



# Error during user sync : System.InvalidOperationException: There is an error in XML document (0, 0). ---> System.Xml.XmlException: Root element is missing

Applies from Application Suite 201x (any version)  
to version Application Suite 201x (any version)

## Description

Error during users Sync  
System.InvalidOperationException: There is an error in XML document (0, 0). ---> System.Xml.XmlException: Root element is missing.

## Cause

This file <StonevoiceAS>\Apps\Fw\Report\FW.Sync.Reporting.xml is empty

## Solution

In order to fix the issue, delete this file:

<StonevoiceAS>\Apps\Fw\Report\FW.Sync.Reporting.xml

then attempt users synchronization again.