

Collect SAML-Trace and HAR File

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[Collect SAML-Trace](#)

[Option 1. From Firefox Browser Option](#)

[Option 2. From Chrome Browser Option](#)

[Collect HAR File](#)

[Option 1. From Firefox Browser Option](#)

[Option 2. From Chrome Browser Option](#)

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 Sign-On (SSO) and dashboard respectively. It helps to capture the **SAML-Trace** and **HAR File** in the problem state.

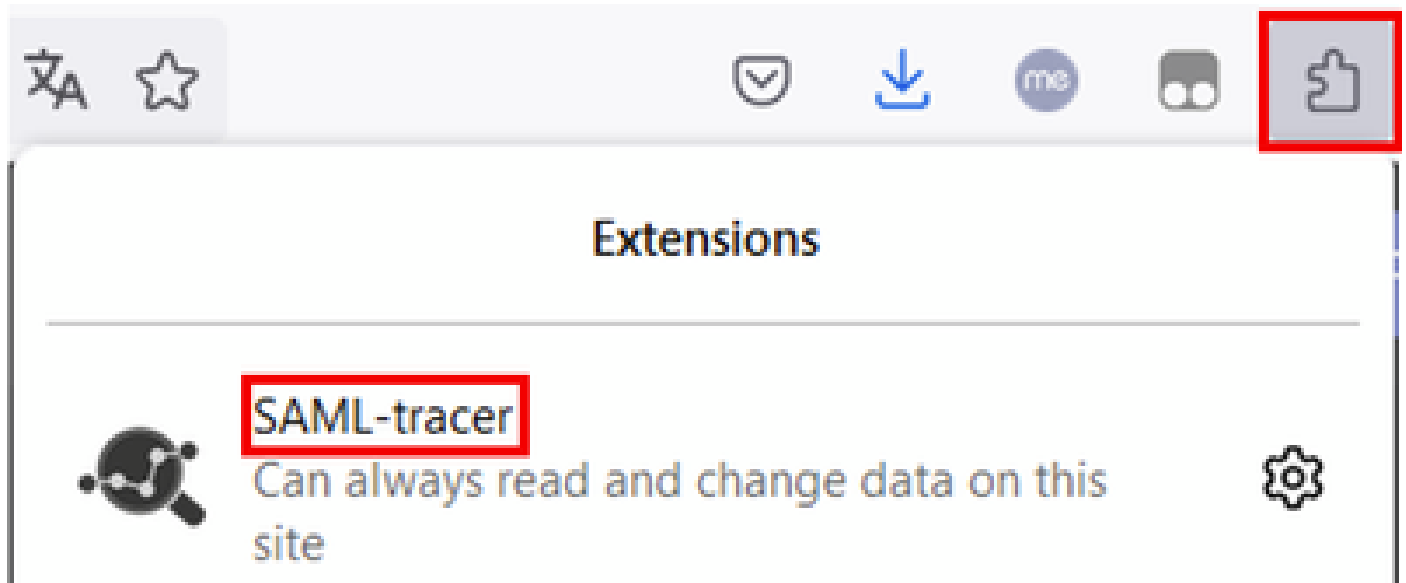
This document covers the usage of either both browsers such Firefox and Chrome.

Collect SAML-Trace

Option 1. From Firefox Browser Option

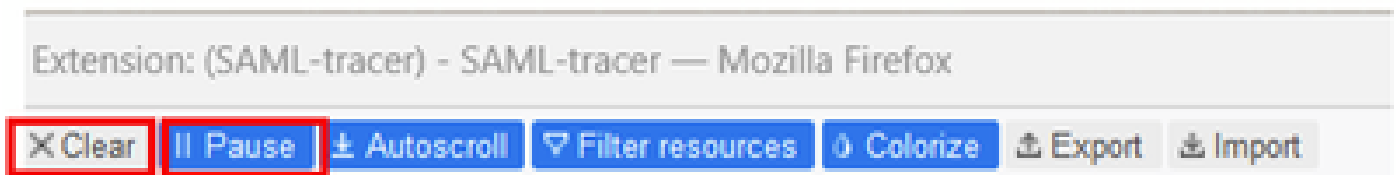
Step 1. Download *SAML-tracer* extension of this [Link](#).

