

Forum:[Hack Forums](#)

Thread: [Data Export improvements](#)

Rasta - July 7, 2018, 7:43 am

Hey everyone,

So basically I just wanted to test out the feature and see what data one can get by exporting it, but there are a few things that were quite unclear and basically left me with no data ???

First of all the format of the page you get after submitting your password looks like a plain .txt file, but little did I know it's not a plain txt file and saving it as such / saving it in any way except copy/pasting its contents will leave you with HTML code for a "You have to wait before exporting data".

Another thing that was unclear was the fact that you can't refresh the page. I guess everything's loaded via ajax or something so there are no actual redirects. Once you refresh the page you will be presented with a "You have to wait before exporting data" page, once again.

I just think there should be some kind of a notice for stuff like that. Just a simple **### DO NOT REFRESH THIS PAGE ###** and maybe different styling / making a "Select All" button that will allow users to easily c/p their data. Or again just a notice **### YOU NEED TO COPY PASTE THIS DATA IN ORDER TO SAVE IT ###**

Just my 2 cents.

Elitas - July 7, 2018, 7:50 am

Seems like a reasonable suggestion.

I could see some users being confused. I feel like it should just download it locally, I haven't actually tested it yet though.

Omniscient - July 7, 2018, 7:59 am

In our tests it's in txt format. Often how you save it from your browser matters. You should select the "Save As" and choose txt.

Quote:Another thing that was unclear was the fact that you can't refresh the page.

This is from the page you start the export:

"You are about to export data that is associated with your account. You can only export your data once every 30 days. When you type your password below and click "Export Account Data" you will be redirected to a page with the exported information. If you refresh or reload the exported page then you will not be able to see the data again for 30 days. If you intend to keep your exported account data, please save it immediately after submitting this form."

So I think that is clear enough and if you didn't bother to read it then that's on you.

Rasta - July 7, 2018, 8:05 am

(Jul 7, 2018 07:59 AM)Omniscient Wrote: [CITE](#) In our tests it's in txt format. Often how you save it

from your browser matters. You should select the "Save As" and choose txt.

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So I think that is clear enough and if you didn't bother to read it then that's on you. Wow, I have no idea how I missed that. Sorry for ranting about stuff that's already implemented, huh

Regarding the save-as feature, it did actually save the file as .txt, but the .txt was just the html code for "you have to wait". I'm 99% sure I right clicked on the data itself and then used Save As. Browser is Chrome if that makes any difference.

Omniscient - July 7, 2018, 8:16 am

Quote:Regarding the save-as feature, it did actually save the file as .txt, but the .txt was just the html code for "you have to wait". I'm 99% sure I right clicked on the data itself and then used Save As. Browser is Chrome if that makes any difference.

You're the only person to report such a thing out of 140 exports. Are you sure the entire page loaded before you saved?

I reset your export date so you can try again. LMK the results.

MrHappy - July 7, 2018, 8:23 am

My export worked fine and didn't suffer any issues with it. I also don't think the formatting of the page is too big of a deal and anyways it's up to Omni at the end of the day.

webdev77 - July 7, 2018, 8:27 am

I can confirm what OP has gotten. On this page:

<https://hackforums.net/misc.php?action=exportaccount> when you right click in Chrome and do a save as, it saves HTML and not the text itself. I can PM you the file if you'd like.

Edit: Sent the file.

Decim - July 7, 2018, 8:36 am

(Jul 7, 2018 08:27 AM)webdev77 Wrote: [\[CITE\]](#) I can confirm what OP has gotten. On this page: <https://hackforums.net/misc.php?action=exportaccount> when you right click in Chrome and do a save as, it saves HTML and not the text itself. I can PM you the file if you'd like.

Just tried it, and this seems to be the case for myself as well. Hitting CTRL+S or right click->save as textfile on the results page creates a textfile, but it only contains the HTML code of the Export Account Data page.

EDIT: I'm also using Chrome. Maybe someone should try a different browser?

Omniscient - July 7, 2018, 8:45 am

Okay, I have it set now to be an attachment so it forces a download. That seems to solve the problem under Chrome and also makes it so a refresh won't screw you up since it goes to your download folder right away.

Rasta - July 7, 2018, 8:46 am

Here's a quick gif of what's happening. If there's some personal data left, pls don't dox, kthxbai

<https://i.imgur.com/G3tFLup.gifv>

Edit: Woops posted at the same time as your reply

Glad it's resolved now! Thanks!

Omniscient - July 7, 2018, 8:47 am

@RastaX try now, I reset your date.

Rasta - July 7, 2018, 8:52 am

Yup, seems to be working as intended! (<https://i.imgur.com/lppTkU5.gif>)

File doesn't have any formatting, but it doesn't really matter since all the data is in it, which for me is more important.

Thanks!

Sitback - July 7, 2018, 8:54 am

(Jul 7, 2018 08:46 AM)RastaX Wrote: [\[CITE\]](#) Here's a quick gif of what's happening. If there's some personal data left, pls don't dox, kthxbai

Edit: Woops posted at the same time as your reply

Glad it's resolved now! Thanks!

Omg hahaha, are you allowed to post personal data?