Fiddler tutorial

This tutorial shows the process of capturing network traffic using the Fiddler tool.

1 - Requirements

Fiddler runs only on Windows
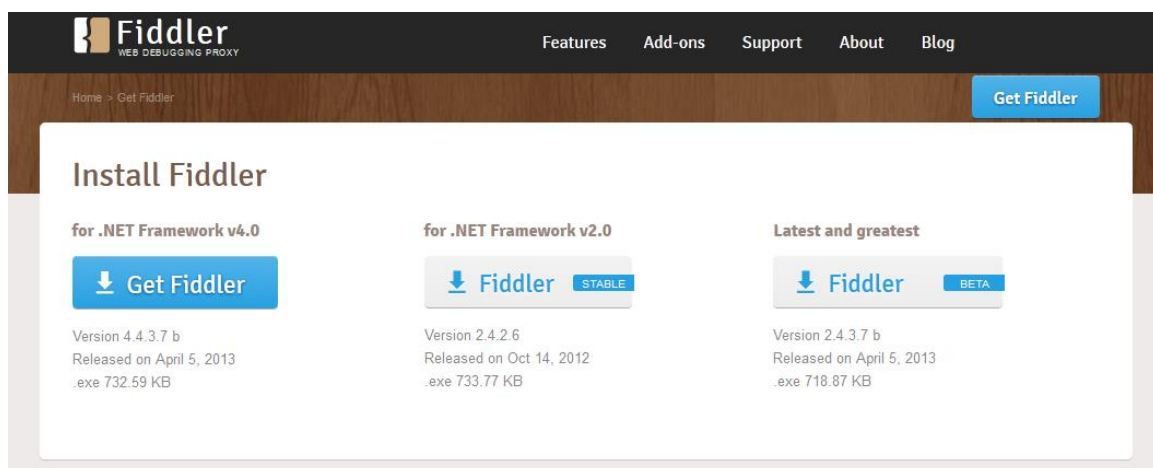You need to have .NET Framework installed, if not, you can download it on Microsoft website
http://www.microsoft.com/en-ie/download/details.aspx?id=17851

2 - Download Fiddler

From http://fiddler2.com/get-fiddler
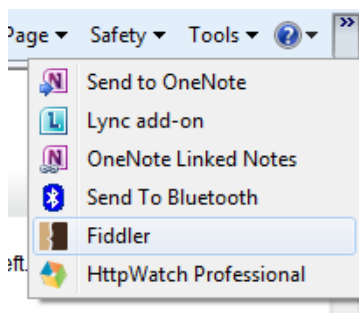(The one supported by your .NET version)

3 - Start Fiddler

-From Start menu -> Fiddler2
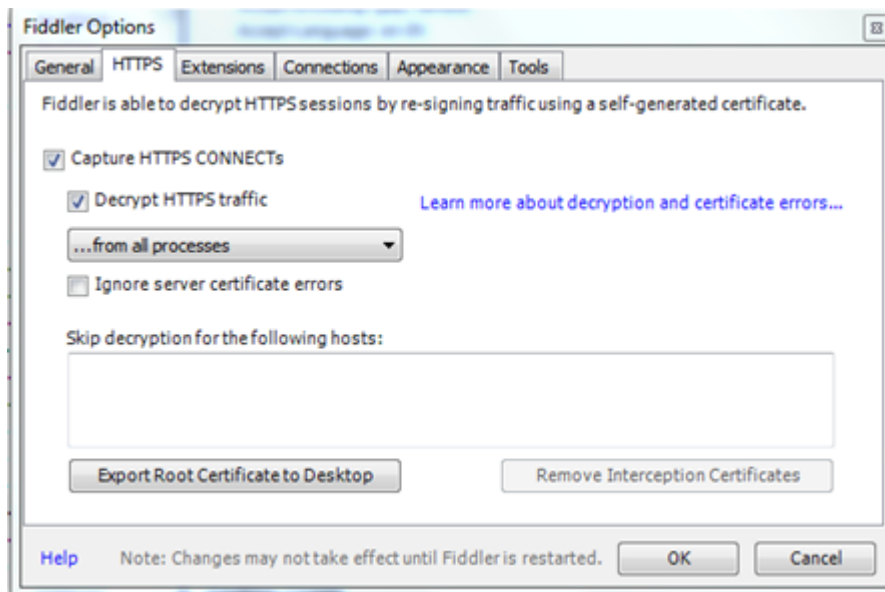Or
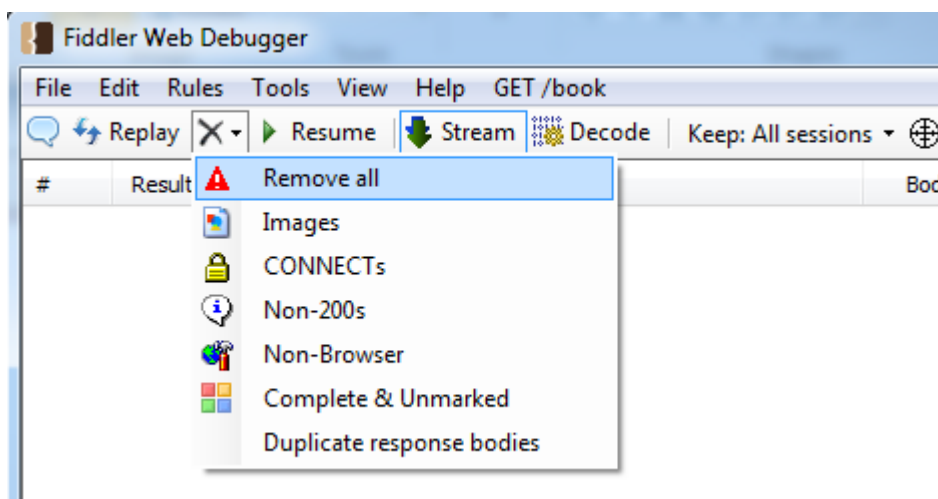-From Internet Explorer -> Chevron (>>)->Fiddler

