DeskPRO 1

Sve not working

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Troubleshooting Save Function Issues

If you're experiencing problems with saving changes on our platform, you're not alone. This article will guide you through the steps to diagnose and resolve the issue effectively.

Common Issue: Save Function Not Responding

A common problem reported by users is that when they attempt to save changes, nothing happens. This can be frustrating, but there are steps you can take to help identify the root of the issue.

Steps to Diagnose the Problem

1. **Check Browser Console**: Sometimes, errors can be logged in the browser console. Open the console (usually by pressing F12 or right-clicking and selecting "Inspect") and look for any error messages when you try to save.

2. **Generate a HAR File**: A HAR (HTTP Archive) file can provide detailed information about the requests made by your browser. To create a HAR file:

    - Open the browser's developer tools.
    - Go to the "Network" tab.
    - Perform the action that fails to save.
    - Right-click on the network activity and select "Save all as HAR".

3. **Collect Logs**: If applicable, gather any logs related to the application. This can include error logs or any other relevant information that might help in diagnosing the issue.

Next Steps

Once you have the HAR file and any relevant logs, you can reach out to our support team for further assistance. Providing these files will help us diagnose the problem more effectively and expedite the resolution process.

If you have any questions or need further assistance, don't hesitate to contact our support team. We are here to help!