Logon using SAML failed. Error: Failed to match AD User. (0X00000006)

- Parallels Remote Application Server

Symptoms

User fails to login with SAML, error **Logon using SAML failed. Error: Failed to match AD User. (0X00000006)** is thrown.

```
[E 72/00000006/T0340/P04C8] 26-03-20 11:41:51 - SAML - User:'aaa@xxx.yyy.zzz'
- Failed to find AD user for aaa@xxx.yyy.zzz
[E 0E/0000002C/T0340/P04C8] 26-03-20 11:41:51 - SAML: Failed to Identify User
from Assertion
[T 00/00000000/T0340/P04C8] 26-03-20 11:41:51 - Error Msg: Logon using SAML
failed. Error: Failed to match AD User. (0X00000006)
```

Cause

Incorrect SAML attribute in RAS settings:

Resolution

Check what exactly attributes are sent in IdP response:

- Right in browser: https://confluence.atlassian.com/jirakb/how-to-view-saml-responses-in-your-browser-for-troubleshooting-872129244

- Or from L5 **controller.log** (**only for unencrypted assertions**): find record starting with
  `NEWAUTH_XML_PACKET RECEIVED 5. <?xml version="1.0" encoding="UTF-8"?><RootXML xmlns:dt="urn:schemas-microsoft-com:datatypes"><Prov><Type xml:space="preserve" dt:dt="string">SAML</Type><Method><Name xml:space="preserve" dt:dt="string">SAML</Name><Data><SAMLIdPUser xml:space="preserve" dt:dt="string">`
  Copy the text in **SAMLAssertion** tag to online Base64 decoder, decode it and look for **Attribute** tags, they look like this:
  ```
  <Attribute Name="givenname"><AttributeValue>aaa</AttributeValue></Attribute>
  <Attribute Name="surname"><AttributeValue>bbb</AttributeValue></Attribute>
  <Attribute Name="name"><AttributeValue>aaa@xxx.yyy.zzz</AttributeValue></Attribute>
  ```

Figure out the right name of the attribute (**name** in this particular case) and adjust SAML Attribute name in RAS accordingly to it:

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