Designer User's Guide

Troubleshooting

2/21/2026

Contents

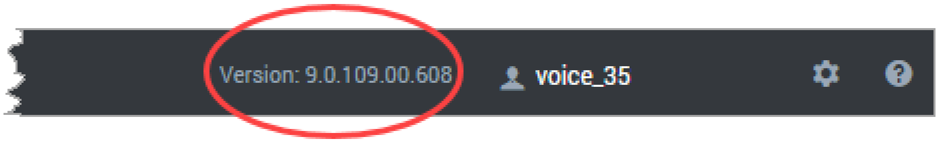
This page describes how to generate network logs from different types of browsers. If you are experiencing issues with Designer, this information can be used to assist with troubleshooting.

Related documentation:

-

How to check your Designer version

Your Designer version is displayed in the top-right corner of the interface:



Version: 9.0.109.00.608

How to capture a network log

Most browsers allow you to capture an HTTP Archive (HAR) file that contains details about how a particular web page has been handled by the browser. If you are asked to provide a HAR file to Genesys, follow the steps for your browser:

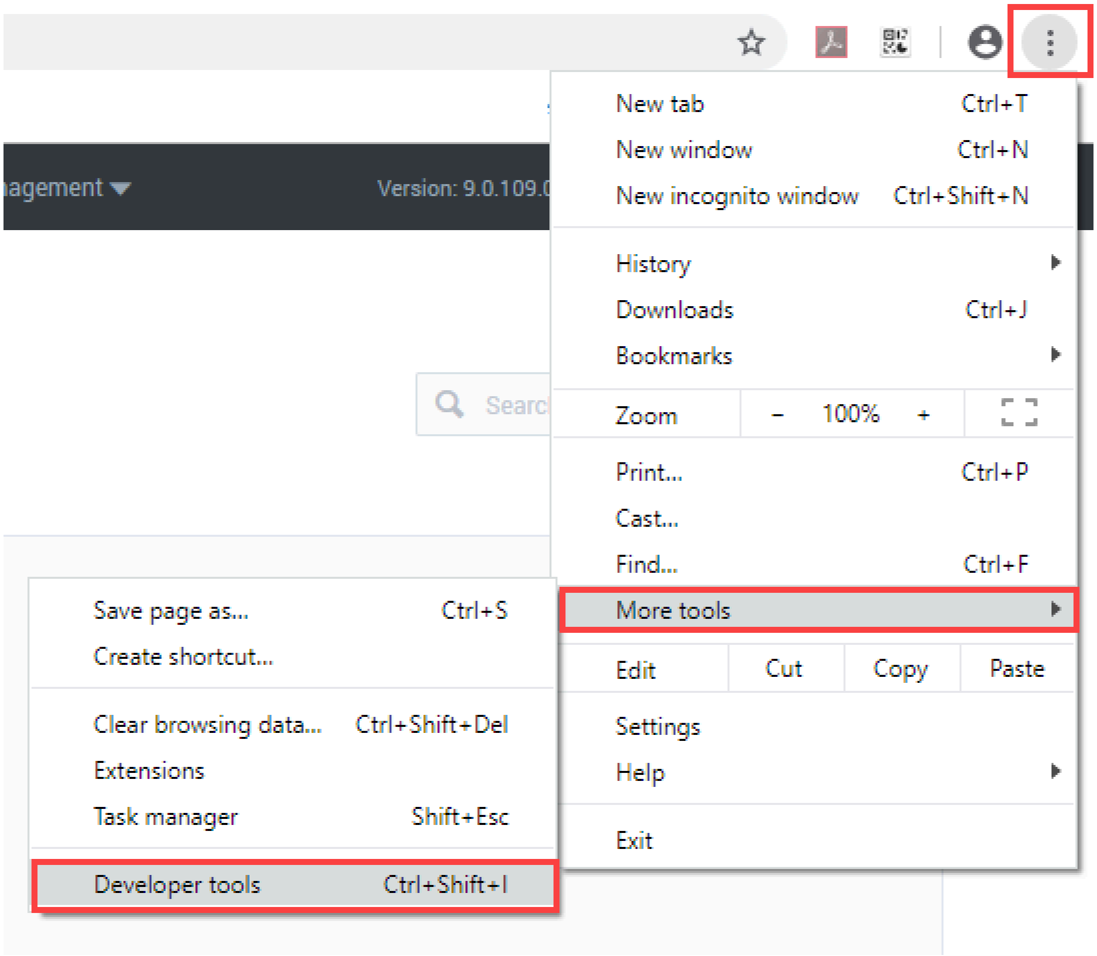
- Chrome
- Firefox
- Safari
- Edge

> **Tip**
>
> For best results, Genesys recommends that you generate the HAR file while using your browser's **private** (or **incognito**) browsing mode.

