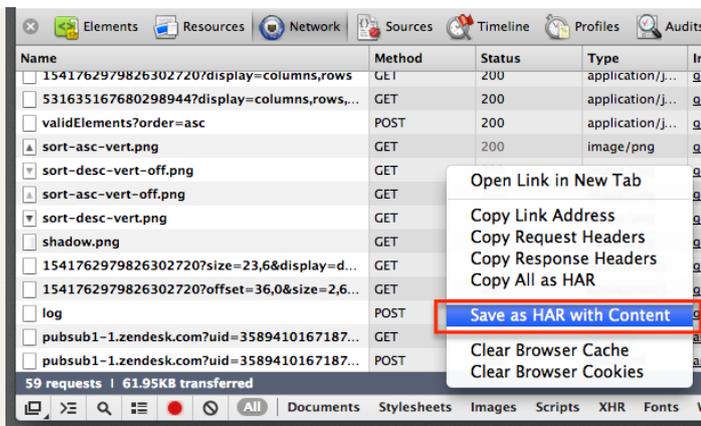
8. Within the file window, save the HAR file somewhere convenient.
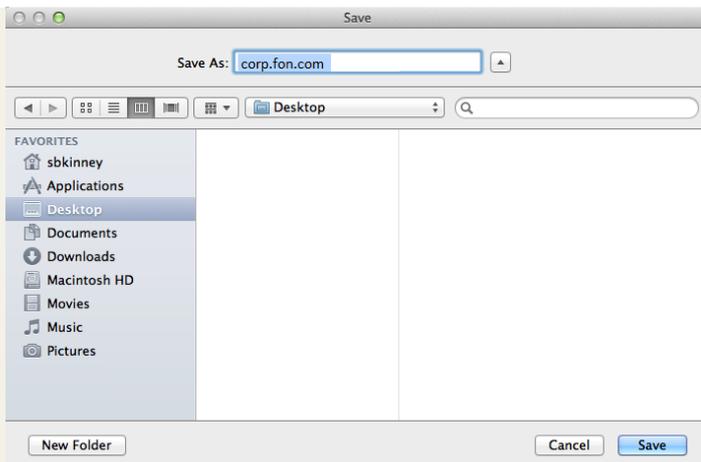
9. You're done! Please attach the HAR file to your email or ticket with us so that we can assist further.