

Browser Console Logs

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When troubleshooting Recast Management Server issues, our Support Team may ask you to provide the browser console file for the page where the issue appears.

The steps for saving the browser console logs are similar for most common browsers, but there are subtle differences in the location and appearance of the Developer Tools on some browsers. This article covers instructions for Google Chrome, Microsoft Edge, and Firefox.

Google Chrome / Microsoft Edge

To save browser console logs in Chrome or Edge:

1. Right-click your anywhere on the page and select **Inspect** from the drop-down menu.
2. In the **Developer Tools** window that opens, click the **Console** tab.
3. Right-click in the **Console** tab window and select **Save as**.
4. Save the file. If you don't see any data in the saved file, copy and paste the console logs into a text editor and save as a text file.

Firefox

To save browser console logs in Firefox:

1. In the top right corner of the page, click the hamburger menu icon.
2. Select **Web Developer > Web Console** from the drop-down menus.
3. In the window that opens, click the **Console** tab if it is not already open.
4. Select the console log content, then copy and paste it into any text editor and save it as a text file.