

# Obtain Session Token for SCC PIAM Permission Issues

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## Introduction

This document describes how to collect the web browser PIAM session token for troubleshooting permissions or access issues.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Background Information

The Security Cloud Control (SCC) is a platform that manages the permissions to your organizations' subscriptions and determines the level of access. The application that manages these permissions is called Provisioning, Identity and Access Management (PIAM). The goal of PIAM is to utilize one set of credentials to manage access and permissions across all products inside SCC.

Technical Assistance Center (TAC) can request PIAM session token details to troubleshoot PIAM issues.

## Obtain the Token

The token can be obtained from your web browser as follows:

### Chrome

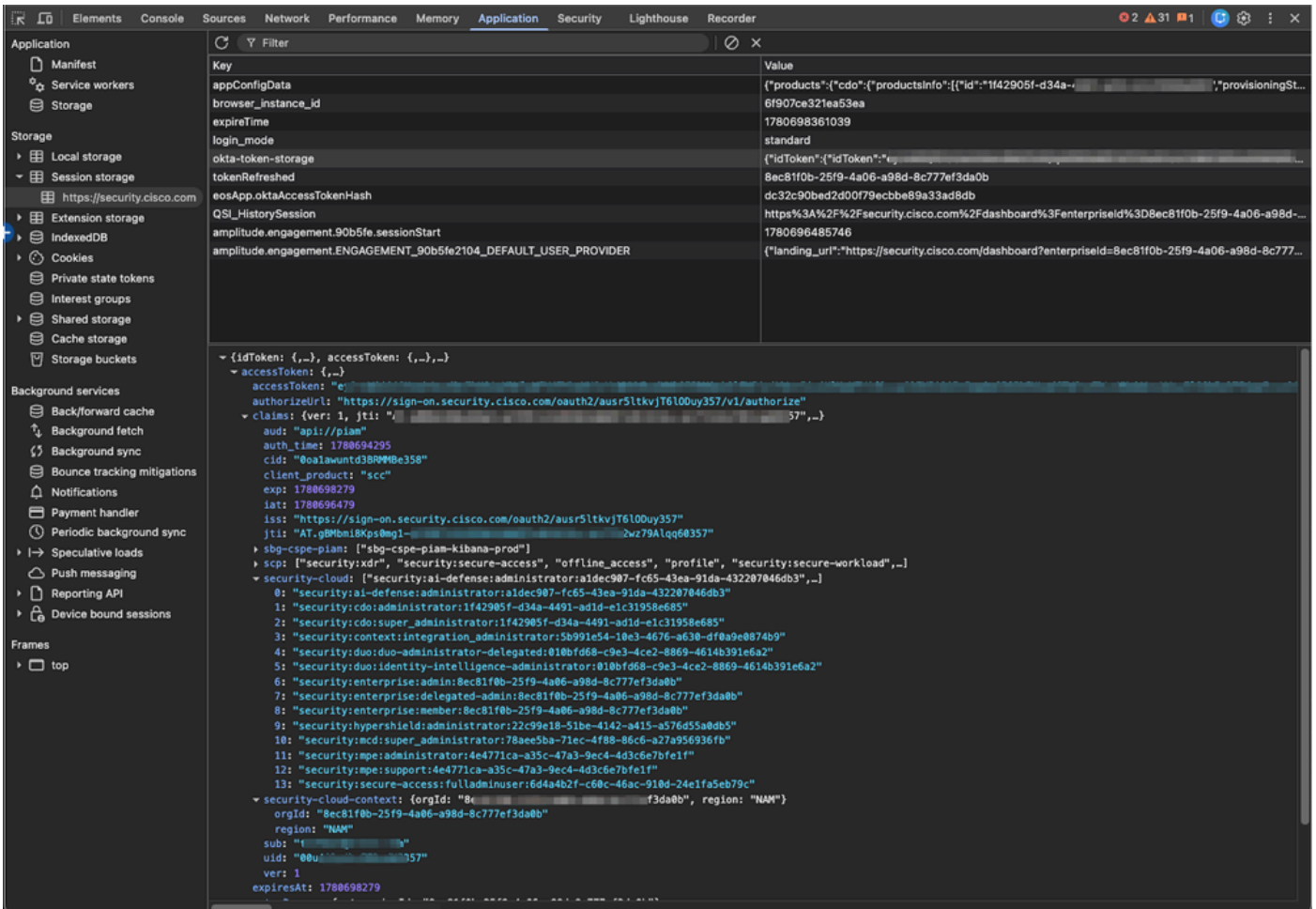
Open the Developer Tools Window, then:

