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eServices Administrator's Guide

UCS Limitations

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UCS Limitations

Database

The Oracle SCAN (Single Client Access Name) feature is not supported.

Memory Allocation

By default Java allocates 512 MB of memory for UCS processes. This may not be enough when importing a large archive into Knowledge Manager, in which case an `OutOfMemoryError` exception may occur.

In such a case you can temporarily increase the amount of memory allocated for UCS processes by adjusting the Java option `-Xmx512m` to `-Xmx1000m`, as described in the following sections.

Windows

In the `ContactServerDriver.ini` file:

```
[JavaArgs]
-Xmx1000M
```

Unix

In the `contactServer.sh` file, change `-Xmx512M` to `-Xmx1000M` in the appropriate section, as in the following:

```
# Sun JVM</tt>
$JAVACMD -Xmx1000M -server -XX:+UseConcMarkSweepGC -XX:+UseParNewGC
-XX:+ExplicitGCInvokesConcurrent -Xbootclasspath/p:${JVM_ADDCHARSETS}
-Djava.rmi.dgc.leaseValue=60000 -Djava.library.path="${GMLLIB}"
-Dgenesys.cfglib="${LICENSE}" -Dtkv.multibytes="true"
-Djava.util.logging.config.file=${BASEDIR}/cv/jul.properties
-Dorg.restlet.engine.loggerFacadeClass=org.restlet.ext.slf4j.Slf4jLoggerFacade -classpath
"${COMP_CLASSPATH}" com.genesyslab.icc.contactserver.ContactServerEngine $*
else
# Ibm JVM
$JAVACMD -Xmx1000M -XX:+UseConcMarkSweepGC -XX:+UseParNewGC
-XX:+ExplicitGCInvokesConcurrent -Xbootclasspath/p:${JVM_ADDCHARSETS}
-Djava.rmi.dgc.leaseValue=60000 -Djava.library.path="${GMLLIB}"
-Dgenesys.cfglib="${LICENSE}" -Dtkv.multibytes="true"
-Djava.util.logging.config.file=${BASEDIR}/cv/jul.properties
-Dorg.restlet.engine.loggerFacadeClass=org.restlet.ext.slf4j.Slf4jLoggerFacade
-cclasspath "${COMP_CLASSPATH}" com.genesyslab.icc.contactserver.ContactServerEngine $*
```

There is a similar issue with [Knowledge Manager](#).