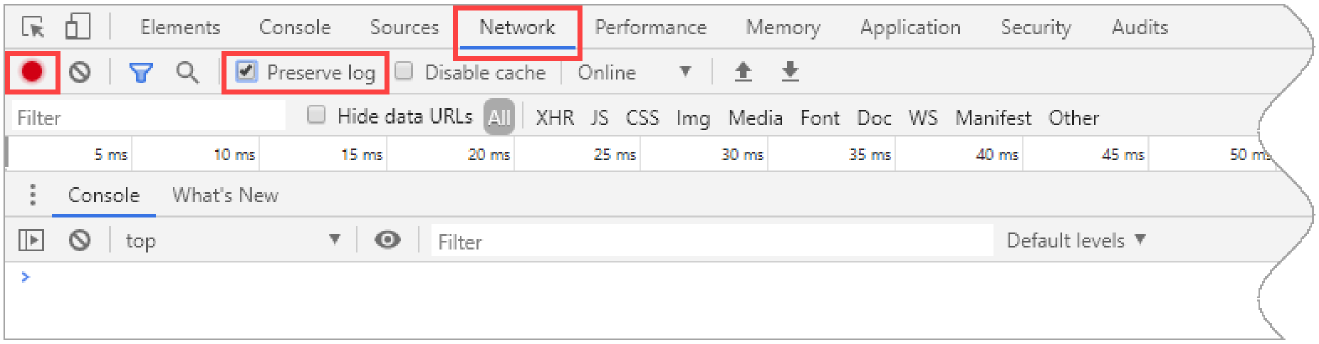
How to generate a HAR file using Chrome

Launch a new **incognito** window (you can do this from the Chrome settings menu, which appears as 3 vertical dots in the top right-side corner of the browser screen) and go to the Designer page where you are experiencing the issue.

Next, from the Chrome settings menu, go to **More tools** > **Developer tools** to launch the developer tools console.

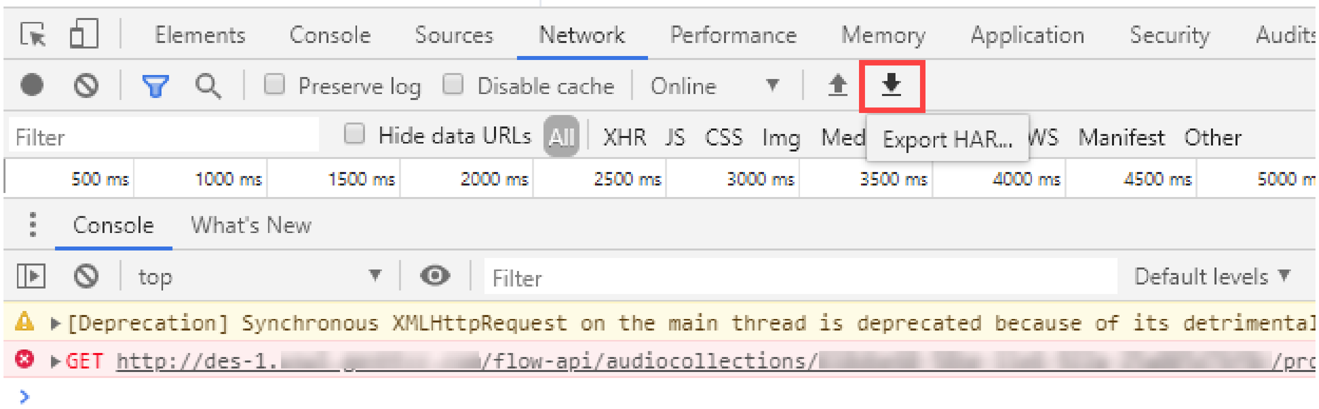


In the developer tools console, go to the **Network** tab and select **Preserve log**. Once you click the box, the red circle on the left indicates that the network activity is now being captured. (If the circle is still black, you can click it to toggle capturing on.)



While the capture is running, refresh the page and try to reproduce the issue you are having with the Designer page. When you are finished, you can stop the capture by deselecting the **Preserve log** box, or by clicking the red circle.