4 - Configure Fiddler

We need to **enable HTTPS traffic**:
-In Tools -> Fiddler Options
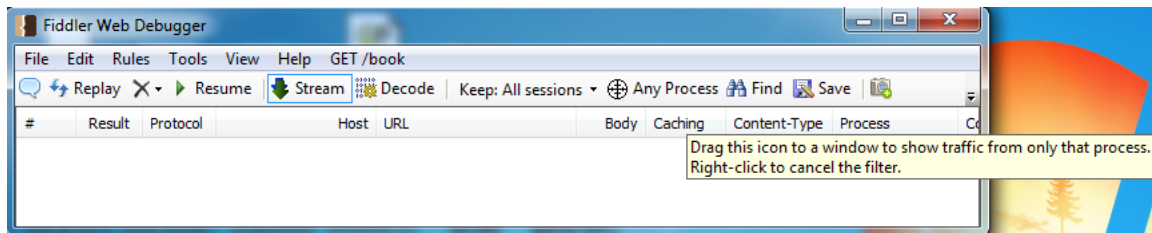-Check 'Capture HTTPS CONNECTs' and 'Decrypt HTTPS traffic'

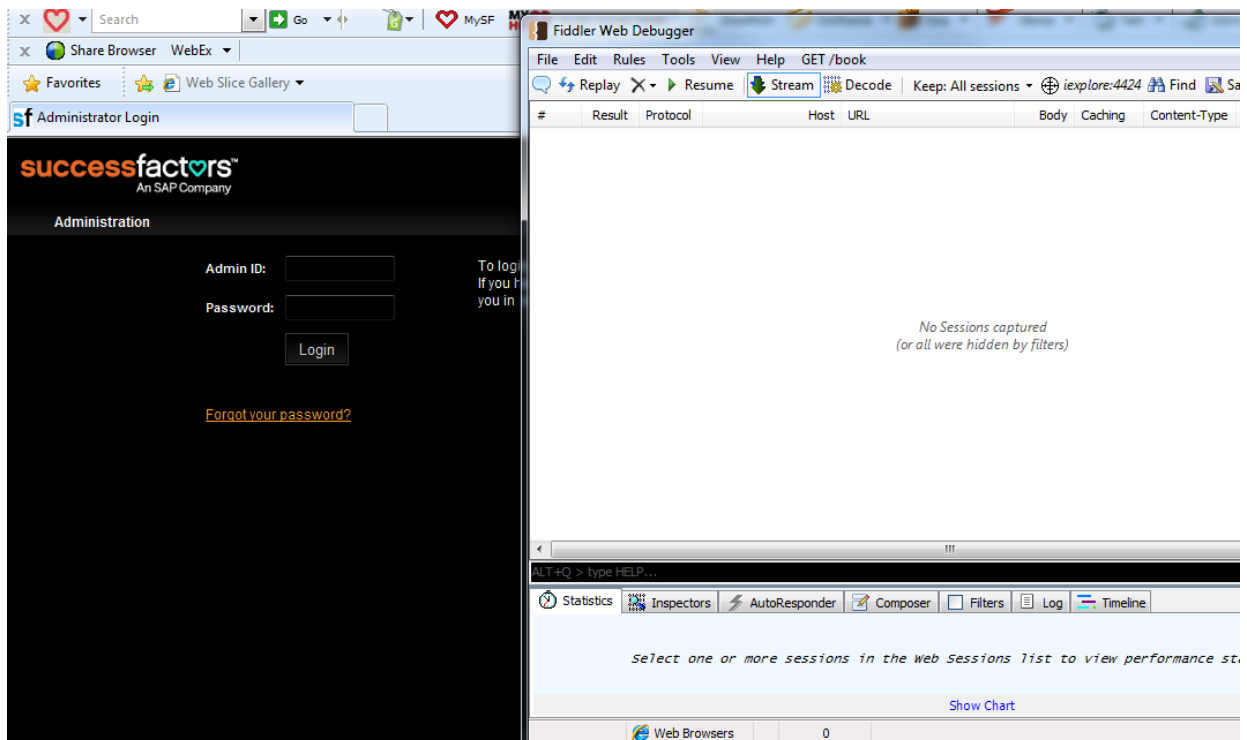**Clear original traces** by pressing 'Remove all'.