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



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

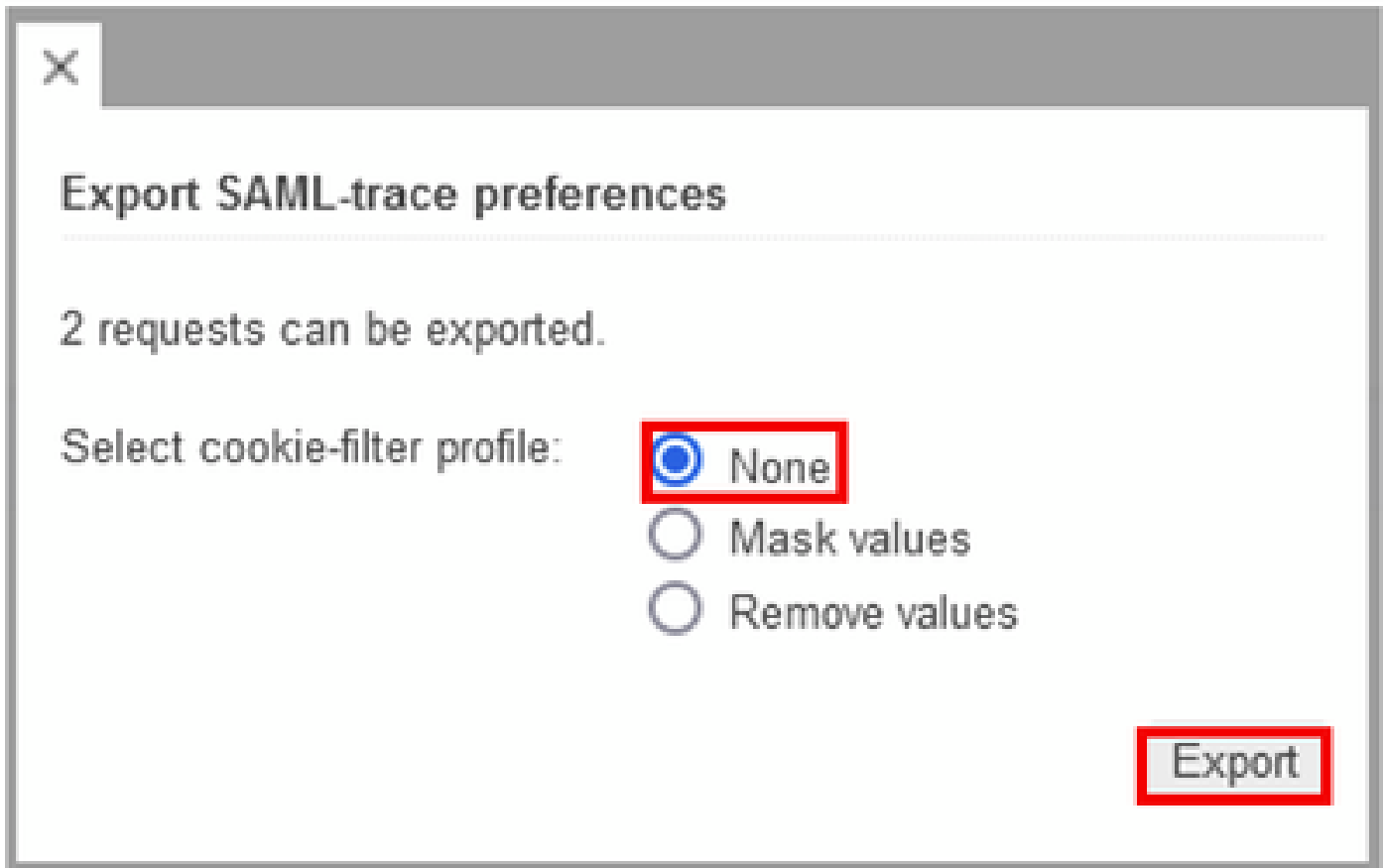
- Make sure no other application run at the same time. Close all of them expect by SSO login vManage page.
- Clean up any old entry before to test. Click **Pause** and then **Clear**.



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.



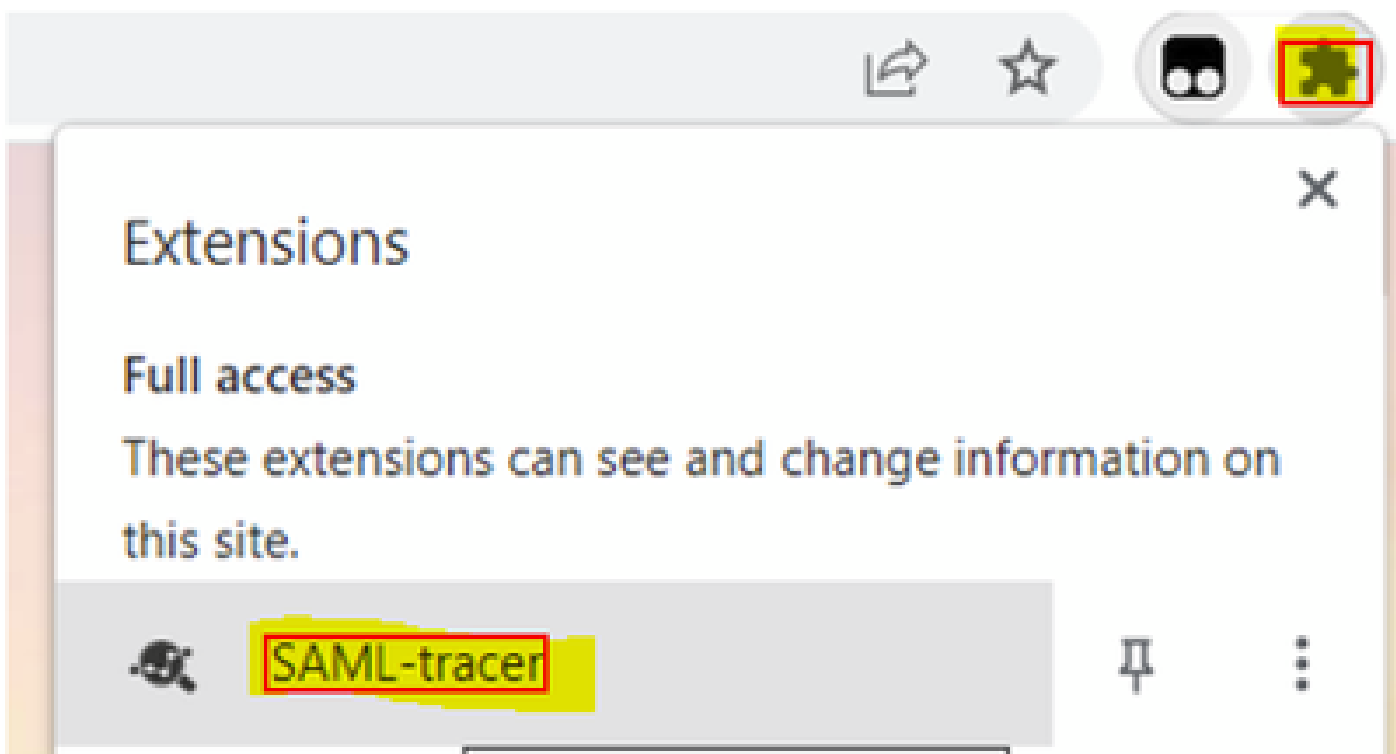
Step 5. Finally, chose **None** and then **Export**.



