Troubleshoot the Error "Error occurred while retrieving metadata information" for SAML in the SMA

Contents

Introduction

This document describes how to troubleshoot the error "Error occurred while retrieving metadata information" for Security Assertion Markup Language (SAML) in the Security Managment Appliance (SMA).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- ADFS (Active Directory Federation Services)
- SAML integration with SMA
- OpenSSL installed

Components Used

The information in this document is based on these software and hardware versions:

- SMA AsyncOs version 11.x.x
- SMA AsyncOs version 12.x.x

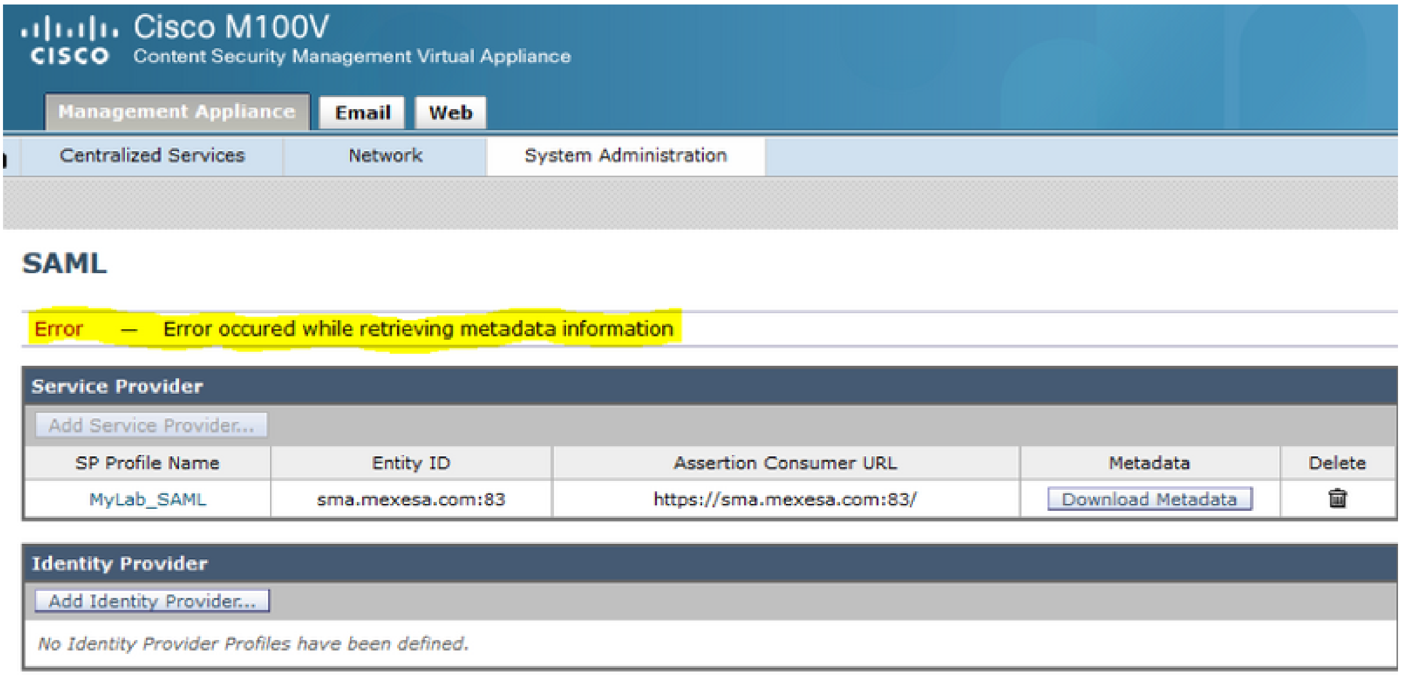
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

Cisco Content Security Management Appliance now supports SAML 2.0 Single Sign-On (SSO) so that the end-users can access the Spam Quarantine and use the same credentials that are used to access other SAML 2.0 SSO enabled services within their organization. For instance, you enable Ping Identity as your SAML identity provider (IdP) and has accounts on Rally, Salesforce, and Dropbox which have SAML 2.0 SSO enabled. When you configure the Cisco Content Security Management appliance to support SAML 2.0 SSO as a Service Provider (SP), end-users can sign in once and have access to all these services including Spam Quarantine.

