

Development - 5-11-2021: Webservices SOAP API data error from CustomerService.svc (v2.1.21)

01/02/2024 5:18 pm EST

Issue Description:

The following error can occur when attempting to get customer logs from Manitou, that appears intermittently in certain customers without any indication on what could be causing the problem.

Error message:

"An error occurred while receiving the HTTP response to https://<domain_name>/BoldNet/CustomerService.svc. This could be due to the service endpoint binding not using the HTTP protocol. This could also be due to an HTTP request context being aborted by the server (possibly due to the service shutting down). See server logs for more details."

Inner exception: {"Unable to read data from the transport connection: An existing connection was forcibly closed by the remote host."}

Solution:

Bug #18625 - Added and corrected various Enumerations that were missing values for newer data. The issue appeared to be intermittent because it depended on what data you got back in your Activity Log/Activity Log Advanced Search.

Apply Fix:

Please see HOTFIX-INSTALLATION-NOTES.txt and READ ME.txt located in the Hotfix folder here:

\\boldfiles\release\Manitou\Release 2.1.0\Hotfixes\Bug-18625-webservices-hotfix-2.1.21-compatible\

DevOps Work Items:

[Bug 18625](#): Issue with reading data from the transport connection on CustomerService.svc

Hotfix release-compatible files:

2.1.21: \\boldfiles\release\Manitou\Release 2.1.0\Hotfixes\Bug-18625-webservices-hotfix-2.1.21-compatible\