

# WebView暂停- java.lang.OutOfMemoryError

## Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Conventions](#)

[识别问题](#)

[解决方案 1](#)

[解决方案 2](#)

[解决方案 3](#)

[Related Information](#)

## [Introduction](#)

本文讨论如何确定一次暂停的WebView会话是否是内存不足的结果分配到ServletExec (MaxHeapSize)。它也描述如何增加在Java虚拟机设置的最大堆大小。堆是存储器块驻留的地方。

## [Prerequisites](#)

### [Requirements](#)

Cisco 建议您了解以下主题：

- 微软视窗环境
- Cisco智能联络管理(ICM)
- Cisco WebView
- 新的亚特兰大ServletExec
- 属性文件的修改与使用的文本编辑

### [Components Used](#)

本文档中的信息基于以下软件和硬件版本：

- Cisco ICM 4.6.2及以后
- 新的亚特兰大ServletExec 2.2及以后

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

有关文档规则的详细信息，请参阅 [Cisco 技术提示规则](#)。

## 识别问题

在“暂停的” WebView会话情形下，ServletExec日志的回顾指示是否故障是涉及的ServletExec。日志的名字是**Servlet.log**。默认情况下，此日志在c:\Program Files\New亚特兰大\ServletExec ISAPI\Servlets日志目录内驻留。

如果**ServletExec**日志显示一个恒定的`java.lang.OutOfMemoryError`暗示内存不足分配到ServletExec，`causethe`变得的**WebView**会话无答复。