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*.



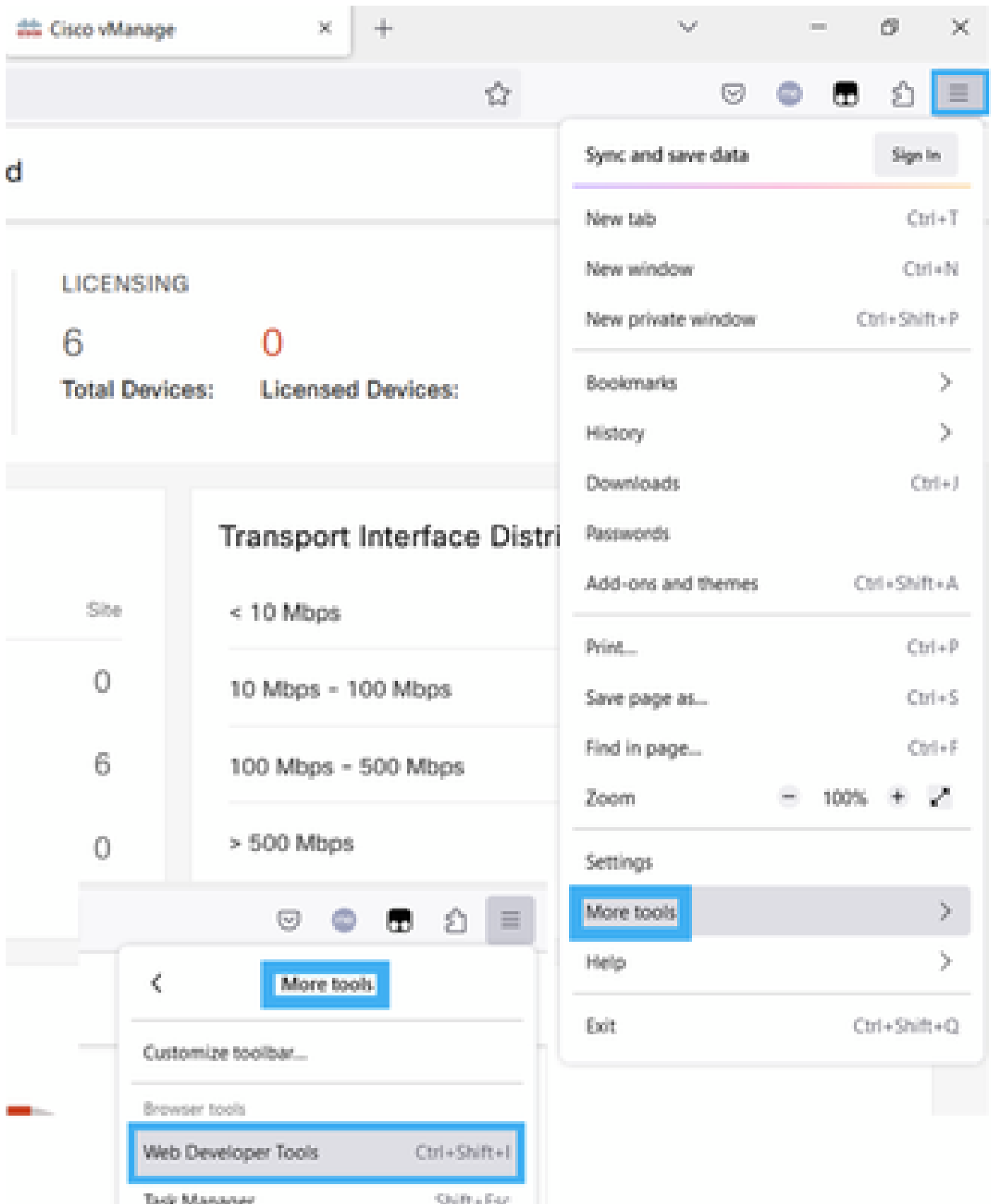
Step 3. Repeat the same steps described in Firefox Browser.