1. Open the **Chrome Menu**.
2. Select **More Tools**.
3. Select **Developer tools**.

Navigate the application tab to locate the Session token:

1. Select **Applications**.
2. Select **Storage**.
3. Select **Session storage**.
4. Select **Security.cisco.com**.
5. Select **Okta token storage**.
6. Select **Access token**.
7. Select **Claims**.
8. Select **Security cloud**.

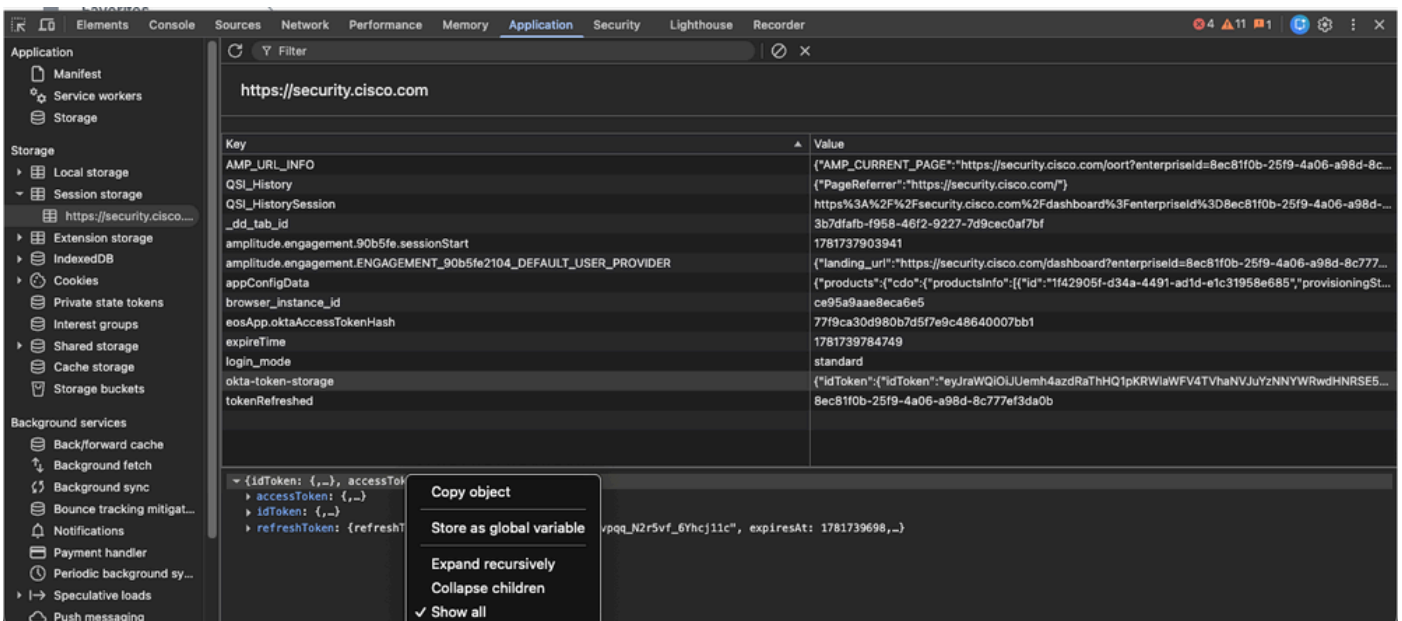
The result looks like this:



Piam token details

To copy the value token:

1. Right-click `{idToken: {...}, accessToken: {...},...}`.
2. Select **Copy object**.



## Firefox

Open the Developer Tools Window, then:

