

Failed to parse XML blob

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Issue

ADAL Failed to parse XML due to client environment or other unknown issue

Error 1

Failed to parse XML blob.

Reason: XML document must have a top level element. Line: 0, Position: 0 Receive this error when using the "Azure Directory - Integrated" authentication ("Azure Directory - Password" is working fine)

Error 2

ERROR_ADAL_FAILED_TO_PARSE_XML

0xCA9002C Failed to parse XML blob.

Root cause & Resolution

This particular error seems related to the client environment. The suggestion is to uninstall SSMS completely and reinstall again.

<https://stackoverflow.com/questions/45044760/add-azure-active-directory-user-to-azure-sql-database?noredirect=1&lq=1> 

<https://stackoverflow.com/questions/50533420/failed-to-parse-xml-blob> 

I also found one of my machine works fine with AD integrated authentication and the other machine returns the same error "Failed to parse XML Blob".

On the failed machine, I uninstalled SSMS and reinstalled (and restart the computer in between) which resolved the issue.

CAUSE AND RESOLUTION #2

Reported by customer:

The ADAL problem has been fixed by actions to repair an Office 365 problem that seemed to be unrelated. We removed my user profile from my PC, created a new one, then both problems were fixed.

The Office 365 problem emerged more than 2 weeks after the Managed Instance connection problem. The symptom was that I could successfully sign in to Office 365 on the web but could no longer sign in to Office 365 desktop programs.

The customer's internal support engineer ran "dsregcmd /status" and remarked that the information in the "User State" section was abnormal. The engineer had seen this before and knew that the pragmatic solution was to remove the user profile.

Classification

Root cause Tree - Connectivity/AAD Issue/AAD Client Others

How good have you found this content?