Click the **Export HAR** button to download the file to your computer.

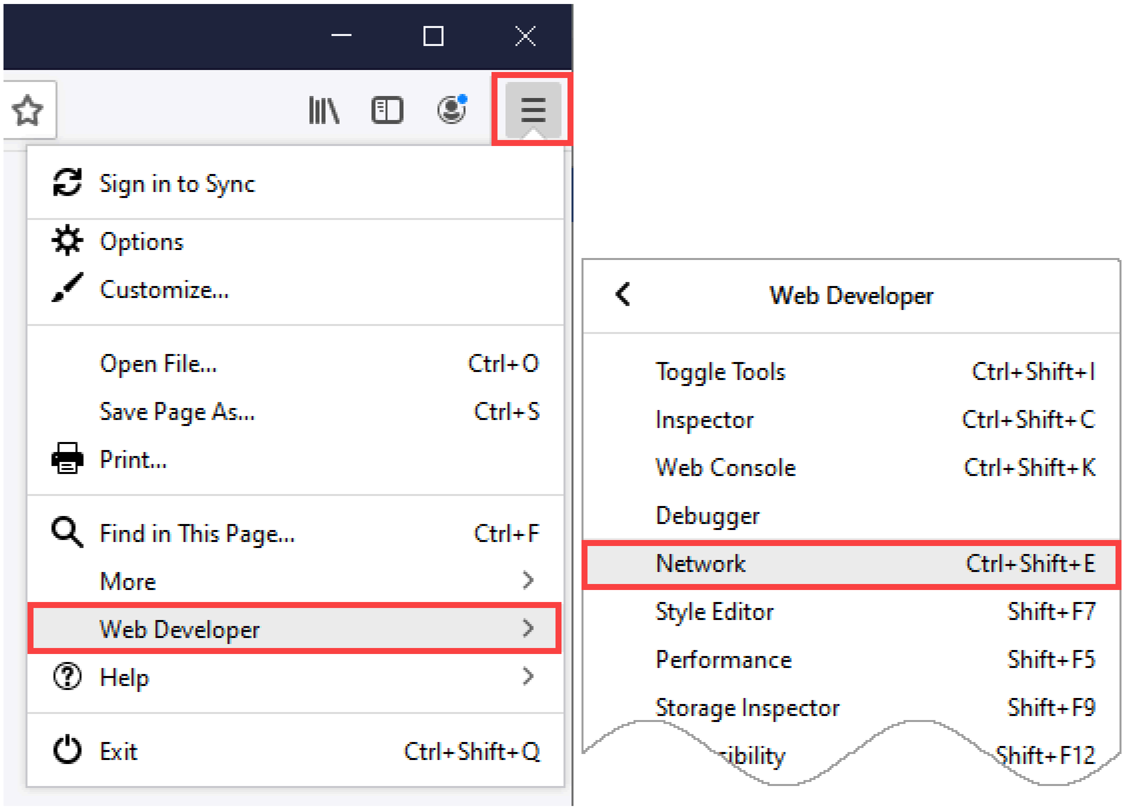


```
▸[Deprecation] Synchronous XMLHttpRequest on the main thread is deprecated because of its detrimental
▸GET http://des-1.[redacted]/flow-api/audiocollections/[redacted]/pro
```

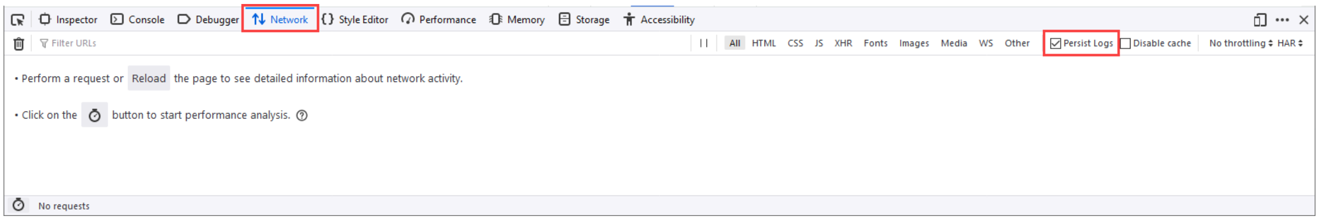
How to generate a HAR file using Firefox

Open a new **Private** window (you can do this from the Firefox settings menu, which appears as 3 vertical lines in the top right-side corner of the browser screen) and go to the Designer page where you are experiencing the issue.

