

FAQ and Troubleshooting

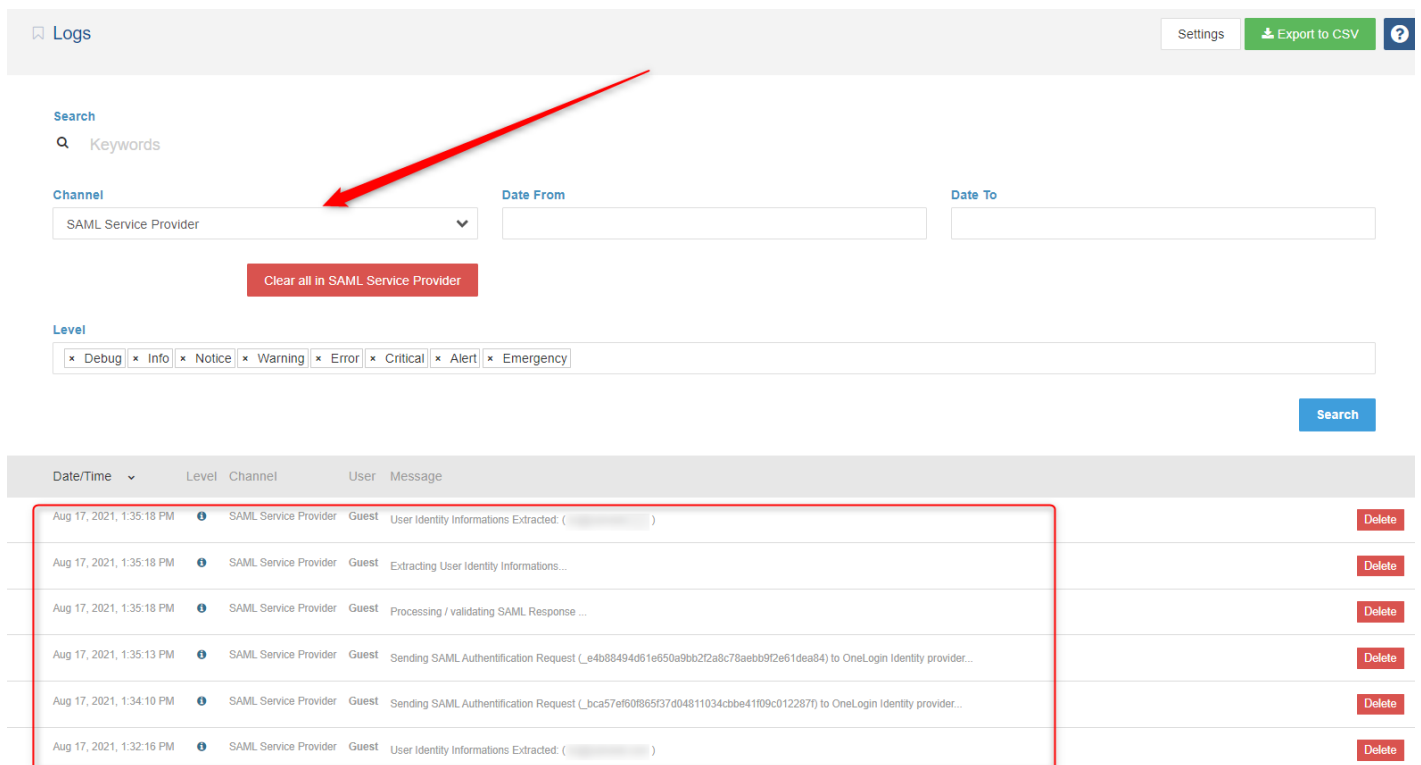
This section contains common SAML problems you might encounter and help you to diagnose and fix issues related to SAML SSO authentication.

When testing and debugging the configuration, an option is to view the messages in the log files. A detailed cause of the failure will be printed in case something goes wrong.

