# Steps to do to help recognize Database application errors

1. Open browser developer tools

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Pic.1 Opening developer tools - Chrome

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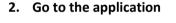
Pic.2 Opening developer tools - Edge

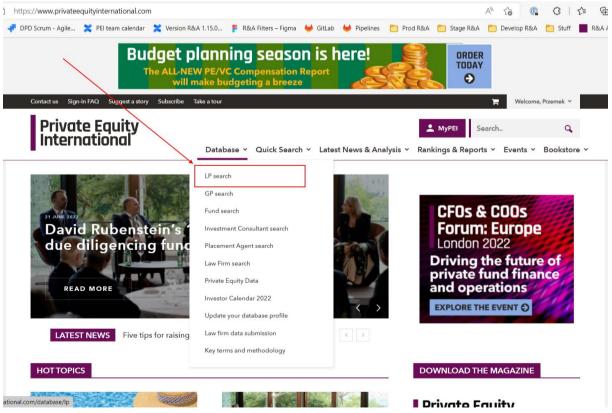
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Pic.3 Opening developer tools - FF - step 1

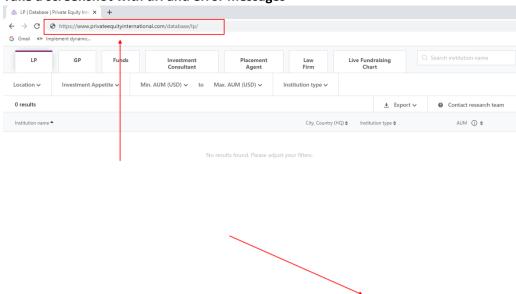
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Pic.4 Opening developer tools - FF - step 2





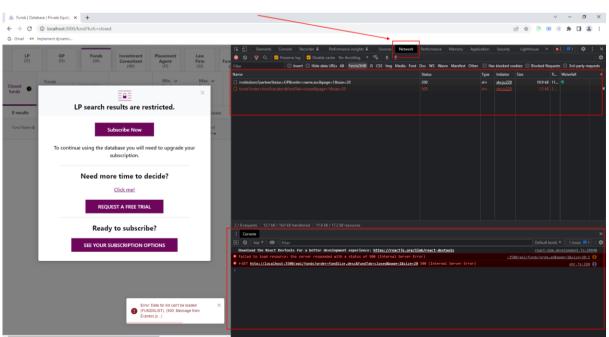
Pic.5 Going to the application



## 3. Take a screenshot with url and error messages



Pic.6 Taking screenshot with error messages and url



## 4. Open Network tab in the developer tools

Pic.7 Network tab from developer tools

Here we have two most important areas. Network and console. Please take a screenshot with this.

Most important are red lines with status 4xx or 5xx

## 5. Verify if you have access to PEI services.

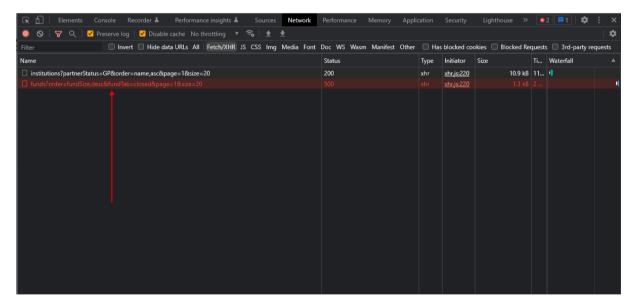
Open in the browser address: <u>"https://ra-api.pei-services.com/</u>" and take a screenshot

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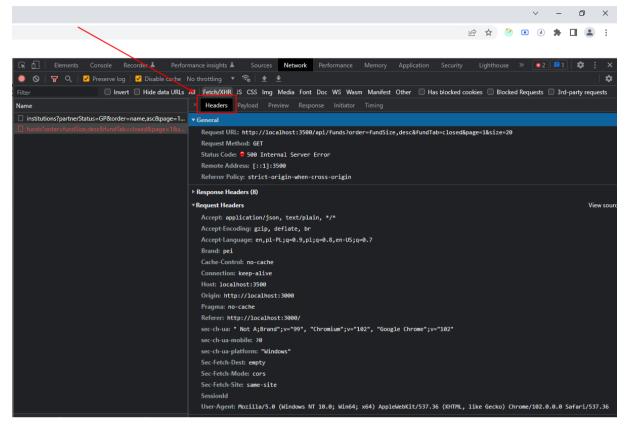
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Pic. 8 Verifying access to the PEI services

**Optional additional steps:** please click on failed request and take a screenshot from headers and preview.



### Pic.9 Clicking on failed request



Pic.10 Taking snapshot from headers

