Collect SAML Logs from Cisco Security Cloud Product

Contents

Introduction

This document describes the steps to collect SAML Logs from Cisco Security Cloud Product which are used by the TAC team to troubleshoot and investigate login 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.

Problem:

Cisco TAC uses SAML logs to troubleshoot issues related to the Cisco Security Cloud Product login issues. With the information in the SAML logs, TAC can analyze the traces made to the Cisco Security Cloud Product backend server and address the issue efficiently.

Solution:

The SAML logs collection will depend of the browser used to obtain them.

Chrome

1. Download the SAML tracer from the Add extention section, navigate to **Home > Extension > SAML-tracer**, select **Add to Chrome > Add extension**
2. Once the extension is added, navigate to the three dots in the upper right corner of the browser **> More Tools > Developer Tool**
3. Select the option “>>” found from the top of the Developer Tools section, and select SAML
4. Reproduce the issue
5. Click on **Show only SAML** check box

6. Save the output and share them with TAC

Firefox

1. Similar to the previous steps, add the SAML-tracer tool to Firefox, click on Add when the permission pop-up is displayed, then click Okay and select the check box if you would like to use the extension on private windows
2. In the upper right corner of the browser you can now have the SAML-tracer icon, select it.
3. Once selected, another window appears, at this point you can now reproduce the login issue, once the scenario is replicated, copy the output or import it to upload the file to the Support Case Manage and share the information to TAC team for further investigation

Related Information

- **Technical Support & Documentation - Cisco Systems**