Next, from the Firefox settings menu, click **Web Developer** and select **Network** to launch the developer console.



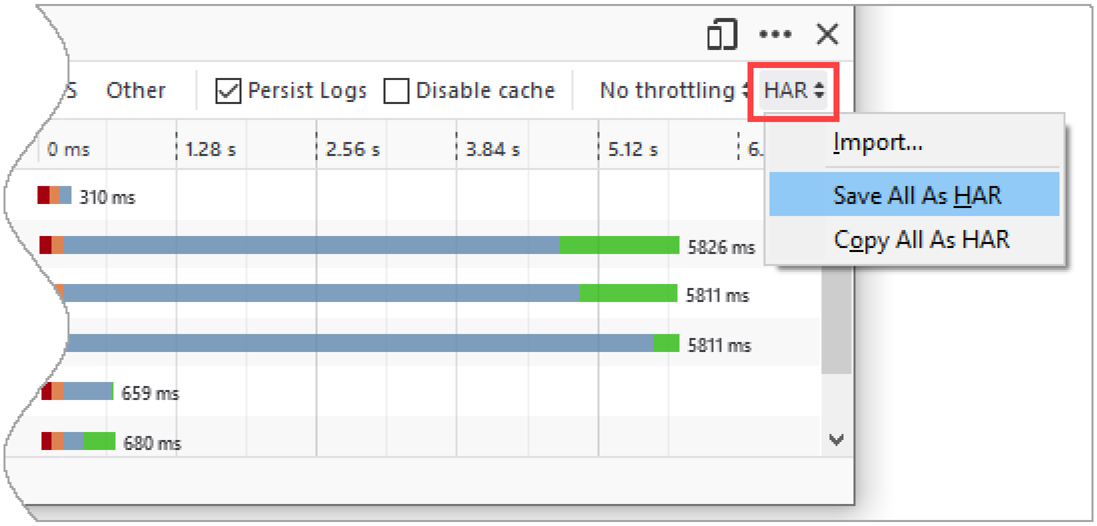
In the developer console, go to the **Network** tab and select **Persist Logs**.



- Perform a request or Reload the page to see detailed information about network activity.
- Click on the button to start performance analysis.

No requests

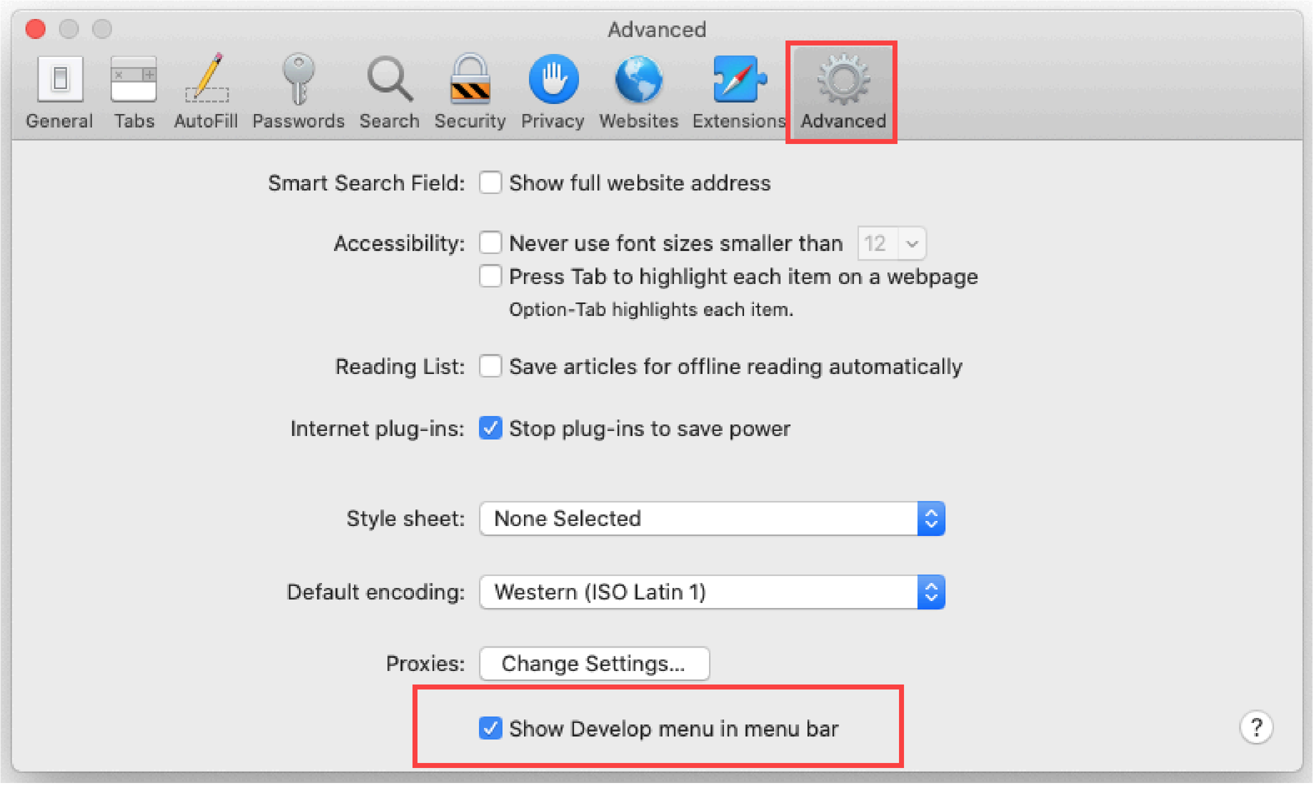
Refresh the Designer page and/or perform the action that isn't working correctly. When you are finished, click the **HAR** button and select **Save All As HAR** to download the file to your computer.



