

Unable to read data from transport connection

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I have an application that connects to a web server and download information.

This application worked and has not been changed in 2 years.

There are three phases to the application connecting to the web server.

Phase 1 allows the customer to send a request and it returns XML data that contains lists of Names that they can select to download

Phase 2 after the user has selected the Names a request is sent to download the documents with those names. The data again is XML

Phase 3 allows a user to upload the changes they made to the documents back to the web server. XML is also used to transport the data.

A new user recently installed the application and can not do phase 2 or 3 and they get the error "Unable to read data from transport connection"

Since Phase 1 connects to the web server to download XML data and Phase 2 does the same thing, I am confused as to why this is happening. I am assuming that it has something to do with his network configuration. None of our other customer have ever received an error like this.

Can anyone tell me some reasons why the HTTPWebRequest would fail? The only difference in Phase 2 and 3 is that they use the POST method to send the data.

Thank you,

Rich

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