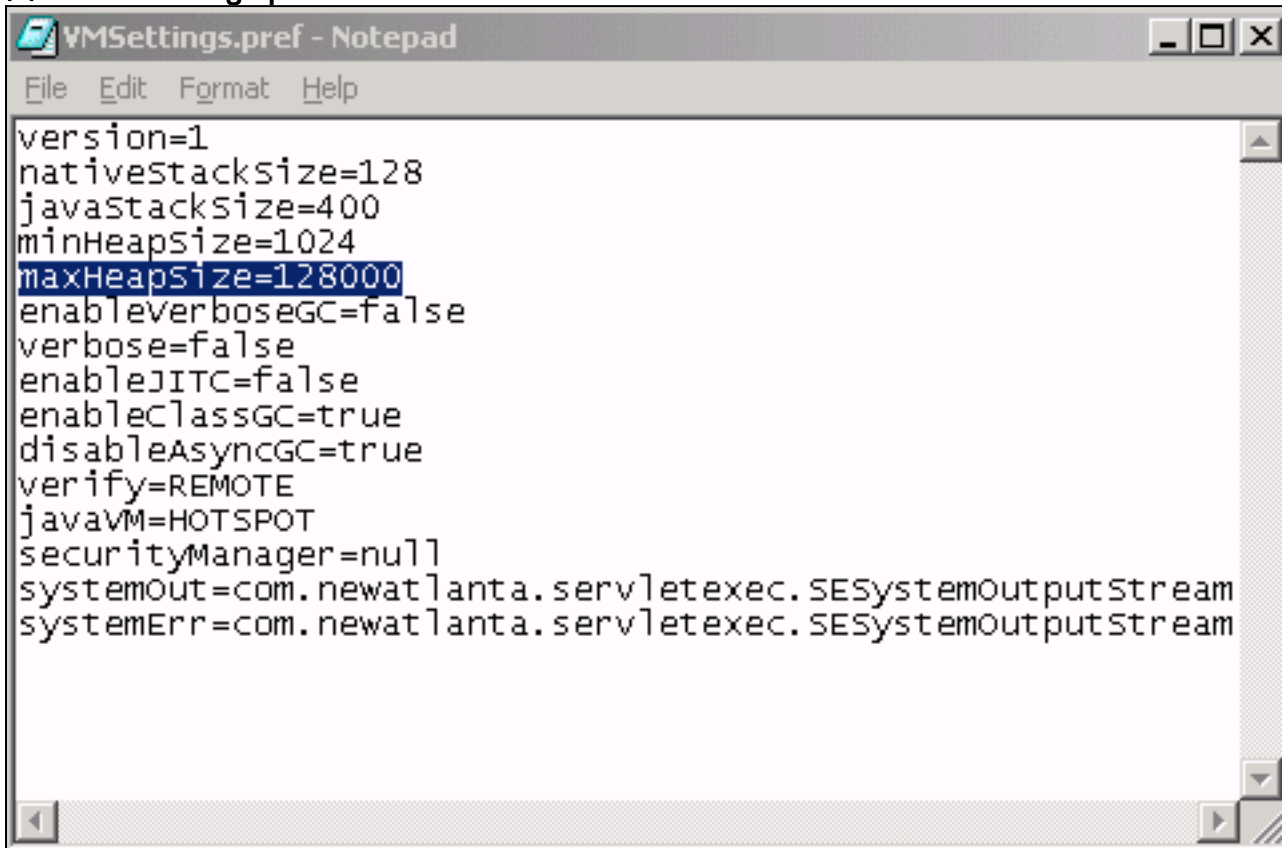
```
[Wed Nov 27 07:35:33 PST 2002] JSP10Servlet: error page
could not be sent because some data
[Wed Nov 27 07:35:33 PST 2002] JSP10Servlet: has already been
sent to the client.
[Wed Nov 27 07:35:33 PST 2002] java.lang.OutOfMemoryError
[Wed Nov 27 07:35:33 PST 2002] <<no stack trace available>>
[Wed 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:** 此值显示两条线路由于空间限制。

## 解决方案 1

在堆大小的检测是问题后，请修改设置在VMSettings.pref的`maxHeapSize`为了增加堆大小。[图1显示](#)一个示例。

图 1 : VMSettings.pref

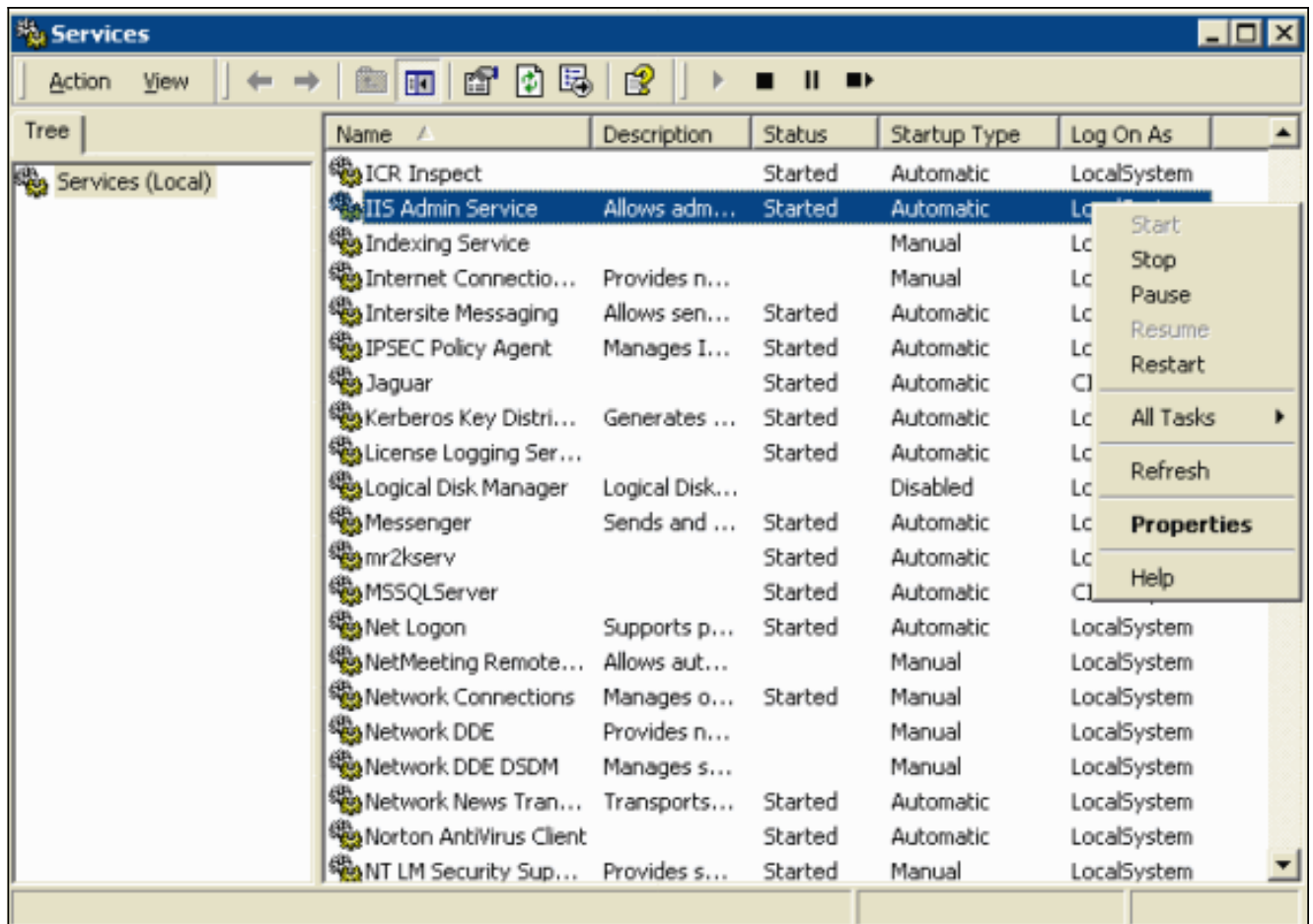


`maxHeapSize` 单元以千字节。VMSettings.pref在c:\Program Files\New亚特兰大\ServletExec ISAPI\ServletExec数据\目录内。您能更改maxHeapSizesetting在文本编辑。限制是在计算机的可利用的内存。

