

[LFID] Record a HAR file to troubleshoot LFID logins

If you can log into some sites that use Linux Foundation ID (LFID), but not others, we may ask for a recording of your browser session to help us troubleshoot the "login handshake" between LFID and the affected site.

This type of recording (a HAR file) is not like a video recording—it only contains network metadata. The steps provided have been carefully created to ensure that you do not save a recording that includes your LFID password. However, please still treat the HAR file as sensitive, as it contains personally-identifying information like your name and email, and may contain a limited-duration access token for the LF site you are using.

Save a HAR file with Google Chrome

1. Open Chrome, and a new tab. Make sure the window is as big on the screen (maximized) as you can make it.
2. Use the menu button (three dots or lines in the upper-right of the window), select More Tools, and Developer Tools. This pops up a display on the bottom or right side of the screen.
3. There are buttons for the different tools near the top of this new display (Elements, Console, Source, Network, and so on). Click the word "Network". There should be a red circle below this now (you are recording). A little ways to the right of this circle, there is an option "Preserve Log"—this option must be checked!
4. Now, copy/paste the URL of the site you are trying to access into the location bar at the top of this screen. You must use the same tab the Developer Tools are open on! Some sites or protected URLs will automatically redirect you to an LFID login at this point. If you are not automatically redirected: click a Log In button, attempt to access a protected resource on that site, or whatever workflow is needed to bring up the LFID login.
5. You should now see the Linux Foundation login screen. If it says "Last time you logged in with", click your email. Otherwise, enter your username and password, and submit. At this point we expect that you would be seeing whatever issue you are reproducing for us.
6. *If in step 5 you had to enter your password, we do **not** want to send this recording to the LF.* Underneath Network, to the right of the red circle, there is a circle with a slash through it. Click this to clear your network activity, then re-do steps 4 and 5. *Note, the red circle should still be red (you are still recording).*
7. If in step 5 you were able to click "Last time you logged in with" (*you did NOT enter your password*), and you have reproduced your issue, right click any of the items listed under "Name" under the red circle, and click "Save all as HAR with content".
8. Chrome will save the file to your download folder/location. The file should have a ".har" extension.
9. Please provide the saved HAR file to us for troubleshooting. After we have confirmed we have received the HAR file, please delete it from your computer.