# **Collect SAML-Trace and HAR File**

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### Introduction

This document describes how to initiate an **SAML-Trace** and **HAR File** in an Software Defined Wide Area Network (SD-WAN) environment.

### Prerequisites

#### Requirements

Cisco recommends that you have knowledge of Cisco SD-WAN.

#### **Components Used**

This document is based on Cisco vManage and Web browsers such Firefox and Chrome.

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**

When you initiate an **SAML-Trace** or **HAR file** in an Software Defined Wide Area Network (SD-WAN) environment, this is intended to help capture information for the Technical Assistance Center (TAC) in order to assist it to troubleshoot an issue with vManage Single Sing-On (SSO) and dashboard respectively. It helps to capture the **SAML-Trace** and **HAR File** in the problem state.

This document covers the usage of either both browsers such Firefox and Chrome.

## **Collect SAML-Trace**

#### **Option 1. From Firefox Browser Option**

Step 1. Download SAML-tracer extension of this Link.

Step 2. Open your Extension button and select SAML-tracer.



Step 3. Open Single Sign-On (SSO) login vManage page.

- Make sure no other application run at the same time. Close all of them expect by SSO login vManage page.
- Clean up any old entry before to test. Click **Pause** and then **Clear.**



Step 4. Next, try to login. *SAML-Tracer* automatically catches GET and POST responses. Once you get SSO failure response, you must export all flows by clicking in **Export**. option.



Step 5. Finally, chose None and then Export.



#### **Option 2. From Chrome Browser Option**

Step 1. Download SAML-tracer extension of this Link.

Step 2. Open your Extension button and select SAML-tracer.



Step 3. Repeat the same steps described in Firefox Browser.

### **Collect HAR File**

### **Option 1. From Firefox Browser Option**

Step 1. Open Firefox Browser and login on your vManage.

Step 2. Look for the **three lines** located on the right-side corner and open **More Tools** menu to then select **Web Developer Tools**.

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Step 3. Set *HTTP Archive File* (HAR). Click on Network then activate Preserve Log and Record Network log.

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Step 4. Clean up for HAR buffer. The intention is to have only HTTP response when you replicate the issue. Use the bucket icon.

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Before Clean Up

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Perform a request or Reload the page to see detailed information about network activity.		
Click on the      button to start performance analysis.      The start performance analysis is a start performance analysis.		
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After Clean Up

Step 5.Once the buffet is clear, then proceed to reproduce the issue. HTTP responses are collected into Network Development tool.

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200	POST	A 172.18.121.105:12747	aggregation	polyfills.d3d7bb2e0e88925af5d3.j	json	880 B	2.79 kB	184 ms		
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Step 6. Finally, click on engine icon and chose the option Save All As HAR.

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200	GET	€ 172.18.121.105:11812	events	polyfills.d3d7bb2e0e88925af5	json	484 B	50 B	- D	Save All As HAR
200	GET	▲ 172.18.121.105:11812	events	polyfills.d3d7bb2e0e88925af5	json	483 B	49 B		Copy All As HAR
	GET	172.18.121.105:11812	events	polyfills.d3d7bb2e0e88925af5					

0 5 requests 148 B / 1.45 kB transferred Finish: 2.17 min

#### **Option 2. From Chrome Browser Option**

Step 1. Open Chrome Browser and login on your vManage.

Step 2. Look for the **three dots** located on the right-side corner and open **More Tools** menu to then select **Developer Tools**.

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Step 3. Set *HTTP Archive File* (HAR). To do so, click on **Network** then activate **Preserve Log** and **Record Network log** (red circle icon).

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Step 4. Clean up HAR buffer. The intention is to have only HTTP response when the issue replicated. Use the circle in grey icon.

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Before Clean Up

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After Clean Up

Step 5. Once the buffet is clear, then proceed to reproduce the issue. HTTP responses are collected into Network Development tool.

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Step 6. Finally, do right-click on http(s) response and download file by using the option **Save all as HAR** with content.

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Step 7. Or Do click on arrow-down and HAR file to save recording entries.

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