How to generate a HAR file using Safari

Open a new **Private** window (you can do this from the **File** menu) and go to the Designer page where you are experiencing the issue.

Next, from the **Safari** menu, select **Preferences**. Click the **Advanced** tab and enable the **Show Develop menu in menu bar** option.



Smart Search Field: □ Show full website address

Accessibility: □ Never use font sizes smaller than 12

□ Press Tab to highlight each item on a webpage

Option-Tab highlights each item.

Reading List: □ Save articles for offline reading automatically

Internet plug-ins: ☑ Stop plug-ins to save power

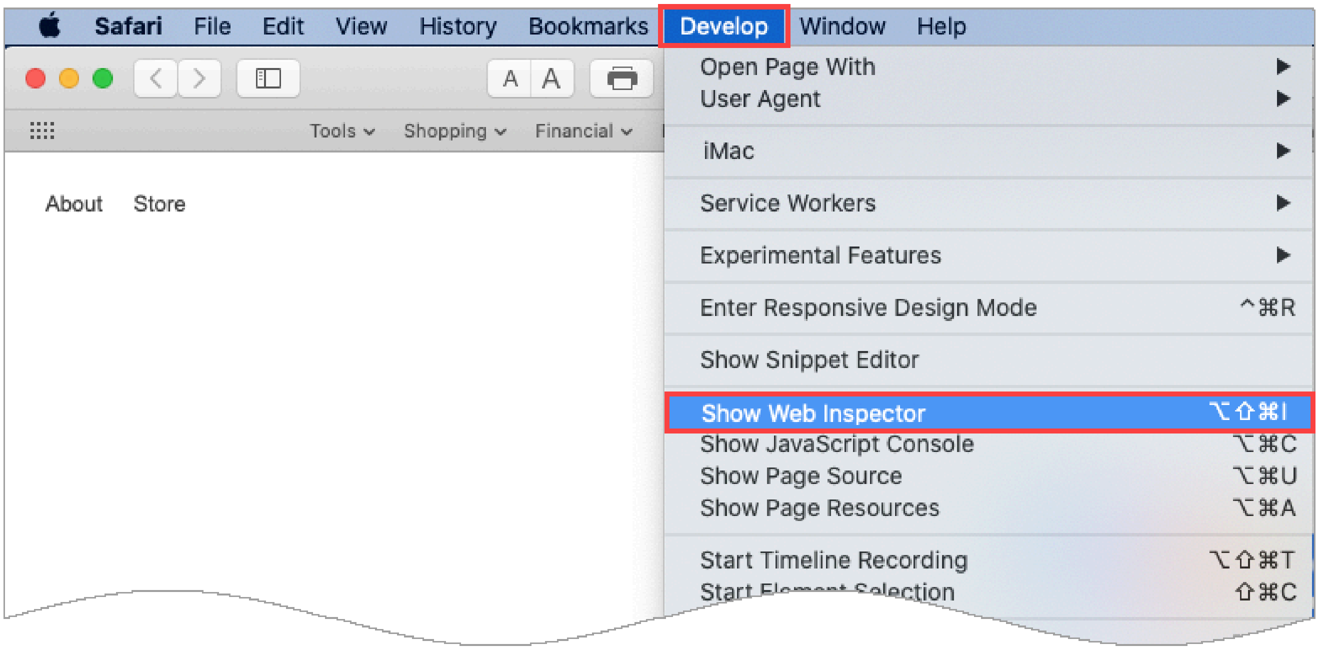
Style sheet: None Selected

Default encoding: Western (ISO Latin 1)