You can find detailed information from every step in the process. This allows for an easy analysis of where potential configuration errors recite. Will also allow for detailed response messages to the user trying to sign in. By default, every failed login attempt always results in this message: "**Failed Authentication .**" After enabling trace logging, you can see the exact cause of the failure in the browser. In case of exceptions, you can even see the stack trace.

You may inspect the [ConcreteCMS](#) logs to help pinpointing the problem cause. Please refer to [How can I enable logging in ConcreteCMS documentation](#).

Choose **SAML Service Provider** Channel



The screenshot shows the 'Logs' section of the ConcreteCMS interface. At the top right, there are links for 'Settings', 'Export to CSV', and a help icon. Below the header, there is a search bar with the placeholder 'Keywords'. The 'Channel' dropdown menu is set to 'SAML Service Provider', with a red arrow pointing to it. Below the channel filter, there is a button that says 'Clear all in SAML Service Provider'. The 'Level' filter is set to 'Debug'. A 'Search' button is located at the bottom right of the filter section. The log entries table has columns for 'Date/Time', 'Level', 'Channel', 'User', and 'Message'. A red box highlights the following log entries:

Date/Time	Level	Channel	User	Message	Action
Aug 17, 2021, 1:35:18 PM	Info	SAML Service Provider	Guest	User Identity Informations Extracted: ()	Delete
Aug 17, 2021, 1:35:18 PM	Info	SAML Service Provider	Guest	Extracting User Identity Informations...	Delete
Aug 17, 2021, 1:35:18 PM	Info	SAML Service Provider	Guest	Processing / validating SAML Response ...	Delete
Aug 17, 2021, 1:35:13 PM	Info	SAML Service Provider	Guest	Sending SAML Authentication Request (_e4b88494d61e650a9b2f2a8c78aebb92e61dea84) to OneLogin Identity provider...	Delete
Aug 17, 2021, 1:34:10 PM	Info	SAML Service Provider	Guest	Sending SAML Authentication Request (_bca57ef60f865f37d04811034cbbe41f09c012287f) to OneLogin Identity provider...	Delete
Aug 17, 2021, 1:32:16 PM	Info	SAML Service Provider	Guest	User Identity Informations Extracted: ()	Delete

