

.net security logs out user occasionally when downloading large pdf files

Source:

<http://www.derkeiler.com/Newsgroups/microsoft.public.dotnet.framework.aspnet.security/2005-02/0025.html>

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Date: 02/02/05

Date: 2 Feb 2005 06:44:43 -0800

Can anyone think why this might be happening:

I have .net forms security set up and running successfully. There are several directories that are restricted by username and password. Once the user has authenticated and has access to the a particular directory they can then download the files.

This works no problem.

However, some users are reporting when they try to download large files, in particular pdf files they are being logged out.

It only seems to happen occasionally and I cant replicate the problem, but several independant users have reported the same thing.

Once the user has been logged out they can't log back in again, unless they delete their cookie cache and then log in.

The system has been working for nearly a year now and has had no problems until a few days ago. I havnt done anything to the server in that time.

My thoughts:

I thought perhaps as it is a shared server, the asp_net process was being shut down and seeming random times by other code and therefore logged everyone out. Houwever, I was on the phone to one person, who was reporting it happening to them at the same instant I was testing the problem. It was fine on my machine and therefore I thought it couldnt be the server.

The problem is always with pdf files, so I was wondering if acrobat somehow messed up the cookies and this caused the problem.

If anyone has any ideas, please let me know, as I am stuck on this one and havnt got a solution yet.

Thank you
Simon