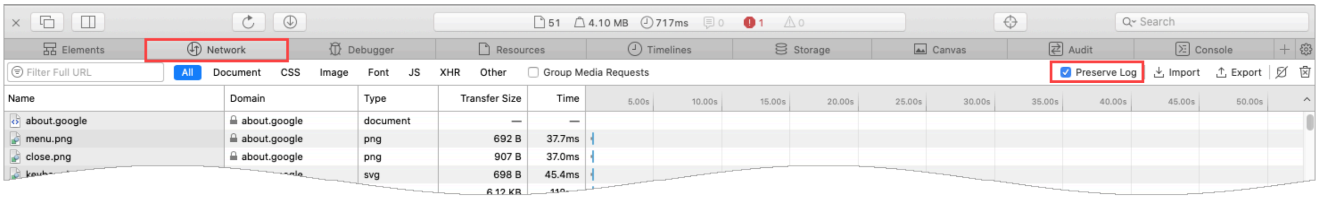
Proxies: Change Settings...

☑ Show Develop menu in menu bar

From the **Develop** menu, select **Show Web Inspector**.

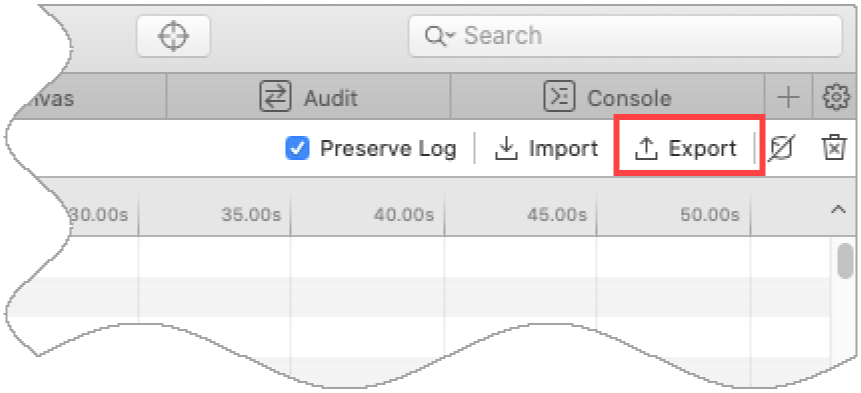


In the **Web Inspector** console, go to the **Network** tab and select **Preserve Log**.



Name	Domain	Type	Transfer Size	Time
about.google	about.google	document	—	—
menu.png	about.google	png	692 B	37.7ms
close.png	about.google	png	907 B	37.0ms
		svg	698 B	45.4ms
			6.12 KB	