Target the right process

If you using LMS in Internet Explorer, Fiddler has to capture traces from the IE process, to do it:
-in the tool bar press 'Any Process' , it will show 'pick target' and cursor will become a cross.

- Drag the cursor to your LMS session in IE (colour will change), 'pick target' will get the name of the process (for ex: iexplorer: 4424)
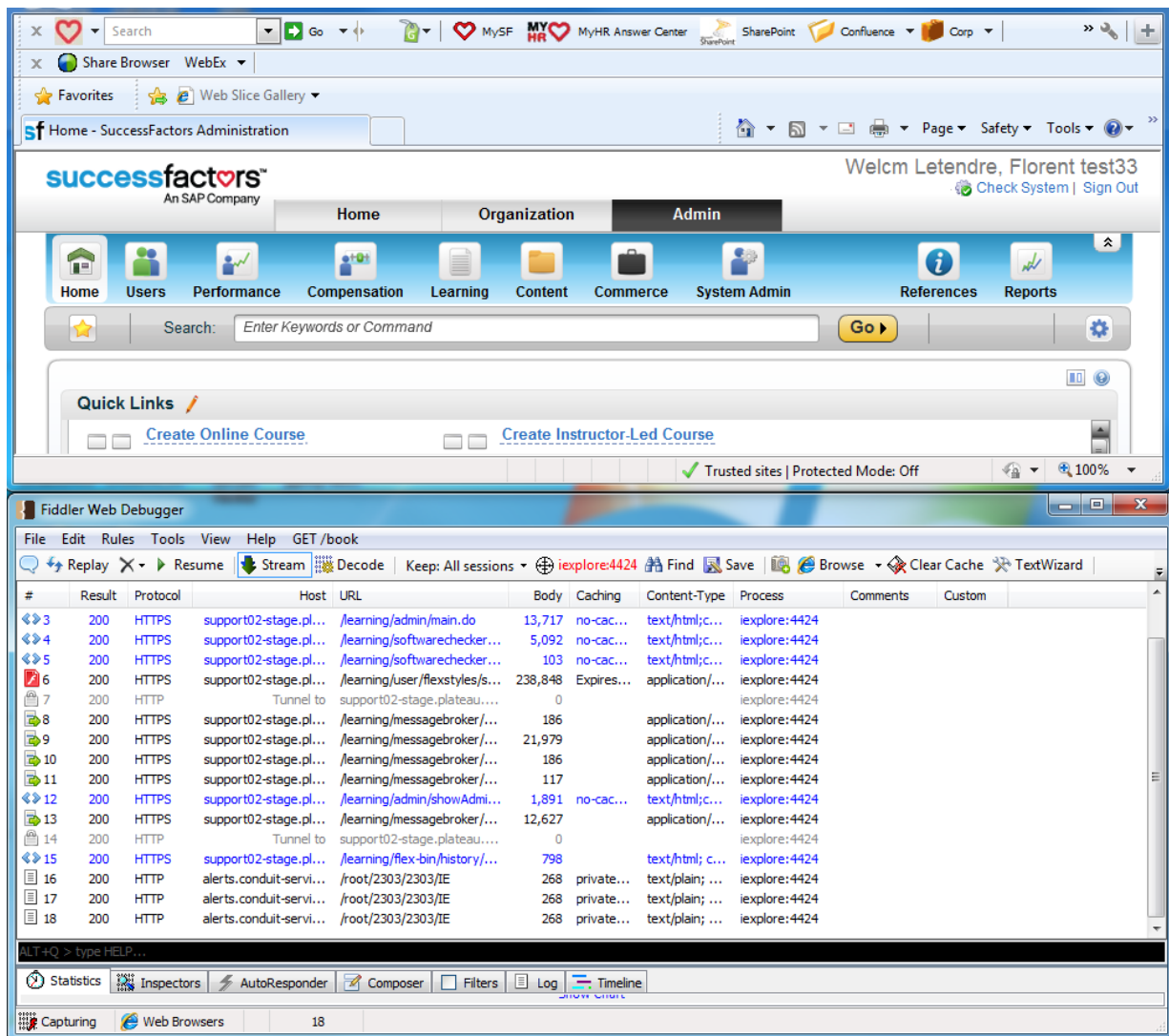
4 - Capture traces

Make sure **capture Traffic is enable** (F12 or File menu->Capture Traffic), you will see 'Capturing' in bottom left of Fiddler window.

-**Reproduce your issue** (ex : login to LMS)
-You should see traces populating the Fiddler pane:

Stop traces (by pressing F12), 'Capturing' will disappear.

5 - Save

Save traces by pressing 'Save ' button, it will save them in a .saz file.

6 - Send

To send the traces to SuccessFactors support, simply attach the **.saz** file to your CRM case.
Thanks for your cooperation!