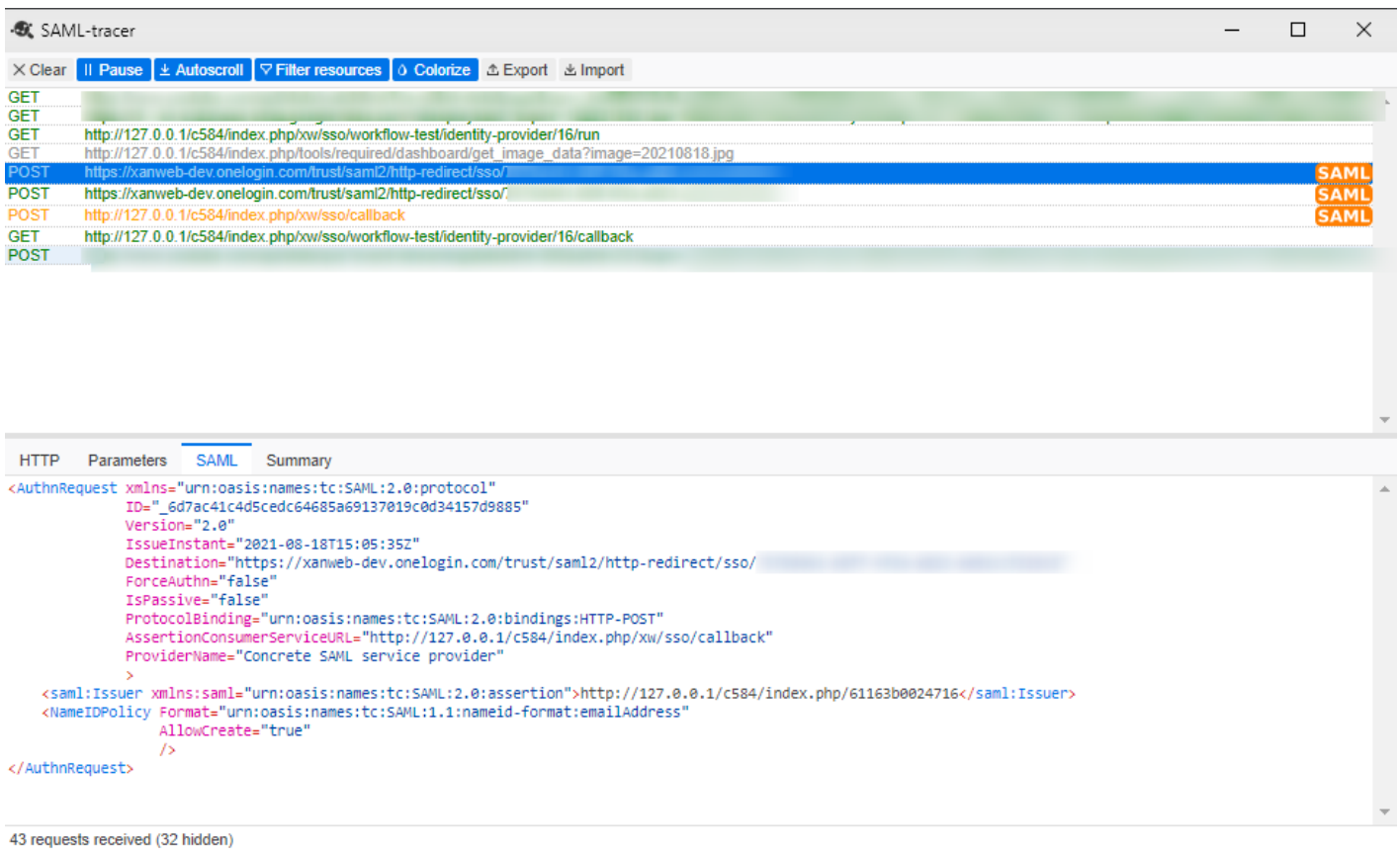
Debug logs may contain more detailed information about the error.

At some point it may be necessary to confirm/view the SAML message that is actually being released from the IdP and sent to us during the authentication process ; You can view SAML trace logs by installing SAML Tracer extension on your web browsers. To install SAML Tracer :

- Mozilla FireFox
- Google Chrome

This section includes some samples to show you what SAML requests and SAML responses might look like (Using SAML-Tracer) .

This example below shows a sample SAML Request .



The screenshot shows the SAML-tracer browser extension interface. The top part displays a list of requests with columns for method, URL, and SAML status. The third request is highlighted in blue and marked as SAML. Below the list, the 'SAML' tab is selected, showing the XML content of the selected request. The XML is an AuthnRequest with various attributes like ID, Version, IssueInstant, Destination, ForceAuthn, IsPassive, ProtocolBinding, AssertionConsumerServiceURL, and ProviderName. It also contains a SAML Issuer and NameIDPolicy element.

```
<AuthnRequest xmlns="urn:oasis:names:tc:SAML:2.0:protocol"
ID="_6d7ac41c4d5cedc64685a69137019c0d34157d9885"
Version="2.0"
IssueInstant="2021-08-18T15:05:35Z"
Destination="https://xanweb-dev.onelogin.com/trust/saml2/http-redirect/sso/
ForceAuthn="false"
IsPassive="false"
ProtocolBinding="urn:oasis:names:tc:SAML:2.0:bindings:HTTP-POST"
AssertionConsumerServiceURL="http://127.0.0.1/c584/index.php/xw/sso/callback"
ProviderName="Concrete SAML service provider"
>
<saml:Issuer xmlns:saml="urn:oasis:names:tc:SAML:2.0:assertion">http://127.0.0.1/c584/index.php/61163b0024716</saml:Issuer>
<NameIDPolicy Format="urn:oasis:names:tc:SAML:1.1:nameid-format:emailAddress"
AllowCreate="true"
/>
</AuthnRequest>
```

This example below shows a sample SAML Response .