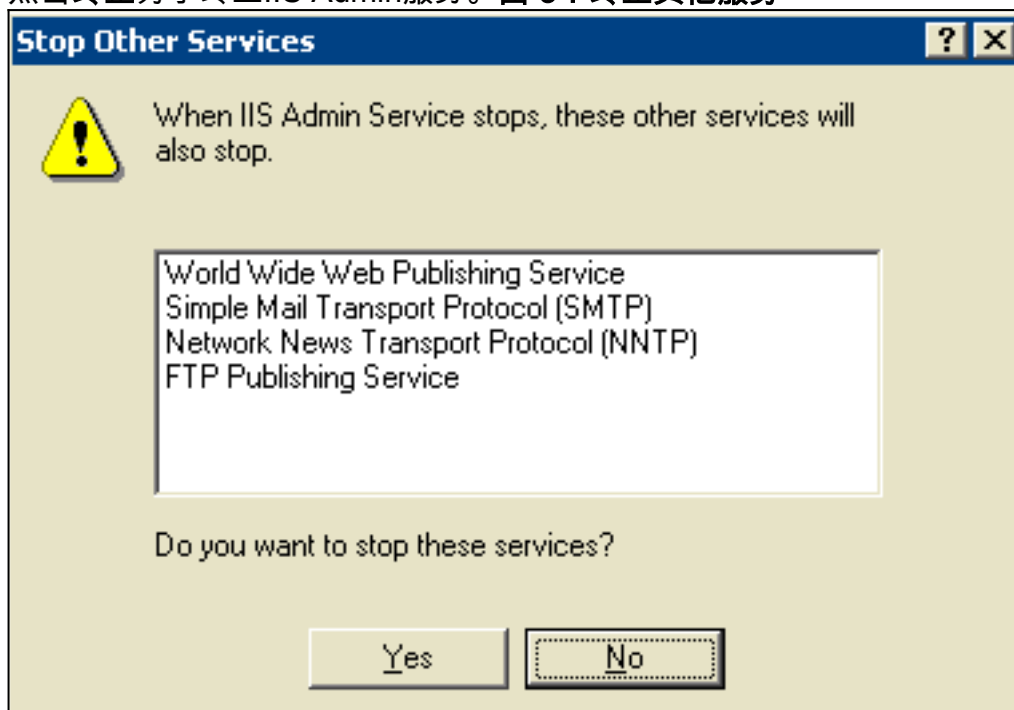
### [如果运行Microsoft Windows 2000](#)

在您更改设置后的`maxHeapSize`，您必须循环IIS Admin服务。如果运行Microsoft Windows 2000，请完成这些步骤为了循环Microsoft IIS Admin服务：

1. 选择Start > Programs > Administrative Tools > Services > Microsoft Windows 2000。图 2：[服务](#)



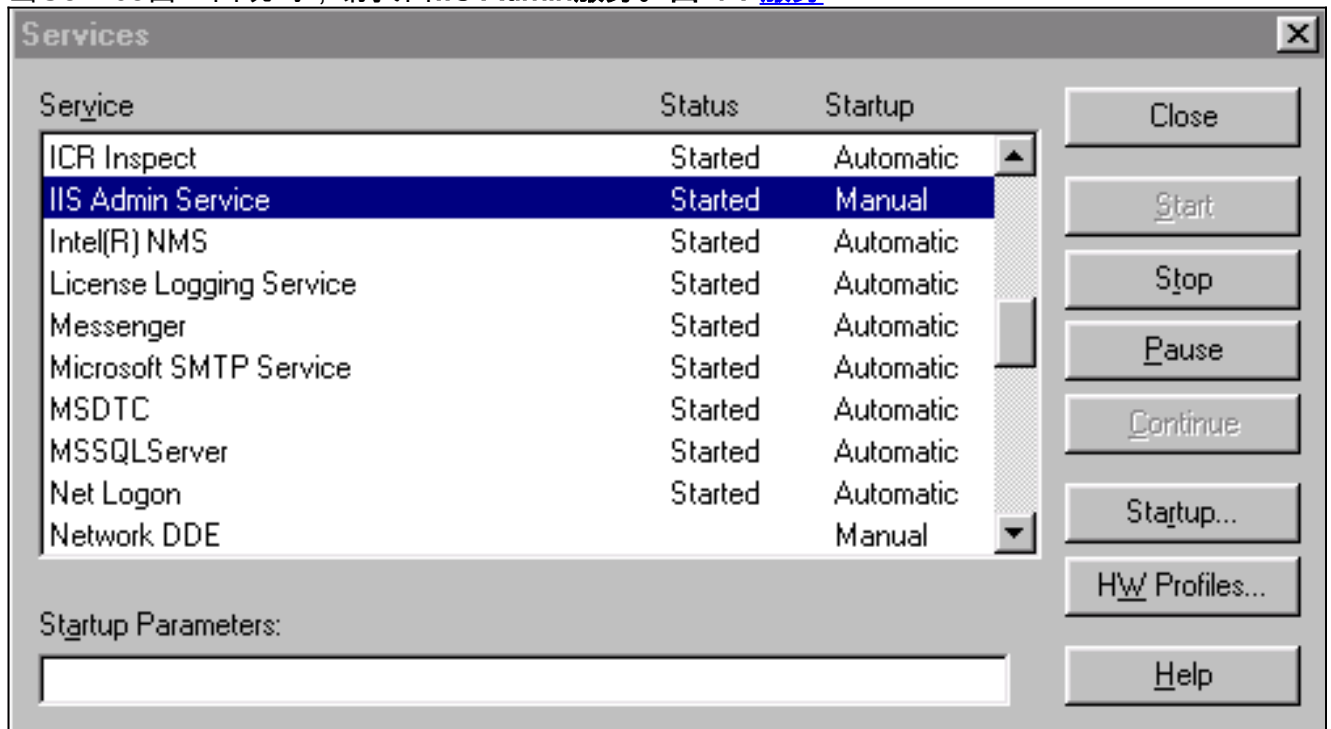
2. 找出IIS Admin服务。
3. 用鼠标右键单击IIS Admin服务。
4. 点击终止为了终止IIS Admin服务。图 3：终止其他服务



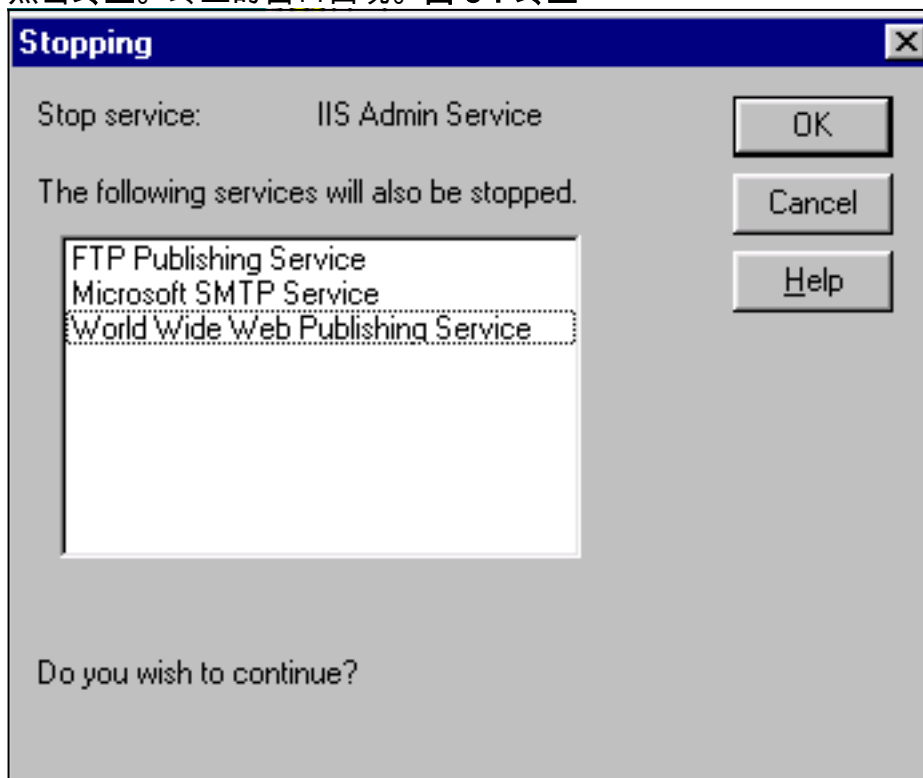
5. 因为图3显示，终止其他Service窗口出现。
6. 是点击。
7. 一旦IIS Admin服务终止，点击开始为了开始IIS Admin服务。
8. 开始所有其他服务，图3显示。

在您更改设置后的maxHeapSize，要求循环IIS Admin服务。如果运行微软Windows NT，请完成这些步骤为了循环IIS Admin服务。

