
GUI "Failed to read reply" due to Symantec Endpoint Protection software

- **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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Description

GUI users are sometimes getting the "Failed to read reply" message. We've looked at the article [Failed to read reply" in GUI **MASTER RECORD**](#) . There are no error messages in the pc_server log and these users *can* sometimes connect to the pc_server OK.

Resolution

This was solved by adding the address of the ExL server to the Symantec Endpoint Protection software Allowed list on the PC.

The transaction was most likely blocked at an application level filter, meaning something inside of the packets was triggering the block because Symantec and other endpoint protection solutions can block based on vulnerability signatures (similar to antivirus signatures), that happened to only match certain packets in our situation.

Note: though this happened with the Symantec software, it could presumably happen with other similar Endpoint Protection software.

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