Connection to ADFS failed due to Proxy issue

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Issue

Unable to connect to Active directory federation services due to Network or Proxy related issues

Error

Failed to authenticate the user ABC@XXX.com in Active Directory (Authentication=ActiveDirectoryPassword).

Error code 0xCAA82EFD; state 10 .. The attempt to connect to the server failed.

Received same error in SSMS and application server. When moved application to different domain on client machine, it works fine.

Cause

Network/proxy issues which is preventing the driver from talking to AAD to acquire a token for the user

Mitigation

Steps followed on actual case - 117082116211801

AAD engineer collected the fiddler and found the client (SQL server in this case) attempts to contact your federation endpoint – http://sts.jvservices.com ↗ Error is: [Fiddler] The connection to 'sts.jvservices.com ↗' failed.

You made a configuration change in IE, set the proxy. Once that is done, we are able to browse 'sts.jvservices.com ↗' and we are able to connect in SSMS.

However, your website still got the same error as before.

In the application code, we added following snippet but it didn't help.

```xml
<configuration>
  <system.net>
    <defaultproxy>
      <proxy usesystemdefault="true" proxyaddress="http://xxx.xxx.xxx" bypassonlocal="true"></proxy>
      <bypasslist>
        <add address="xxx.contoso.com"></add>
      </bypasslist>
    </defaultproxy>
  </system.net>
</configuration>
```

Using own testing script, we are able to determine GetSystemWebProxy() is not able to get the proxy info correctly while the app proxy does use the proxy setting specified in the [system.net](#) ↗ we want the application to use the system proxy since 1. [system.net](#) ↗ does not use secure proxy. 2. System proxy should overwrite the app proxy setting.

```
"proxy_urls": [

    {"system_proxy_ssl": "https://bing.com/"},

    {"system_proxy_http": "http://bing.com/"},

    {"system_proxy_localhost": "http://localhost/"},

    {"system_proxy_cx": "xxx.contoso.com/"},

    {"app_proxy_ssl": "http://111.99.83.56:15732/"},

    {"app_proxy_http": "http://111.99.83.56:15732/"},

    {"app_proxy_localhost": "http://localhost/"},

    {"app_proxy_cx": "xxx.contoso.com"}, ]
```

Upon several tests, we found following solution:

Updated the Grouppolicy setting, enabled this: Computer configuration \ Administrative templates \ Windows components \ Internet Explorer \ Make proxy settings per-machine

Then open IE running as administrative, update the proxy setting.

Recycle the application

Now we can see GetSystemWebProxy is using the proxy that we want (the one we set in IE)

Then we changed back to use AAD authentication. It works fine now.

Source : Failed to connect to ADFS due to proxy issue

Classification

Root cause Tree - Connectivity/AAD Issue/Service principal Errors

How good have you found this content?