Collect HAR File

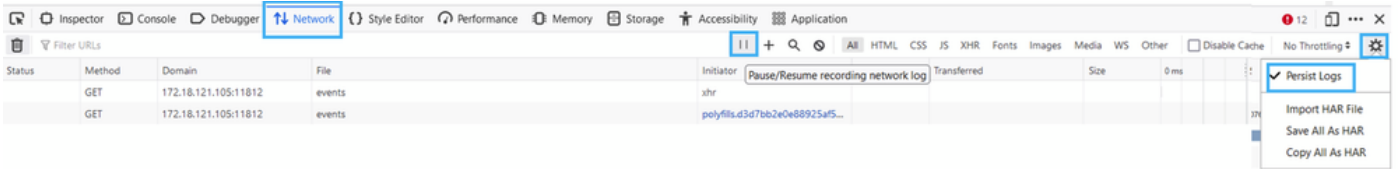
Option 1. From Firefox Browser Option

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

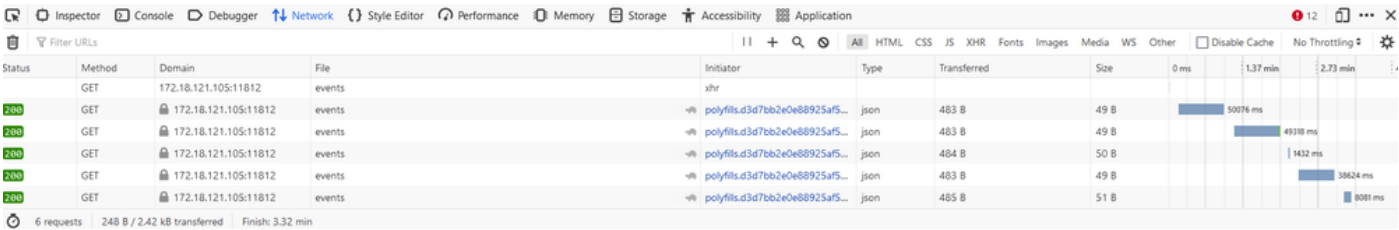
Step 2. Look for the **three lines** located on the right-side corner and open **More Tools** menu to then select **Web Developer Tools**.



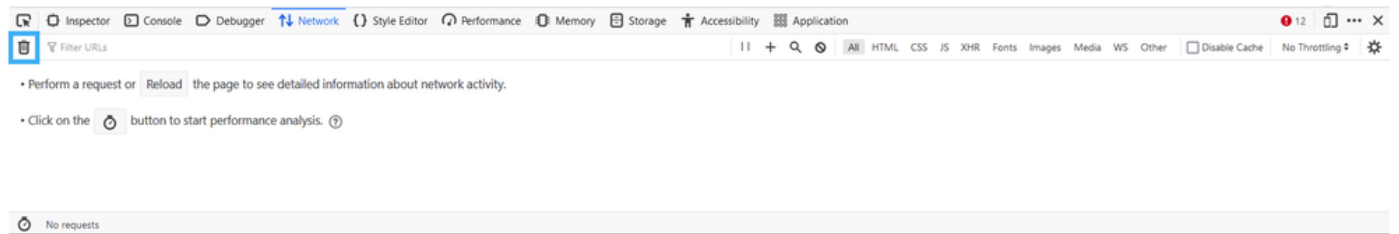
Step 3. Set *HTTP Archive File (HAR)*. Click on **Network** then activate **Preserve Log** and **Record Network log**.



