

WebView Hung – java.lang.OutOfMemoryError

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Introduction

This document discusses how to determine whether a hung WebView session is the result of insufficient memory allocated to ServletExec (MaxHeapSize). It also describes how to increase the maximum heap size in the Java Virtual Machine (JVM) settings. The heap is where the memory block resides.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Microsoft Windows environment
- Cisco Intelligent Contact Management (ICM)
- Cisco WebView
- New Atlanta ServletExec
- Modification of property files with the use of a text editor

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM 4.6.2 and later
- New Atlanta ServletExec 2.2 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 the Cisco Technical Tips Conventions for more information on document conventions.

Identify the Problem

In the event of a "hung" WebView session, review of the ServletExec logs indicates whether the failure is ServletExec related or not. The name of the log is **Servlet.log**. By default, this log resides within the c:\Program Files\New Atlanta\ServletExec ISAPI\Servlet Logs directory.

If the **ServletExec** log reveals a constant `java.lang.OutOfMemoryError` message, this is a good indication that insufficient memory is allocated to **ServletExec**, which causes the WebView session to become unresponsive.

```
[Wed Nov 27 07:35:33 PST 2002] JSP10Servlet: error page
could not be sent because some data
[Wed Nov 27 07:35:33 PST 2002] JSP10Servlet: has already been
sent to the client.
[Wed Nov 27 07:35:33 PST 2002] java.lang.OutOfMemoryError
[Wed Nov 27 07:35:33 PST 2002] <<no stack trace available>>
[Wed Nov 27 07:42:20 PST 2002] JSP10Servlet: error page
could not be sent because some data
[Wed Nov 27 07:42:20 PST 2002] JSP10Servlet: has already been
sent to the client.
[Wed Nov 27 07:42:20 PST 2002] java.lang.OutOfMemoryError
[Wed Nov 27 07:42:20 PST 2002] <<no stack trace available>>
[Wed Nov 27 08:08:07 PST 2002] JSP10Servlet: error page
could not be sent because some data
[Wed Nov 27 08:08:07 PST 2002] JSP10Servlet: has already been
sent to the client.
[Wed Nov 27 08:08:07 PST 2002] java.lang.OutOfMemoryError
[Wed Nov 27 08:08:07 PST 2002] <<no stack trace available>>
[Wed Nov 27 08:16:30 PST 2002] JSP10Servlet: error page could
not be sent because some data
[Wed Nov 27 08:16:30 PST 2002] JSP10Servlet: has already been
sent to the client.
[Wed Nov 27 08:16:30 PST 2002] java.lang.OutOfMemoryError
[Wed Nov 27 08:16:30 PST 2002] <<no stack trace available>>
[Wed Nov 27 08:16:40 PST 2002] JSP10Servlet: error page could
not be sent because some data
[Wed Nov 27 08:16:40 PST 2002] JSP10Servlet: has already been
sent to the client.
[Wed Nov 27 08:16:40 PST 2002] java.lang.OutOfMemoryError
[Wed Nov 27 08:16:40 PST 2002] <<no stack trace available>>
[Wed Nov 27 08:27:41 PST 2002] Calling getuser
[Wed Nov 27 08:36:25 PST 2002] JSP10Servlet: error page could
not be sent because some data
[Wed Nov 27 08:36:25 PST 2002] JSP10Servlet: has already been
sent to the client.
[Wed Nov 27 08:36:25 PST 2002] java.lang.OutOfMemoryError
[Wed Nov 27 08:36:25 PST 2002] <<no stack trace available>>
```

Note: This value is displayed over two lines due to space limitations.

Solution 1

After the detection of heap size is the issue, modify the `maxHeapSize` setting in `VMSettings.pref` in order to increase the heap size. Figure 1 shows an example.

Figure 1: VMSettings.pref

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The unit for `maxHeapSize` is in kilobytes. `VMSettings.pref` is within the c:\Program Files\New Atlanta\ServletExec ISAPI\ServletExec Data\ directory. You can change the `maxHeapSize` setting in a text

editor. The limit is the available memory in the computer.

If You Run Microsoft Windows 2000

After you change the `maxHeapSize` setting, you must cycle the IIS Admin services. Complete these steps in order to cycle Microsoft IIS Admin Service if you run Microsoft Windows 2000:

1. Select **Start > Programs > Administrative Tools > Services > Microsoft Windows 2000**.

Figure 2: Services

2. Locate **IIS Admin Service**.
3. Right-click **IIS Admin Service**.
4. Click **Stop** in order to stop the IIS Admin Service.

Figure 3: Stop Other Services

5. The Stop Other Service window appears, as Figure 3 shows.
6. Click **Yes**.
7. Once the IIS Admin Service stops, click **Start** in order to start the IIS Admin Service.
8. Start all other services as Figure 3 shows.

If You Run Microsoft Windows NT

After you change the `maxHeapSize` setting, it is required to cycle the IIS Admin services. Complete these steps in order to cycle IIS Admin Service if you run Microsoft Windows NT.

1. Select **Start > Settings > Control Panel > Services**.
2. When the Service window appears, locate **IIS Admin Service**.

Figure 4: Services

3. Click **Stop**. The Stopping window appears.

Figure 5: Stopping

4. Click **OK**. All related services stop.
5. Click **Start** in order to start the IIS Admin Service once the IIS Admin Service stops.
6. Start all other services as Figure 5 shows.

Solution 2

If the ICM Admin Workstation Applications crashes and the Apache Tomcat Java Memory Error - `java.lang.OutOfMemoryError` error appears, you need to increase the Java heap size for Tomcat service. Complete these steps:

1. Choose **Start > Programs > Apache Tomcat 5.0 > Configure Tomcat**.
2. Click the **Java** tab.
3. Set these values.

```
Initial Memory Pool = 64 MB
Maximum Memory Pool = 512 MB
Thread Stack Size = 512 KB
```

4. Restart Apache Tomcat service.

Solution 3

If the `ERROR: .OutOfMemoryError: Java heap space` error appears when you run the Web View reports with a large time frame, the workaround is to run reports for shorter time frames.

This issue is documented in Cisco bug ID CSCtj03372 (registered customers only)

Related Information

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