X Clear | Pause | Autocroll | Filter resources | Colorize | Export | Import

```

GET http://127.0.0.1/c584/index.php/sso/workflow-test/identity-provider/f61un
GET http://127.0.0.1/c584/index.php/tools/required/dashboard/get_image_data?image=20210619.jpg
POST https://xanweb-dev.onelogin.com/trust/saml2/http-redirect/soo?
POST https://xanweb-dev.onelogin.com/trust/saml2/http-redirect/soo?
POST http://127.0.0.1/c584/index.php/sso/callback
GET http://127.0.0.1/c584/index.php/sso/workflow-test/identity-provider/f61callback
GET http://127.0.0.1/c584/index.php/tools/required/dashboard/get_image_data?image=20210619.jpg
GET
  
```

HTTP Parameters SAML Summary

```

<saml:Response xmlns:saml="urn:oasis:names:tc:SAML:2.0:assertion"
  xmlns:samlp="urn:oasis:names:tc:SAML:2.0:protocol"
  ID="pfxa1d22848-9f0f-c1d0-0f01-3eb18e57f0a3"
  Version="2.0"
  IssueInstant="2021-08-19T15:08:12Z"
  Destination="http://127.0.0.1/c584/index.php/sso/callback"
  InResponseTo="_c9a73c4572463ff1c2478d939492bdad0788feef"
  >
  <saml:Issuer>https://app.onelogin.com/saml/metadata/?</saml:Issuer>
  <ds:Signature xmlns:ds="http://www.w3.org/2000/09/xmldsig#"
    <ds:SignedInfo
      <ds:CanonicalizationMethod Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#" />
      <ds:SignatureMethod Algorithm="http://www.w3.org/2000/09/xmldsig#rsa-sha1" />
      <ds:Reference URI="pfxa1d22848-9f0f-c1d0-0f01-3eb18e57f0a3"
        <ds:Transforms
          <ds:Transform Algorithm="http://www.w3.org/2000/09/xmldsig#enveloped-signature" />
          <ds:Transform Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#" />
        </ds:Transforms>
        <ds:DigestMethod Algorithm="http://www.w3.org/2000/09/xmldsig#sha1" />
        <ds:DigestValue>c77fXUclad0uTbj6e+21M509ac4</ds:DigestValue>
      </ds:Reference>
    </ds:SignedInfo>
  </ds:Signature>
  <ds:SignatureValue>P3/zo2EXmRpowb0ChDRfXEM5ZAT7W90ltEDXy612JhgWit/n2zfskTrTy1yUX8TV1kQJ0/yJ35yTw73eStoHsbxdu+9CcwVkv79KtUuBEo+K1sUrVnqe8taJbdTgFn+03MKvo2Pjmk7JcswuygobWYdc1v3H05snj2da4Fy8HMAU549B1amyCev70xvBysihfESPMJ+3THZn7JgLIgY0A8k6T
  T3m4815uTVWz2woshX1KOPXvG4H028EOK1FuJm16yWwNqW3G6SSE/BVLH1bb1DDFQ/FY8XZy2GQk6RN4/21sdp1C/dz41KXYP5sw7JkkvQ1GCEu5g=</ds:SignatureValue>
  <ds:KeyInfo>
    <ds:XS090Data>
      <ds:XS09Certificate>MIID2DCACGAWIBAgUfVhyB8HfV9POYzP1rQugtJUCr4uQY7K0ZiVhCNAQEFBQAwRDEPHAGAIUEGvGEGFud2VHRUeWYVdWQQLDAPBmWb2d0b1B1ZjFAXGJAYBgWBAWMEU9uZUxvZ21uTEFjY291bnQoIB4XDTIXdCwMTEYjNDYXWOWRDEPHAGAIUEGvGEG
      F2Bef7MBP6GF7H05aw17rSeu00ng5Jhml1ggDKSpeefNgaIkm2qA9TRNLd3B+JuIm8D1nd4/9uV0501nTeod8SgdnDF1YGo+J6LSL59sLMEHFL2YmpURT8K0nAHmQ=</ds:XS09Certificate>
    </ds:XS090Data>
  </ds:KeyInfo>
  </ds:Signature>
  <samlp:Status>
    <samlp:StatusCode Value="urn:oasis:names:tc:SAML:2.0:status:Success" />
  </samlp:Status>
  <saml:Assertion xmlns:saml="urn:oasis:names:tc:SAML:2.0:assertion"
    xmlns:xs="http://www.w3.org/2001/XMLSchema"
    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
    Version="2.0"
    ID="A3d423c5290e49a847f61ce2046bd41083fa33064"
    IssueInstant="2021-08-19T15:08:12Z"
    >
    <saml:Issuer></saml:Issuer>
    <saml:Subject>
      <saml:NameID Format="urn:oasis:names:tc:SAML:1.1:nameid-format:emailAddress"></saml:NameID>
      <saml:SubjectConfirmation Method="urn:oasis:names:tc:SAML:2.0:cm:bearer">
        <saml:SubjectConfirmationData NotOnOrAfter="2021-08-19T15:11:12Z"
          Recipient="http://127.0.0.1/c584/index.php/sso/callback"
          InResponseTo="_c9a73c4572463ff1c2478d939492bdad0788feef"
        </saml:SubjectConfirmationData>
      </saml:SubjectConfirmation>
    </saml:Subject>
    <saml:Conditions NotBefore="2021-08-19T15:08:12Z"
  