Problem

When you select Download Metadata for SAML you get the error "Error occurred while retrieving metadata information", as shown in the image:



SAML

Error — Error occured while retrieving metadata information

Service Provider

Add Service Provider...

SP Profile Name	Entity ID	Assertion Consumer URL	Metadata	Delete
MyLab_SAML	sma.mexesa.com:83	https://sma.mexesa.com:83/	Download Metadata	🗑

Identity Provider

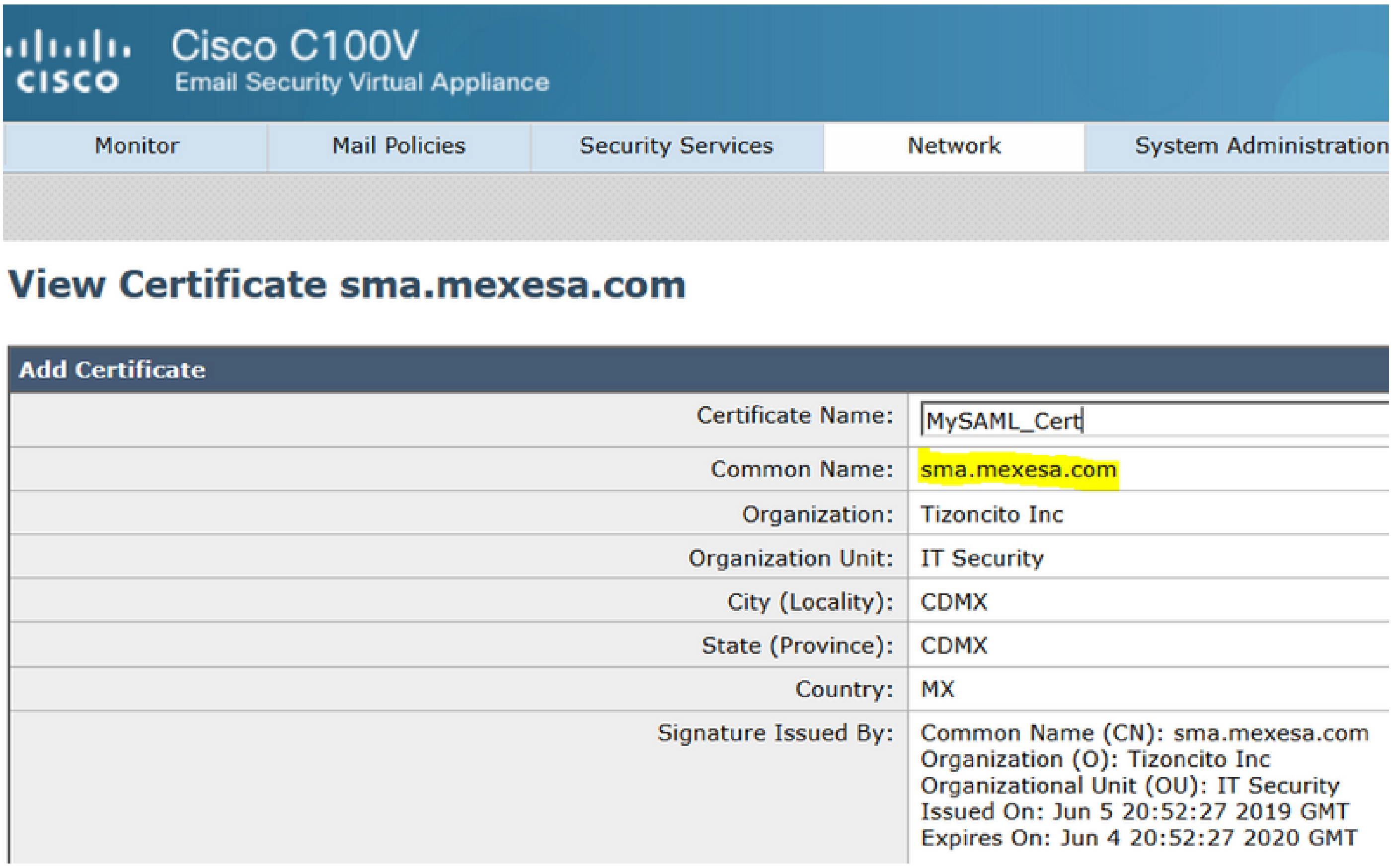
Add Identity Provider...