1. Open the **Firefox Menu**.
2. Select **More Tools**.
3. Select **Web Developer Tools**.

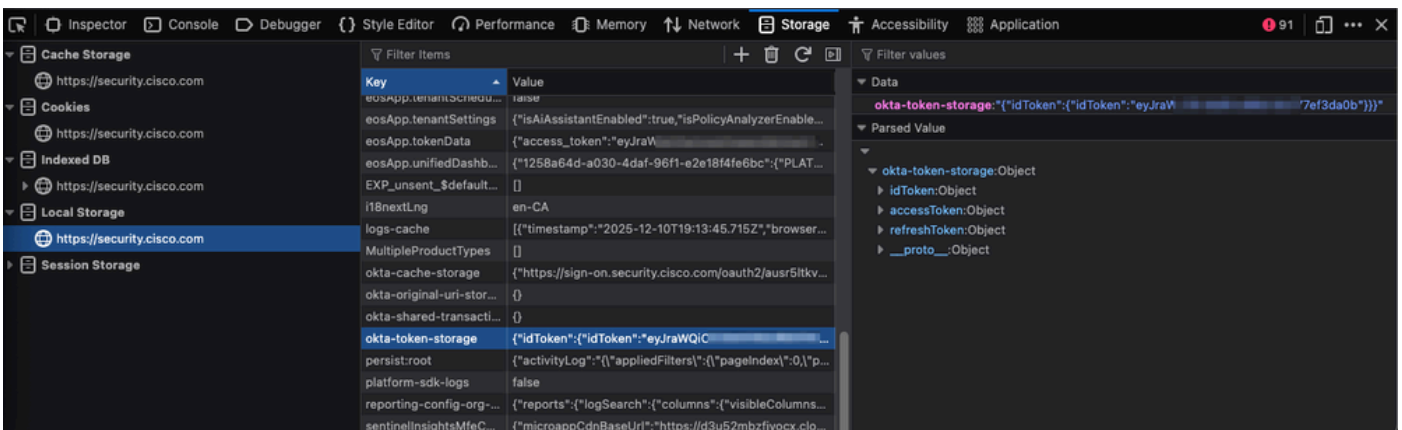
Navigate the Application Tab to locate the Session token, then:

1. Select **Storage**.
2. Select **Local Storage**.
3. Select <https://security.cisco.com>.

In the Items Column:

1. Select Key **okta-token-storage**.

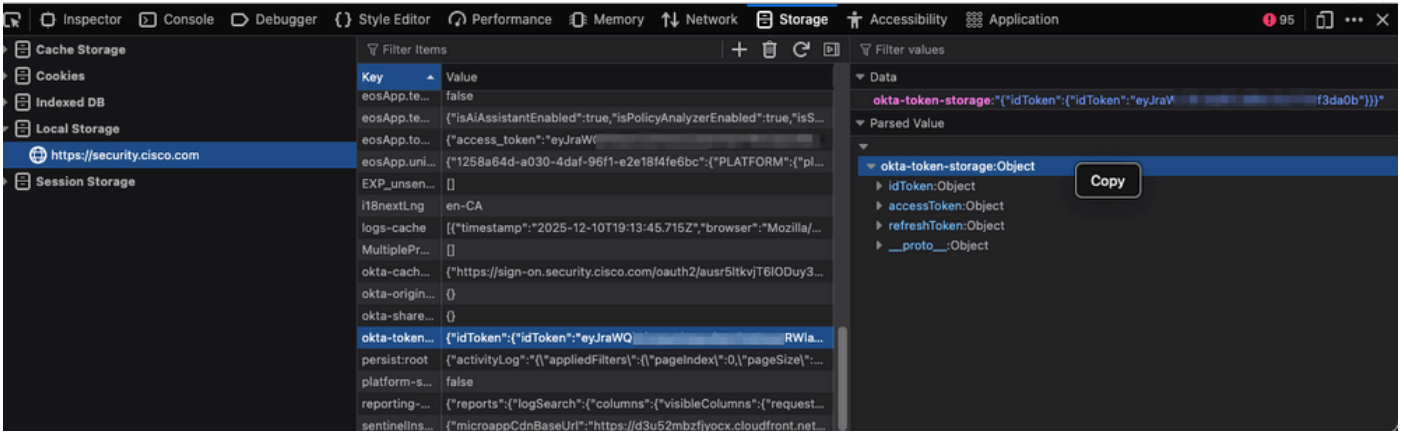
The result looks like this:



*firefox token*

In the **Values** column:

1. Right-click click **okta-token-storage: Object**.
2. Select **Copy**.



Paste the copied values and save it with your text editor. Include this file to your TAC case. The copied value must have multiple lines, and values.