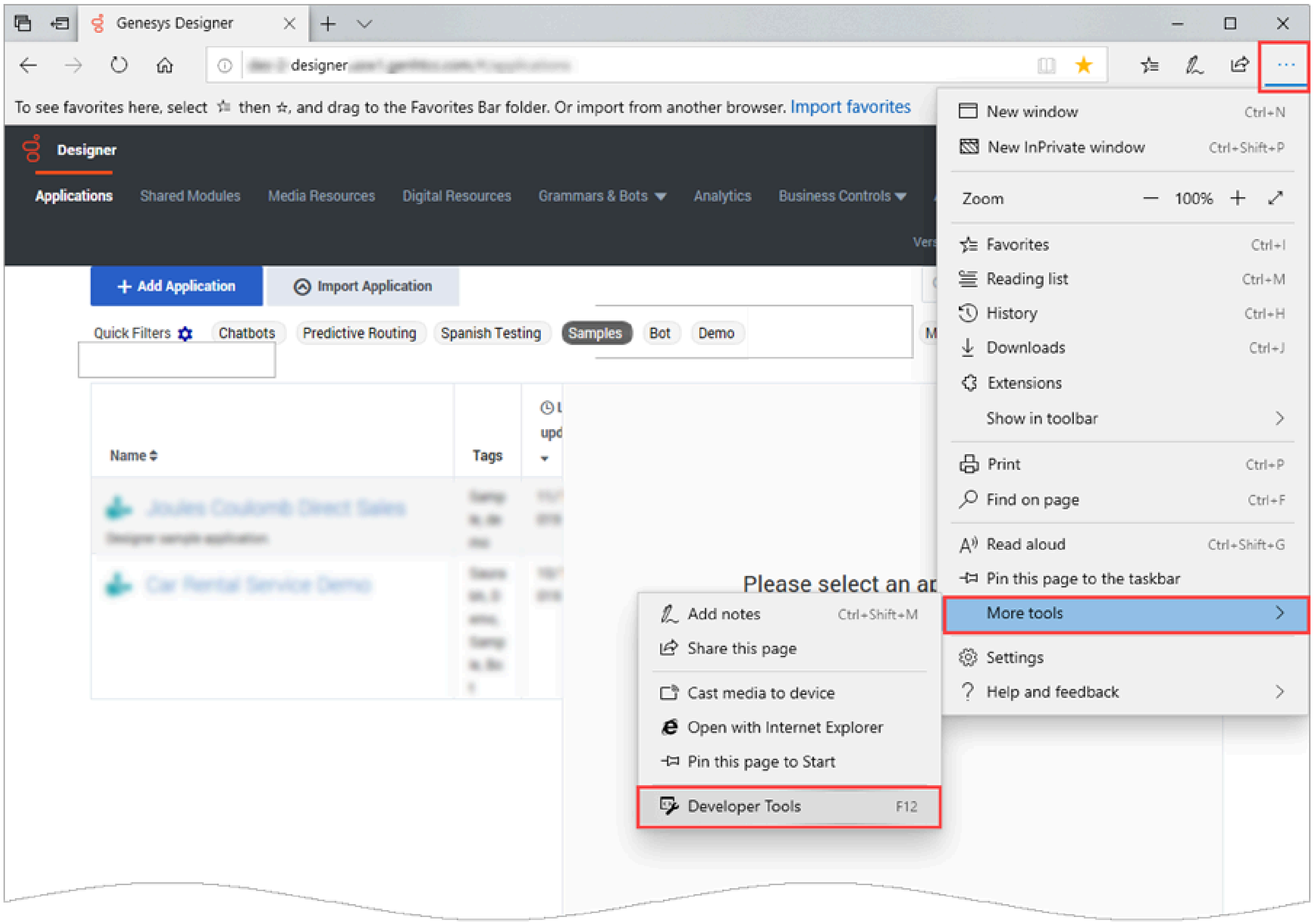
Refresh the Designer page and/or perform the action that isn't working correctly. When you are finished, click the **Export** button to download the file to your computer.



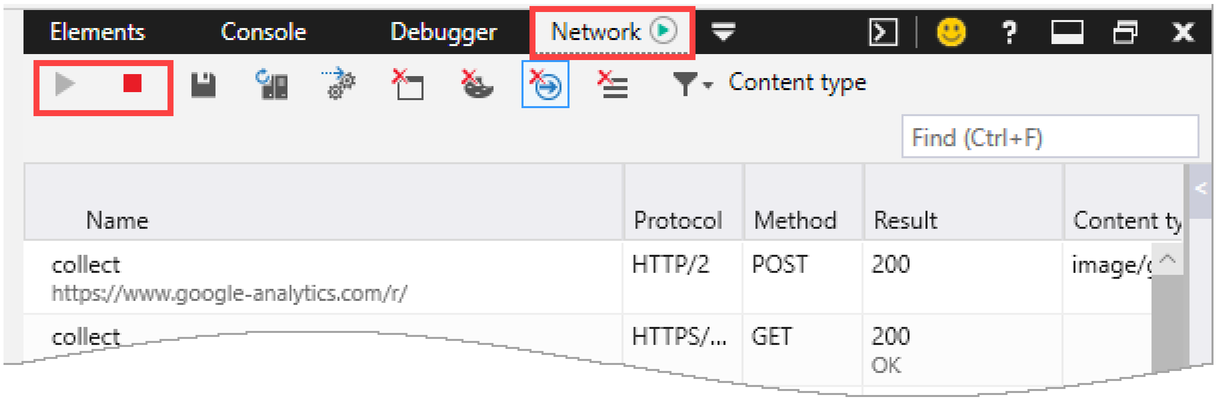
How to generate a HAR file using Edge

To start, open a new **InPrivate** window (you can do this from the settings menu, which appears as 3 horizontal dots in the top right-side corner of the browser screen) and go to the Designer page where you are experiencing the issue.

