## How to save your browser's console log

Sometime when you have issue in support tickets we can not replicate we might need to you save a console log to flag up any errors.

Console logs include diagnostic messages collected by your browser that help solve problems you may be experiencing.

Below will outline how to retreive the console logs for various browsers.

Chrome

- Reproduce the issue you are experiencing.
- Click the chrome menu in the top right hand corner ⋮ and then choose more tools > developer tools.

- Click the console tab in the DevTools window.

- Right-click in the console, choose "Save as", and save the console log as a file on your desktop.

- Attach this file to a note within your support ticket.
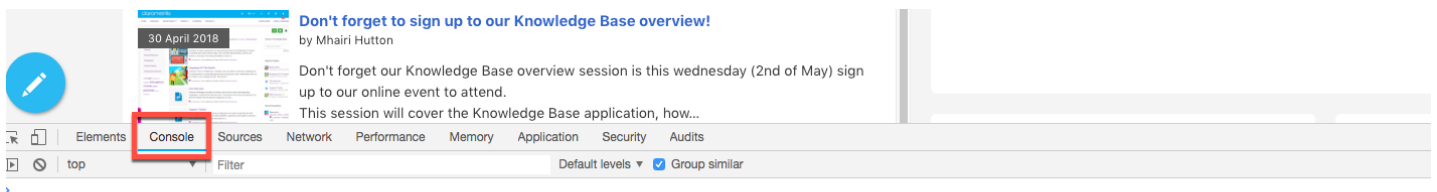
Safari

You will first need to turn on the developer menu in Safari.

- Go to Safari > Preferences.

- Click on the advanced icon.

- Turn on 'Show develop menu in menu bar'.

Once this is turned on you will need to reproduce the issue you are having.

- Select Develop > Show Java script console.

- Select the first item in the console, then press Command-A to select all the items in the console.

- Right click and save the selected. You will then need to save this as a file on your desktop.

- Then attach this file into your support ticket.

Firefox

- Replicate your issue in Claromentis.

- Click on the Firefox menu in the top right hand corner and choose Web Developer > Browser Console.

- Right click on the console and choose Select All.

- Right click again and select Copy.

- Paste your console log into your open support ticket.

Edge

- Replicate your issue in Claromentis.

- Click on the Microsoft Edge menu and choose Developer Tools.

- Select in the console and press Ctrl + A to select all of it.

- Right click again and select Copy.

- Paste your console log into your open support ticket.