```

44 requests received (33 hidden)

Activier Windows
 Accédez aux paramètres

If an error appears before you are redirected to the IdP's login page, the IdP's metadata may be invalid.

If an error appears after you log in on the IdP's vendor page, the reasons could be that:

FAQ

After successfully Login in the Identity provider side nothing happens.

If your SP redirects the request to the identity provider (IdP), but the IdP does not return its SAML sign-in page. The IdP can fail to return the sign-in page for any of the following reasons:

- Assertion Consume Service (ASC) Endpoint URL provided to the IdP is not valid .
- If a user provides incorrect credentials on the IdP's sign-in page, or if the user is not authorized to use SAML, some IdPs will not return control to our SP when authentication fails.
- This issue may occur when our Service Provider Metadata is not configured on the IdP side.
- Our request is signed (*when **Sign Request** option is enabled*) and identity provider doesn't have our Certificate and/or can't process signed requests .

I can log in to the Identity Provider but not to my ConcreteCMS Site

If you can access the Identity Provider login screen, and login is successful, but you have not been successfully logged in to the your website, it could be due to one of a number of issues.

- Check if the IdP uses a valid **NameID** format to communicate the subject inside the SAML response. It must be **Email Adress format**
- If the IdP is encrypting the SAML response , disable encryption option. (no encryption support for now) .
- Current User doesn't exist in your system , and **JIT** option is disabled .
- If **Want Signed Assertions** option in your service provider is enabled , make sure the IdP is signing his assertion or response and is using the certificate that is configured for your Service Provider on the **Configuration** page.
- Check **Recipient** value (Same value as your Entity ID / Issuer)
- Check **Audience** value (Same value as your **Assertion Consume Service (ASC) Endpoint**)

Support

For immediate troubleshooting, consult our team for a solution.

If you would like to receive support from our's support team, create a support issue on [ConcreteCMS Marketplace](#) with the following information:

1. a description of your problem and what you were doing at the time it occurred.
2. a copy of the error
3. plain SAML messages (See above about SAML tracer extension)
4. a copy of the application logs (if possible).

You can use the **support request form** to create a support ticket which will include this

information.

We will respond as promptly as possible.

Thank you!

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