Next, from the Edge settings menu, go to **More tools** > **Developer tools** to launch the Developer Tools console.

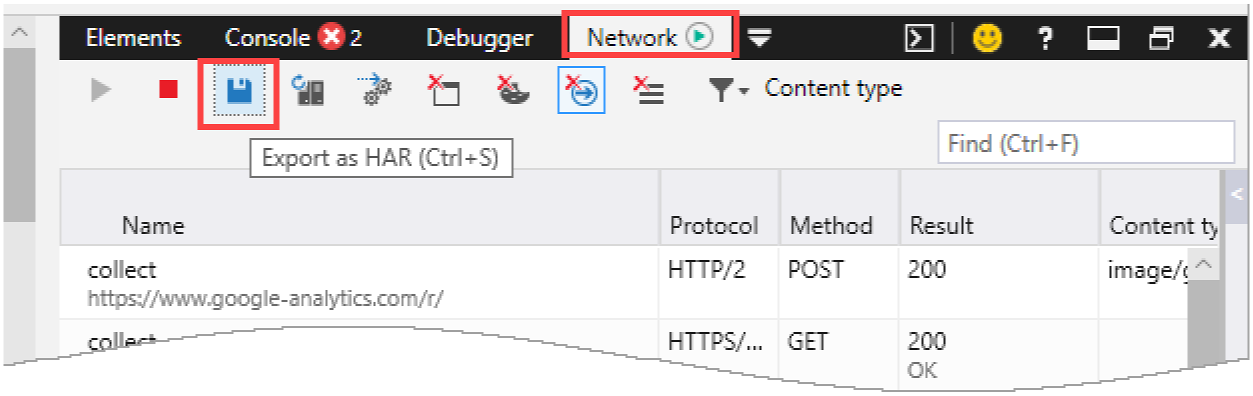


In the Developer Tools console, go to the **Network** tab. You can toggle the capture on/off using the **Play** (triangle) and **Record** (square) buttons. If the record button is not red (i.e. active), click it to start capturing data.



Name	Protocol	Method	Result	Content ty
collect https://www.google-analytics.com/r/	HTTP/2	POST	200	image/(
collect	HTTPS/...	GET	200 OK	

Refresh the Designer page and/or perform the action that isn't working correctly. When you are finished, click the **Export HAR** button to download the file to your computer.



Name	Protocol	Method	Result	Content ty
collect https://www.google-analytics.com/r/	HTTP/2	POST	200	image/(
collect	HTTPS/...	GET	200 OK	

Validation and publishing errors

During a validation check, Designer typically tells you what went wrong and where to fix it. This section describes some warnings and errors that might require a few extra steps to resolve.

- Callback Shared Modules vs. Templates
- Publishing failure due to parseInt() function

Callback Shared Modules vs. Templates

"Module input (or output) signature does not match. Select updated input (or output) parameters."

This warning can appear if you are using cloned versions of the pre-packaged callback templates (see Shared Modules). In most cases, this indicates that the input or output parameters of the cloned module do not match the parameters that Designer expects to find in the original template.

This type of mismatch can occur if the original template has since been updated with a new parameter that doesn't exist in the cloned module. It can also occur if you are using a module that was cloned in an earlier version of Designer. For example, you might be using a module in Designer 9 that was cloned from a template in Designer 8.

To resolve this warning, you can try the following:

- Check the original template to compare the input and output parameters with the ones in the cloned module.
  - Go to **Shared Modules** > **Templates** and open the callback template that corresponds to the cloned module.
  - In the **Initialize** phase of the template, check the **User Variables** for any input and output parameters that are missing from the cloned module.
  - Add the missing parameters to the cloned module.
  - Go to the application that contains the Callback V2 block and re-publish the application.

Important

If you see this warning for an application that is currently in Live production, it will not have any effect on how callbacks are processed in your Live production environment. Callbacks continue to be processed normally.

Publishing failure due to parseInt() function

If an application fails to publish due to validation errors with the **parseInt** function, go to the block with the error and check if the function contains a second parameter for the optional **radix** value. In most cases, Designer displays a validation warning if this value is missing, but does not prevent the application from being published. However, if an application does fail to publish due to an error with this function, try adding the **radix** value.

Example:

```
parseInt(, 10)
```

After making this change, save your changes and try the publish operation again.