

Cisco E-Mail Manager: Slow Performance

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Introduction

This document provides a solution in a Cisco E-Mail Manager environment when the User Interface (UI) Server experiences slow performance.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco E-Mail Manager configuration

Components Used

The information in this document is based on Cisco E-Mail Manager 5.0 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

The Cisco E-Mail Manager UI Server experiences slow performance. Alternatively, if you have installed a WebView Server on the same system as the UI Server, you encounter slow performance when you run WebView reports.

View the **servletoexec.log** file from this directory:

```
C:\Program Files\New Atlanta\ServletExec ISAPI
```

The log can contain this error message:

```
Error. The server encountered an unexpected condition which prevented it from fulfilling the request. java.lang.OutOfMemoryError:
at com.newatlanta.servletexec.JSP10JspWriter.(JSP10JspWriter.java:32)
at com.newatlanta.servletexec.JSP10PageContext.initialize(JSP10PageContext.java:60)
at com.newatlanta.servletexec.JSP10JspFactory.getPageContext(JSP10JspFactory.java:32)
at pagecompile._default._cem._statusview_xjsp._jspService(_statusview_xjsp.java:27)
at com.newatlanta.servletexec.JSP10HttpJspPage.service(JSP10HttpJspPage.java:41)
```

Cause

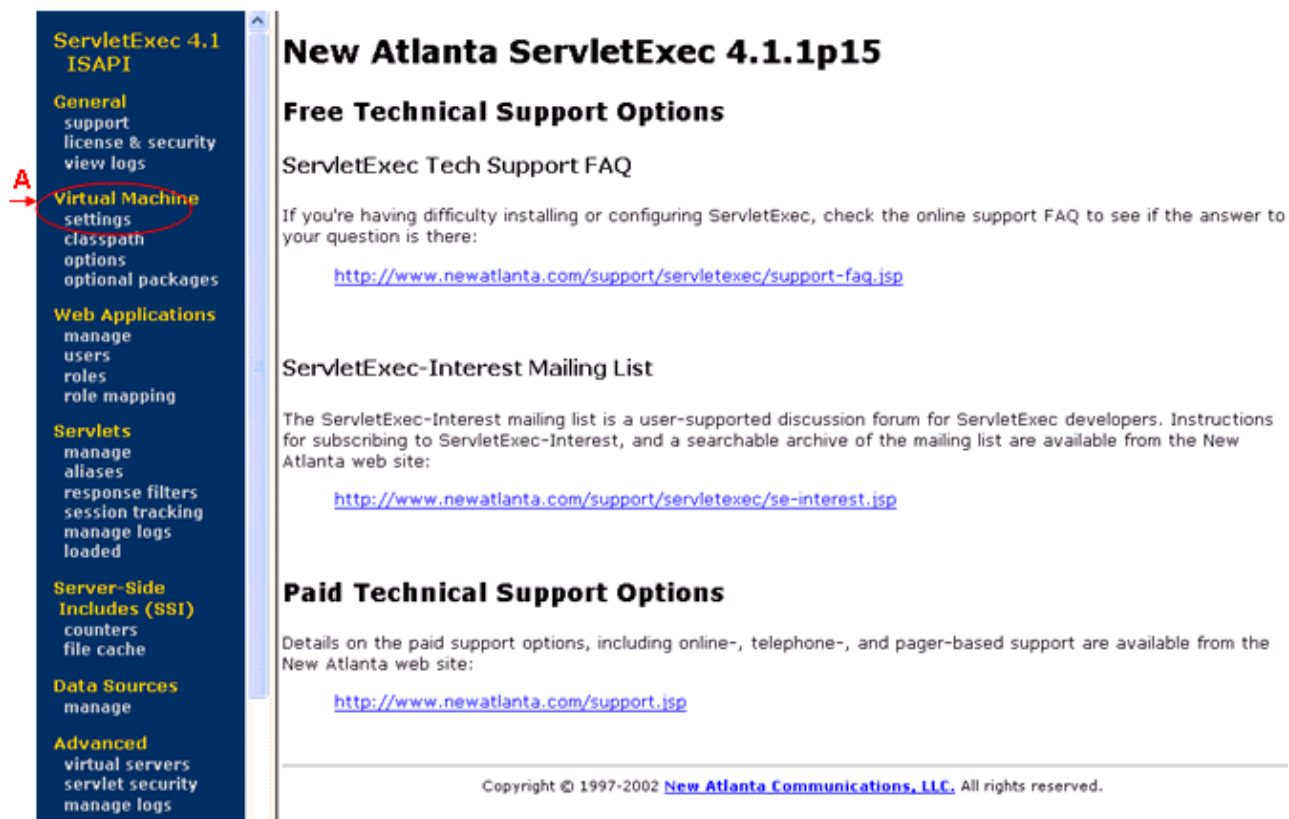
This error occurs due to a memory issue. Increase the Virtual Machine memory settings in order to enhance performance.

Solution

Complete these steps in order to increase the memory settings for Maximum Heap Size:

1. Navigate to `http://localhost/servlet/admin` in order to go to the main UI Server window.
2. Click **Settings** under **Virtual Machine** (see arrow A in Figure 1).

Figure 1 Main UI Server Window



The Java Virtual Machine (VM) Settings window appears.

3. Change the value of Maximum Heap Size to **524288 KB (512MB)** (see arrow B in Figure 2).

Figure 2 The Java Virtual Machine (VM) Settings Window

- ServletExec 4.1 ISAPI**
- General**
 - support
 - license & security
 - view logs
- Virtual Machine**
 - settings
 - classpath
 - options
 - optional packages
- Web Applications**
 - manage
 - users
 - roles
 - role mapping
- Servlets**
 - manage
 - aliases
 - response filters
 - session tracking
 - manage logs
 - loaded
- Server-Side Includes (SSI)**
 - counters
 - file cache
- Data Sources**
 - manage
- Advanced**
 - virtual servers
 - servlet security
 - manage logs

Java Virtual Machine (VM) Settings

Current Java VM:	Classic VM 1.3.1 from Sun Microsystems Inc.	
Current VM Info:	native threads, nojit	
Operating System:	Windows 2000 5.0 on x86	
Selected Java VM:	<input type="radio"/> Sun Classic <input checked="" type="radio"/> Sun HotSpot Client <input type="radio"/> Sun HotSpot Server <input type="radio"/> IBM	
Minimum Heap Size:	<input type="text" value="524288"/>	K Bytes B
Maximum Heap Size:	<input type="text" value="163840"/>	K Bytes
Verbose GC:	<input type="radio"/> Enabled <input checked="" type="radio"/> Disabled	
Verbose:	<input type="radio"/> Enabled <input checked="" type="radio"/> Disabled	
Class GC:	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled	
System Output:	<input type="text" value="com.newatlanta.servletexec.SESystemOutputStre"/>	
System Error:	<input type="text" value="com.newatlanta.servletexec.SESystemOutputStre"/>	
Security Manager:	<input type="text"/>	

QuickHelp

These higher settings improve performance. When you have a large amount of RAM, there is no advantage of a lower setting anyway.

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IP Communications and Video: Contact Center

Related Information

- [WebView Hung – java.lang.OutOfMemoryError](#)
- [Technical Support & Documentation – Cisco Systems](#)

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