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

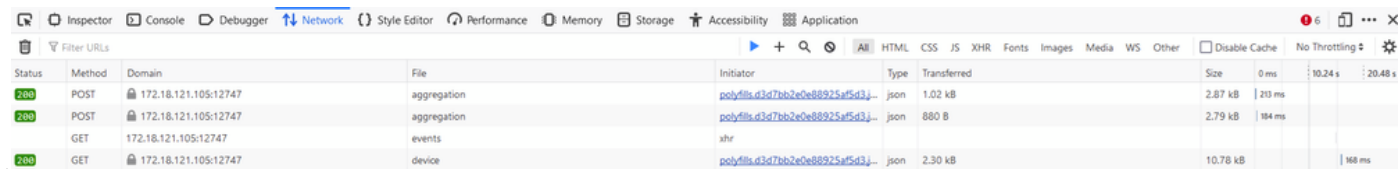


Before Clean Up

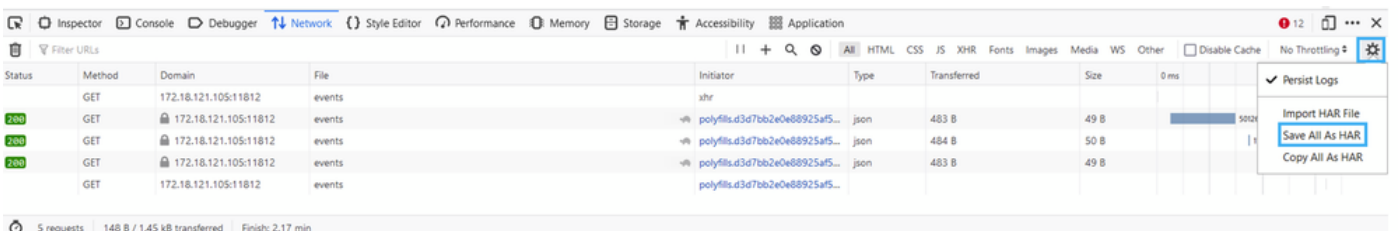


After Clean Up

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



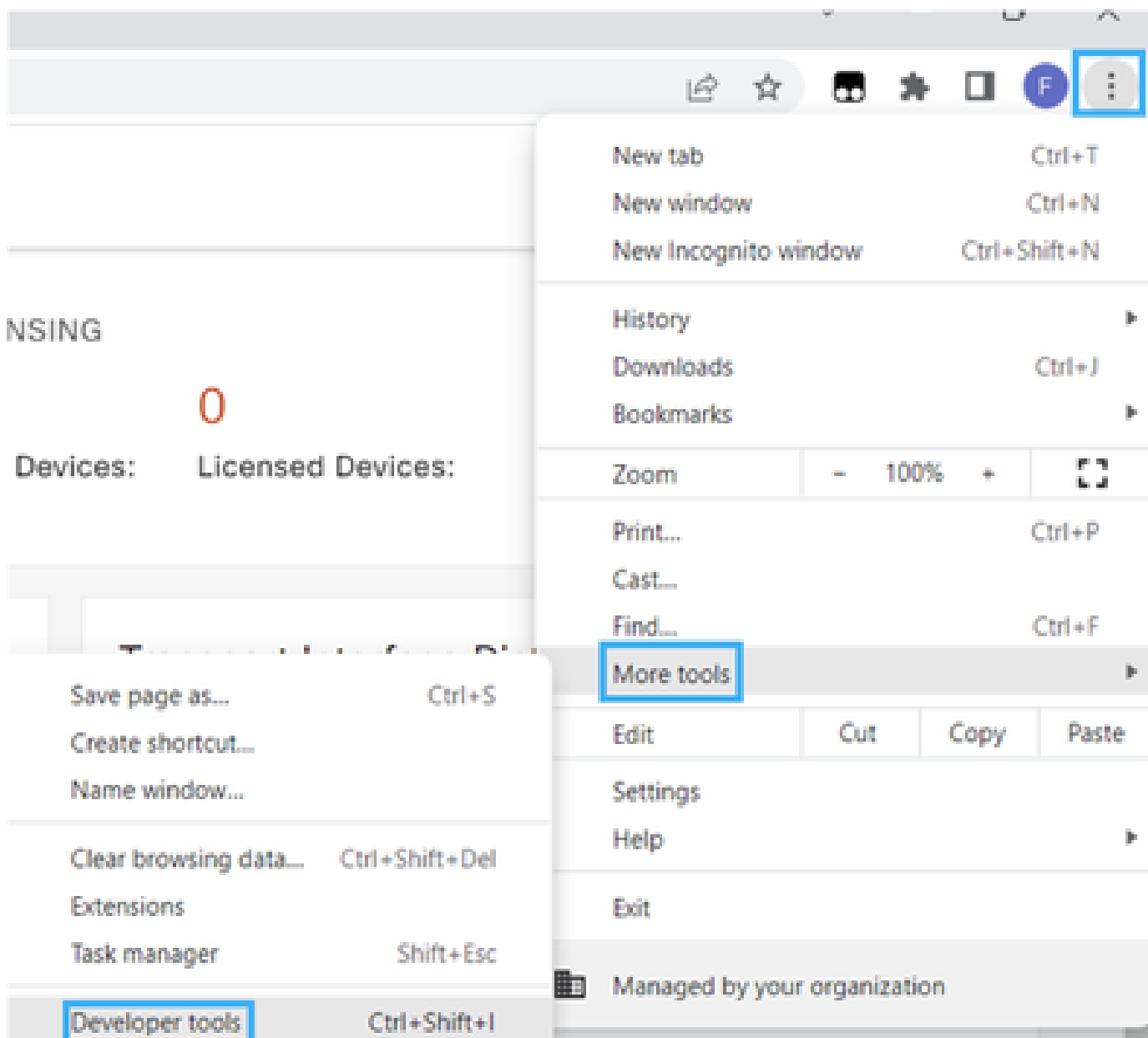
Step 6. Finally, click on engine icon and chose the option **Save All As HAR**.



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**.