1. 选择**Start > Settings > Control Panel > Services**。
2. 当Service窗口出现时，请找出IIS Admin服务。图 4：[服务](#)



3. 点击**终止**。终止的窗口出现。图 5：[终止](#)



4. 单击 **Ok**。所有相关服务终止。
5. 一旦IIS Admin服务终止，请点击**开始**为了开始IIS Admin服务。
6. 开始所有其他服务，[图5](#)显示。

## [解决方案 2](#)

如果ICM管理工作站应用程序失败，并且Apache Tomcat Java- java.lang.OutOfMemoryError为Tomcat服务增加Java堆大小。完成这些步骤：

1. 选择Start > Programs > Apache Tomcat 5.0 >配置Tomcat。
2. 点击Java选项。
3. 设置这些值。

```
[Wed Nov 27 07:35:33 PST 2002] JSP10Servlet: error page
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[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>>
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not be sent because some data
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[Wed Nov 27 08:16:40 PST 2002] java.lang.OutOfMemoryError
[Wed Nov 27 08:16:40 PST 2002] <<no stack trace available>>
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[Wed Nov 27 08:36:25 PST 2002] java.lang.OutOfMemoryError
[Wed Nov 27 08:36:25 PST 2002] <<no stack trace available>>
```

4. 重新启动Apache Tomcat服务。

## [解决方案 3](#)

如果.OutOfMemoryError Java错误出现，当您运行Web View报告以一个大时间段，解决方法是送更短的时间段的报告。

此问题在Cisco Bug ID [CSCtj03372](#) (仅限注册用户)描述

## [Related Information](#)

- [Technical Support & Documentation - Cisco Systems](#)