**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’.

![Machine generated alternative text: • Fiddler Web Debugger File Edit Rules Tools View Help GET /book ‘Q 4ý Replay {5?J]  Resume 4 Streamjjj Decode Keep: All sessions Result[A Remove all Bod J Images CONNECTs Q Non-200s ¿J Non-Browser Complete & Unmarked Duplicate response bodies]()

**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 )

![Machine generated alternative text: X Ç  Search IJ]DGO ‘v ‘r 9MySF Share Browser WebEx ‘ c. Favorites cj t] Web Slice Gallery sf Administrator Login Fiddler Web Debugger File Edit Rules Tools View Help GET /book ) 4ý Replay X— P Resume 4 Stream Decode Keep: All sessions  iexplore:4424  Find  Sa Result Protocol Host URL Body Caching Content-Type No Sessions captured (or all were hidden by filters) ‚‚‚ Stabstics j. Inspectors Select one 5 AutoResponder 4 Composer  Filters [jj Log Timeline or more sessions in the Web sessions list to view performance st. Show Chart Web Browsers O]()

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!