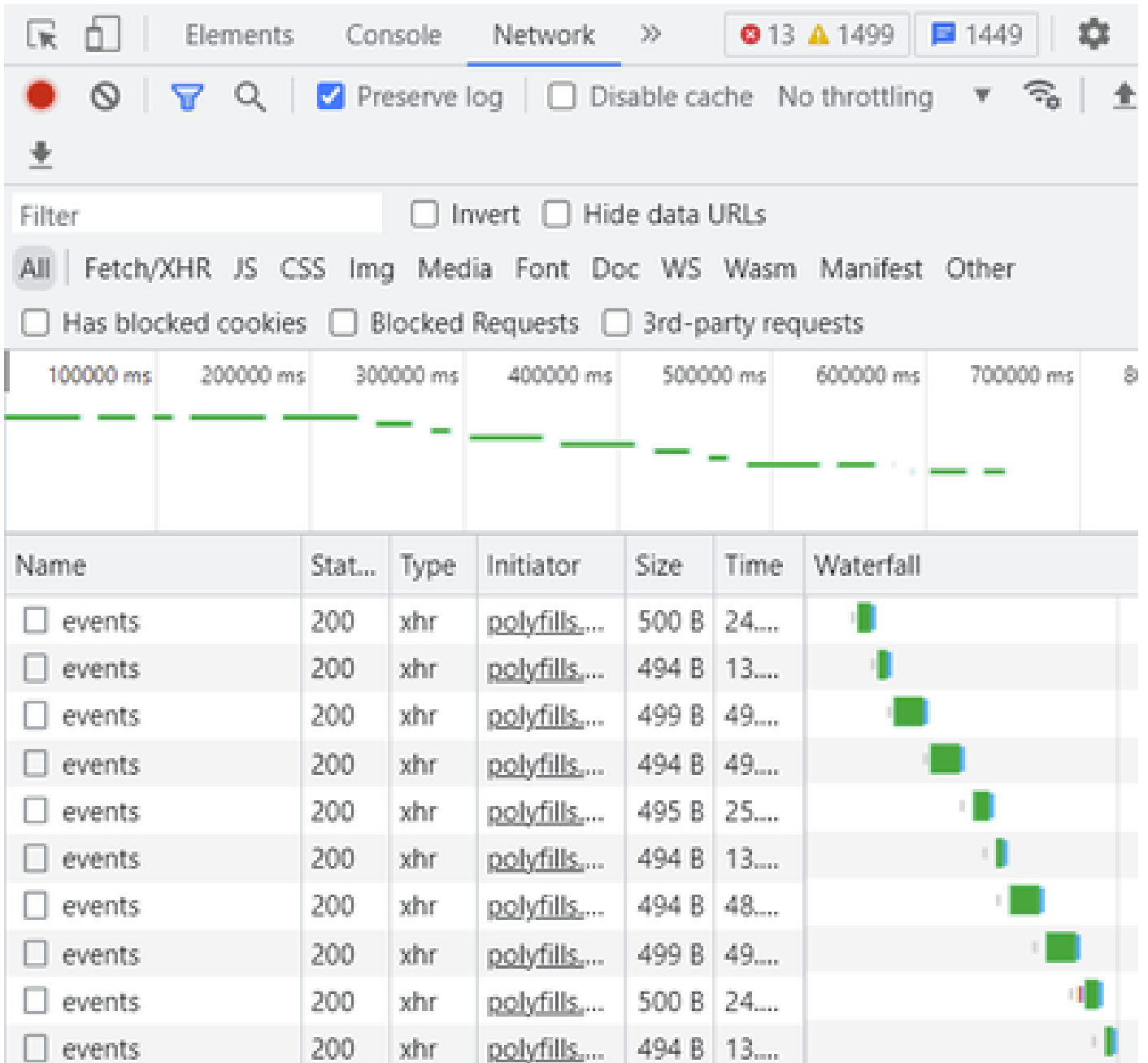


Step 3. Set *HTTP Archive File* (HAR). To do so, click on **Network** then activate **Preserve Log** and **Record Network log** (red circle icon).

