

GATHERING WEB BROWSER DIAGNOSTICS IN SCIENTIFIC LEARNING PROGRAMS

Overview

Problems with Scientific Learning programs can sometimes be diagnosed/resolved using diagnostic information gathered from a web browser, such as Chrome, Firefox or Microsoft Edge.

To gather diagnostic information about a student session in Chrome, take the steps listed below. Steps for Firefox and Microsoft Edge are similar. For assistance, please contact the Support department.

Activate Chrome DevTools

When a student opens a Fast ForWord exercise or Reading Assistant selection, activate Chrome DevTools using F12 (Windows), CTRL-SHIFT-I (Chromebook), or CMD-OPT-I (Mac). This step opens a Chrome DevTools window.

IMPORTANT: For diagnostic information to be recorded, Chrome DevTools must be activated before the student begins to work in the exercise/selection.

Save Diagnostic Files

When an error/problem occurs with an exercise/selection, save diagnostic files from the Network and Console tabs in Chrome DevTools. Send them to Support at support@scilearn.com.

From the Network tab in the Chrome DevTools window.

1. Right-click in the results displayed in the Network window.
2. Select 'Save all as HAR with content' and save the file.

From the Console tab in Chrome DevTools window.

1. Right-click in the Console Window.
2. Click 'Save as' and save the file.

