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Error "Something Went Wrong [1001]" signing in to Microsoft 365 Desktop Applications

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Nagapriyatham Pindi
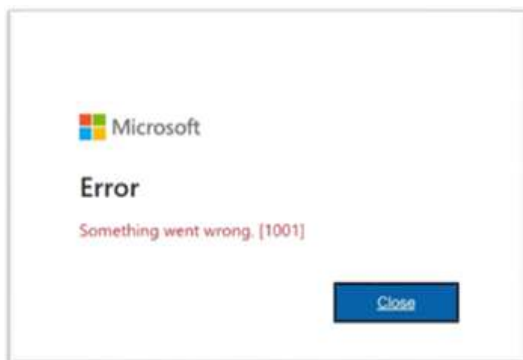
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Last Updated: November 17, 2023

ISSUE

When users attempt to sign into Microsoft 365 desktop applications, they receive an error message.

Error: Something went wrong. [1001]

Scenario 1:

In the first scenario the error "Something went wrong [1001]" is caused by security software impacting the WAM plug-in (AAD.BrokerPlugin).

Please see this article for more details about how to mitigate:

[Can't sign in to Microsoft 365 desktop applications](#)

To provide temporary relief, these steps may help:

1. Rebooting the device often helps to mitigate the issue.

2. Run the commandlets below in user mode PowerShell to repair WAM. For more context see the article, [Authentication fails in Microsoft 365 services](#).

   ```
   Add-AppxPackage -Register
   "$env:windir\SystemApps\Microsoft.AAD.BrokerPlugin_cw5n1h2txyewy\Appxmanifest.xml"
   -DisableDevelopmentMode -ForceApplicationShutdown

   Add-AppxPackage -
   Register "$env:windir\SystemApps\Microsoft.Windows.CloudExperienceHost_cw5n1h2txyewy\Appxmanif
   -DisableDevelopmentMode -ForceApplicationShutdown
   ```

Scenario 2:

In the second scenario the error "Something went wrong [1001]" is caused by user profile management issues.

Please see this article for more details about how to mitigate:

Device identity and desktop virtualization

In this category of issues, we find that on both VDI and physical devices the user profile data is being roamed and that can cause identity and authentication data components to be in a bad state. Make sure to follow the guidance in the article above to carefully review if user profile management practices could be causing the issue. This section is pulled from that article to emphasize its importance:

Roaming any data under the path %localappdata% is not supported. If you choose to move content under %localappdata%, make sure that the content of the following folders and registry keys never leaves the device under any condition. For example: Profile migration tools must skip the following folders and keys:

- `%localappdata%\Packages\Microsoft.AAD.BrokerPlugin_cw5n1h2txyewy`

- `%localappdata%\Packages\Microsoft.Windows.CloudExperienceHost_cw5n1h2txyewy`

- `%localappdata%\Packages\<any app package>\AC\TokenBroker`

- `%localappdata%\Microsoft\TokenBroker`

- `HKEY_CURRENT_USER\SOFTWARE\Microsoft\IdentityCRL`

- `HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\AAD`

- `HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows NT\CurrentVersion\WorkplaceJoin`

Roaming of the work account's device certificate is not supported. The certificate, issued by "MS-Organization-Access", is stored in the Personal (MY) certificate store of the current user and on the local machine.

STATUS: INVESTIGATING

Office Version 2310 released to Current Channel, Version 2309 released to MEC, includes fixes for certain Office Sign-in failure scenarios. For more information, please go to Update history for Microsoft 365 Apps (listed by date).

Channel	Version	Build	Latest release date	Version availability date	End of service
Current Channel	2310	16924.20150	November 14, 2023	October 22, 2023	Version 2311 is released
Monthly Enterprise Channel	2309	16827.20278	November 14, 2023	November 10, 2023	January 9, 2024

Note: There is still a possibility for sign-in to fail for a different issue or scenario. Not all issues will be fixed by one update.

To work around this issue use Outlook Web Access (OWA), Office Web Applications, or mobile applications.

As we work through the issues that cause the 1001 error, we are listing out the primary root cause scenarios in the **ISSUE** section above. Please review that section to see which may apply to your environment.

The Microsoft 365 teams are investigating this issue by analyzing logs provided by some affected users. If you see this issue, please ask your tenant admin to open a support ticket in the M365 Admin Portal. In order to expedite the investigation please uninstall any security software completely and then capture the MSOAID logs to include with the support ticket when you submit the request, Use MSOAID for authentication issues.

Additional Resources

Can't sign in to Microsoft 365 desktop applications

Disabling ADAL or WAM isn't recommended for fixing Office sign-in or activation issues

Fix authentication issues in Office applications when you try to connect to a Microsoft 365 service

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