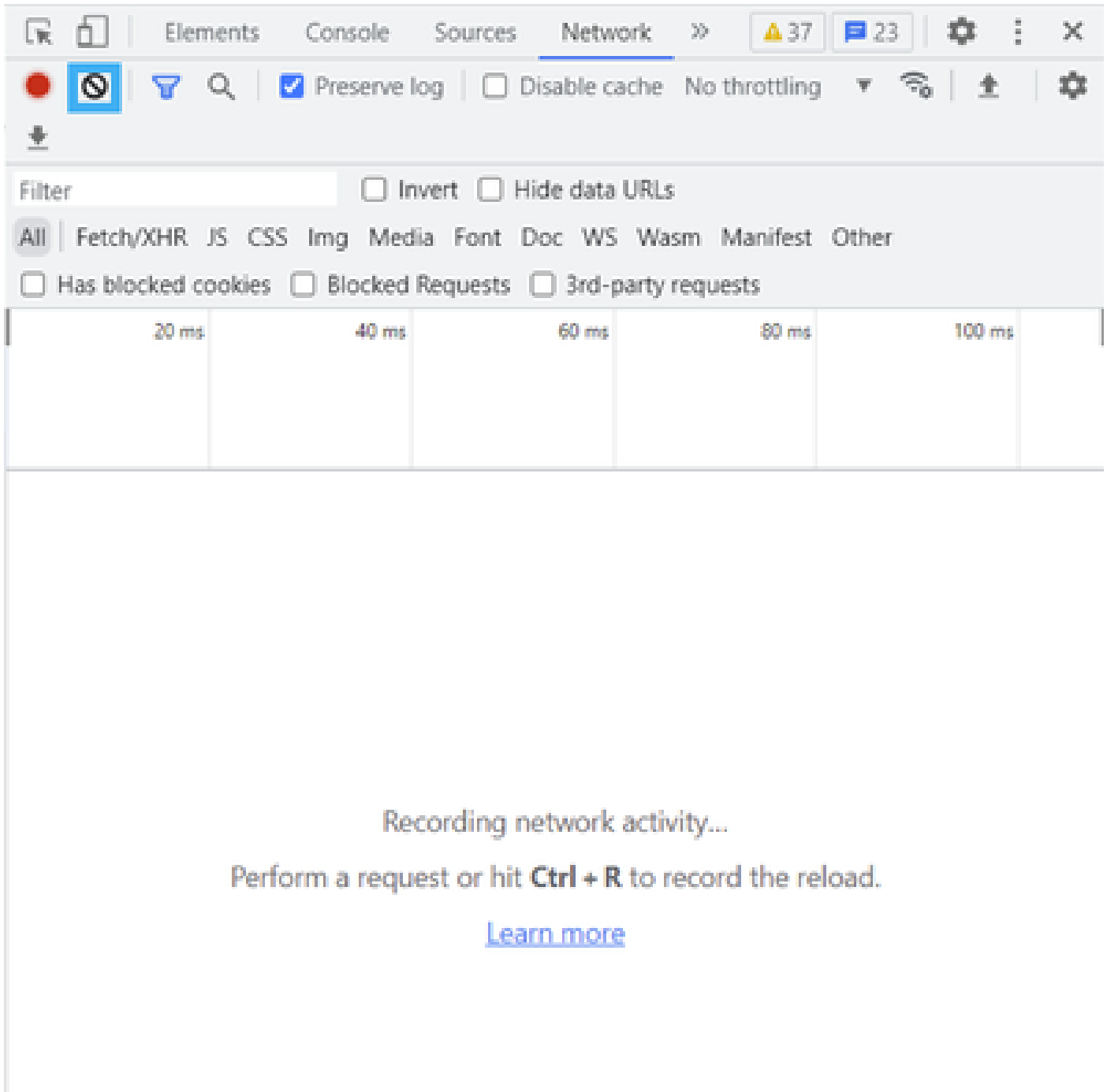
The screenshot shows the Chrome DevTools Network tab. The 'Network' tab is selected, and the 'Preserve log' checkbox is checked. A red circle icon is highlighted in the top left corner. The waterfall chart shows a series of requests, with a green bar highlighting the 'events' request. The table below lists the requests.

Name	Stat...	Type	Initiator	Size	Time	Waterfall
<input type="checkbox"/> cancelConfigMo...	200	xhr	polyfills...	1.3 ...	155...	
<input type="checkbox"/> push_feature_te...	200	xhr	polyfills...	366 B	206...	
<input type="checkbox"/> clientSessionTim...	200	xhr	polyfills...	472 B	186...	
<input type="checkbox"/> feature?summary...	200	xhr	polyfills...	12....	214...	
<input type="checkbox"/> events	200	xhr	polyfills...	501 B	35...	
<input type="checkbox"/> migration	200	xhr	polyfills...	2.0 ...	159...	
<input type="checkbox"/> 0d9c7dab-9a62-...	200	xhr	polyfills...	2.1 ...	163...	
<input type="checkbox"/> models/	200	xhr	polyfills...	2.5 ...	176...	
<input type="checkbox"/> types/	200	xhr	polyfills...	6.9 ...	178...	
<input type="checkbox"/> 15.0.0	200	xhr	polyfills...	2.6 ...	158...	
<input type="checkbox"/> feature?summary...	200	xhr	polyfills...	12....	188...	