No Identity Provider Profiles have been defined.

Solution

Step 1. Create a new self-signed certificate on the Email Security Appliance (ESA).

Ensure the common name is the same as the Entity ID URL, but without the port number, as shown in the image:



View Certificate sma.mexesa.com

Add Certificate

Certificate Name:	MySAML_Cert
Common Name:	sma.mexesa.com
Organization:	Tizoncito Inc
Organization Unit:	IT Security
City (Locality):	CDMX
State (Province):	CDMX
Country:	MX
Signature Issued By:	Common Name (CN): sma.mexesa.com Organization (O): Tizoncito Inc Organizational Unit (OU): IT Security Issued On: Jun 5 20:52:27 2019 GMT Expires On: Jun 4 20:52:27 2020 GMT

Step 2. Export the new certificate with a .pfx extension, type in a passphrase, and save it in your machine.

Step 3. Open a windows terminal and input these commands, provide the passphrase on the previous step.

- Run the this command to export the private key:

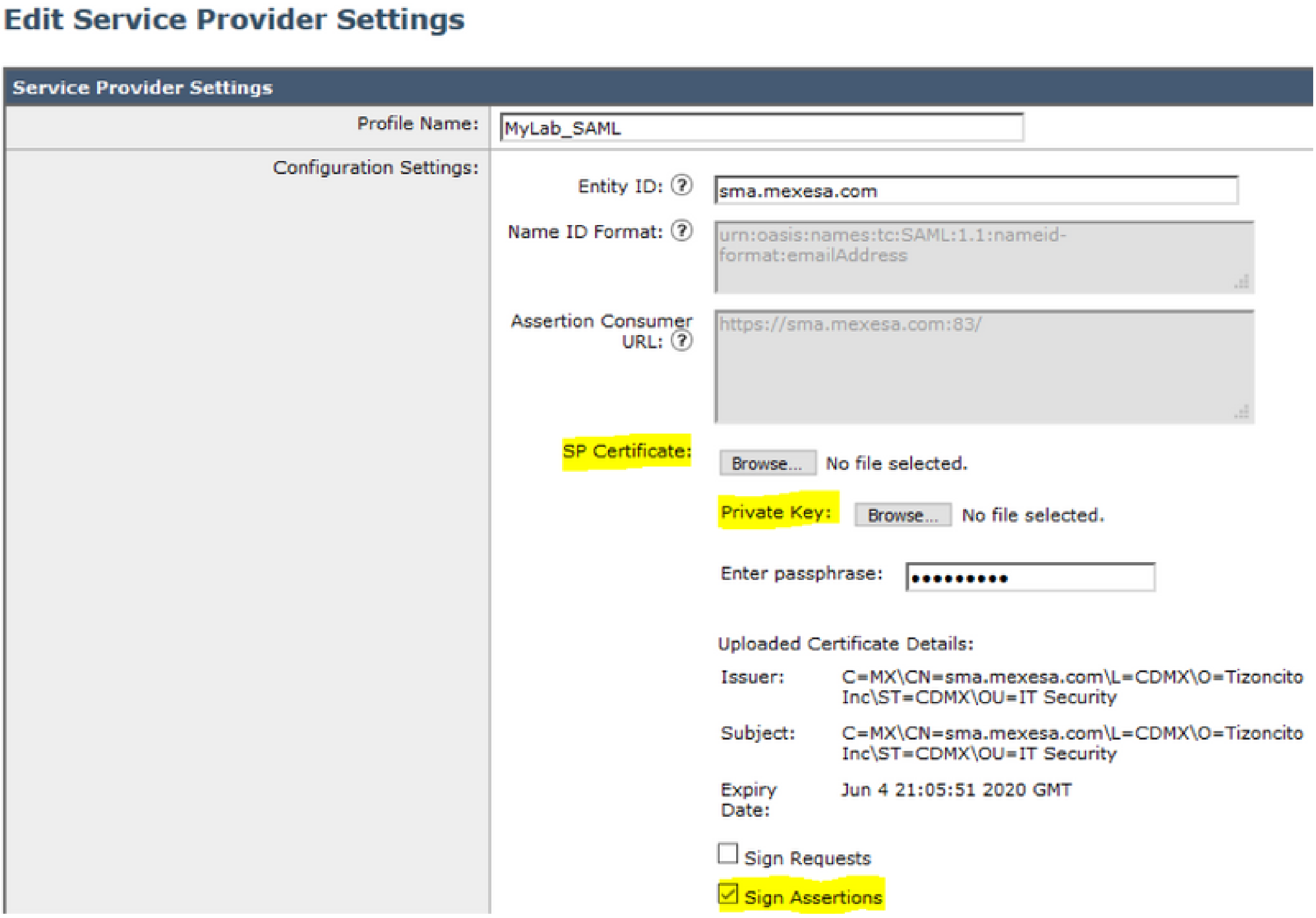
```
openssl pkcs12 -in created_certificate.pfx -nocerts -out certificateprivatekey.pem -nodes
```

