

# Blackboard

## How to gather JavaScript web console logs

**Date Published:** Aug 20,2019 **Category:** Product:Web\_Conferencing; Version:Web\_Conferencing **Article No.:** 000061326

**Product:** Blackboard Collaborate

**Document Type:** User Documentation

**Document Summary:**

## Summary

JavaScript web console logs are an essential tool used by Client Support in troubleshooting many Collaborate issues. The information contained in these logs will help us troubleshoot your issue more efficiently. This article contains Instructions on how to gather your JavaScript web console logs from your web browser.

### Information: **Chrome Javascript logs:**

1. In Chrome, with no other windows or tabs open Developer Tools:
  - In the Menu click "**More Tools**"
  - Click on "**Developer Tools**"
  - Then click on "**Console**" tab (The Console will open below)
2. Access a Collaborate session and replicate the issue.
3. Gather logs and submit to Collaborate Support:
  - Click anywhere in the middle of the Console text and Select All (on your keyboard press the Control + A key once and release)
  - Copy the contents (on your keyboard press the Control + C key once and release)
  - Paste the contents into Word or any other text editing program of your preference
  - Attach the Document or Text file to your Behind the Blackboard support case

### Firefox instructions:

1. Open the browser to show a new blank tab
2. Click **Tools**
3. Click on **Web Developer**
4. Click on **Web Console**
5. Open Collaborate and replicate the issue
6. Click the **Console** tab so it is highlighted
7. Click anywhere in the middle of the Console text and Select All (on your keyboard press the Control + A key once and release)

8. Copy the contents (on your keyboard press the Control + C key once and release)
9. Paste (Control + V key) the contents into Word or any other text editing program of your preference
10. Attach the Document or Text file to your Behind the Blackboard support case

### **Edge Windows Instructions:**

1. Open the browser so there is a new blank tab
2. Use the **F12** Developer Tools option under the Tools menu
3. Click on the **Console** tab
4. Open Collaborate and replicate the issue
5. Click anywhere in the middle of the Console text and Select All (on your keyboard press the Control + A key once and release)
6. Copy the contents (on your keyboard press the Control + C key once and release)
7. Paste (Control + V key) the contents into Word or any other text editing program of your preference
8. Attach the Document or Text file to your Behind the Blackboard support case

### **Safari Instructions:**

1. Open the browser and go to the LMS or Collaborate session, but do not sign into the Collaborate session yet
2. If there is no Develop menu shown - In the tool bar click on **Safari > Preferences**, and click on the **Advanced** Tab. At the bottom of the pane, check the box next to "**Show Develop Menu in menu bar**"
3. Go to **Develop**
4. Click on the **Show Web Inspector** menu item
5. Click on the **Console** tab
6. Replicate the issue
7. Click anywhere in the middle of the Console text and Select All (on your keyboard press the Command + A key once and release)
8. Copy the contents (on your keyboard press the Command + C key once and release)
9. Paste (Command + V key) the contents into Word or any other text editing program of your preference
10. Attach the Document or Text file to your Behind the Blackboard support case