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

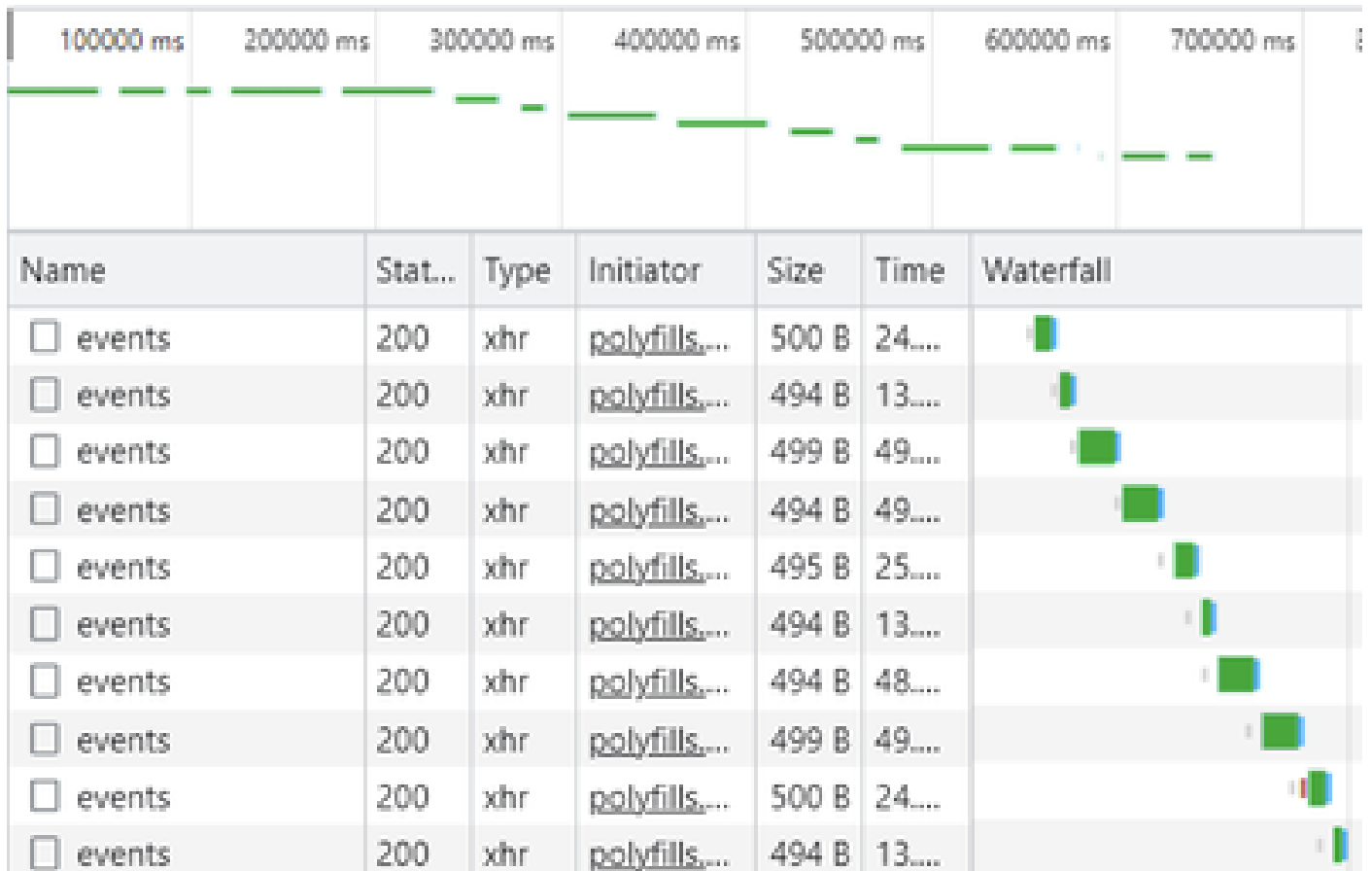


Before Clean Up



After Clean Up

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



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

The screenshot shows the Chrome DevTools Network tab. At the top, there are tabs for Elements, Console, and Network. The Network tab is active, showing a list of requests. A context menu is open over the list, with the option 'Save all as HAR with content' highlighted in blue. The list of requests includes various XHR entries with columns for Name, Status, Type, Initiator, Size, Time, and Waterfall.

Name	Stat...	Type	Initiator	Size	Time	Waterfall
<input type="checkbox"/> summary?isCach...	200	xhr	polyfills...	691 B	183...	
<input type="checkbox"/> count?isCached=...	200	xhr	polyfills...	682 B	183...	
<input type="checkbox"/> summary	200	xhr	polyfills...	770 B	178...	
<input type="checkbox"/> summary?isCach...	200	xhr	polyfills...	702 B	193...	
<input type="checkbox"/> events	200	xhr	polyfills...	495 B	49...	
<input type="checkbox"/> summary	200	xhr	polyfills...	621 B	178...	
<input type="checkbox"/> events	200	xhr	polyfills...	499 B	49...	
<input type="checkbox"/> count?isCached=...	200	xhr	polyfills...	676 B	183...	
<input type="checkbox"/> summary?isCach...	200	xhr	polyfills...	694 B	183...	
<input type="checkbox"/> summary	200	xhr	polyfills...	769 B	178...	
<input type="checkbox"/> summary?isCach...	200	xhr	polyfills...	708 B	193...	
<input type="checkbox"/> events	200	xhr	polyfills...	499 B	49...	
<input type="checkbox"/> summary?isCach...	200	xhr	polyfills...	690 B	183...	
<input type="checkbox"/> count?isCached=...	200	xhr	polyfills...	676 B	183...	
<input type="checkbox"/> summary	200	xhr	polyfills...	765 B	178...	
<input type="checkbox"/> summary?isCach...	200	xhr	polyfills...	708 B	193...	
<input type="checkbox"/> events	200	xhr	polyfills...	494 B	49...	

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

Elements Console Sources Network >> 4 1

Preserve log Disable cache No throttling

Export HAR...

All Fetch/XHR JS CSS Img Media Font Doc WS Wasm Manifest Other

Blocked response cookies Blocked requests 3rd-party requests

Name	Sta...	Type	Initiator	Size	Time	Waterfall
<input type="checkbox"/> aggregation	200	xhr	polyfills...	1.0 ...	252...	
<input type="checkbox"/> aggregation	200	xhr	polyfills...	897...	194...	