IDVM Host gives "SOAP Response cannot be decoded. raw response"

Symptom

When you attempt to login to IDVM Host, you get a "SOAP Response cannot be decoded. raw response" error after being prompted for your username / password 3 times.

Resolution

There are other possible causes of this issue as the message is related to not being able to authenticate.

However, one that we have seen recently is because NTLMv2 is enabled and NTLMv1 traffic is being blocked by Group Policy.

To resolve this, the customer should take the following steps:
1. Contact IT
2. Ask IT to remove the group policy that only allows NTLMv2.

You can use the following link for more information.

https://confluence.atlassian.com

Applies To

OnGuard (All versions)

Additional Information