- Run this command to export the certificate:

```
openssl pkcs12 -in created_certificate.pfx -nokeys -out certificate.pem
```

Step 4. At the end of this process, you must have two new files: **certificateprivatekey.pem** and **certificate.pem**. Upload both files in the Service Provider Profile and use the same passphrase you use to export the certificate.

Step 5. The SMA requires both files to be in .PEM format for it to work, as shown in the image.



Edit Service Provider Settings

Service Provider Settings

Profile Name: MyLab_SAML

Configuration Settings:

Entity ID: sma.mexesa.com

Name ID Format: urn:oasis:names:tc:SAML:1.1:nameid-format:emailAddress

Assertion Consumer URL: https://sma.mexesa.com:83/

SP Certificate: Browse... No file selected.

Private Key: Browse... No file selected.

Enter passphrase: ••••••••••

Uploaded Certificate Details:

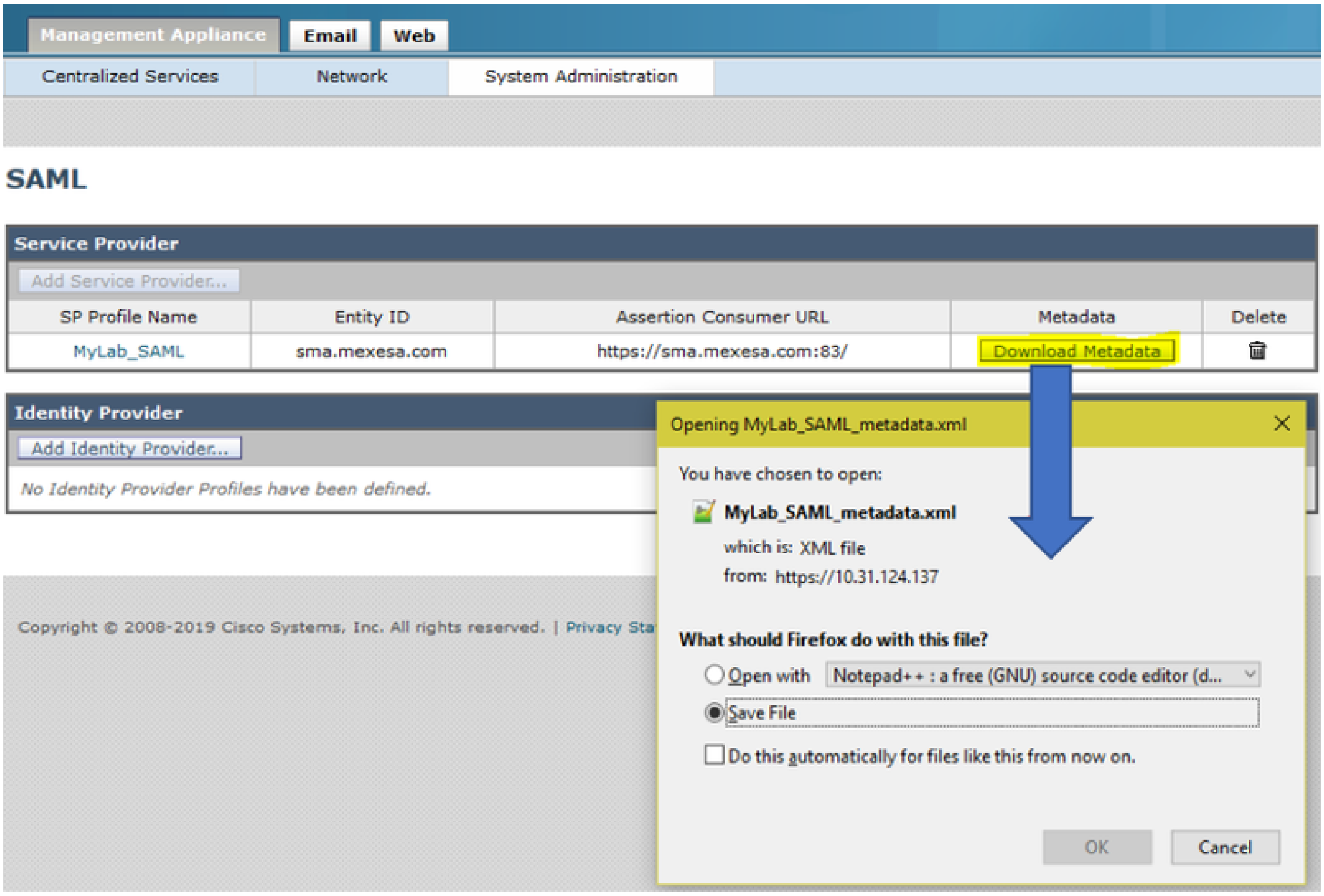
Issuer:	C=MX\CN=sma.mexesa.com\L=CDMX\O=Tizoncito Inc\ST=CDMX\OU=IT Security
Subject:	C=MX\CN=sma.mexesa.com\L=CDMX\O=Tizoncito Inc\ST=CDMX\OU=IT Security
Expiry Date:	Jun 4 21:05:51 2020 GMT

□ Sign Requests

☑ Sign Assertions

Step 6. Ensure you select the **Sign Assertions** checkbox.

Step 7. Submit and commit the changes, you must be able to download the Metadata, as shown in the image.



SAML

Service Provider

SP Profile Name	Entity ID	Assertion Consumer URL	Metadata	Delete
MyLab_SAML	sma.mexesa.com	https://sma.mexesa.com:83/	Download Metadata	🗑

Identity Provider

No Identity Provider Profiles have been defined.

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Opening MyLab_SAML_metadata.xml

You have chosen to open:

MyLab_SAML_metadata.xml

which is: XML file
from: https://10.31.124.137

What should Firefox do with this file?

○ Open with Notepad++ : a free (GNU) source code editor (d...

● Save File

□ Do this automatically for files like this from now on.

Related Information

- [User Guide for AsyncOS 11.0 for Cisco Content Security Management Appliances - GD (General Deployment)]()
- [Technical Support & Documentation - Cisco Systems]()