Genesys Administrator Extension Deployment Guide

Running Out of Memory

4/21/2025

Running Out of Memory

If you are working with a large amount of data, such as deploying large or multiple Solutions with Solution Deployment, the installation process might fail with one or both of the following indicators:

- In the `gax.log`, the following entry:

    `lang.OutOfMemoryError: Java heap space`

- In the Genesys Administrator Extension interface, on the Solutions Packages screen, there might be an error message similar to:

    `Error while fetching lists of dns. There has been a server error.`

This error is caused when the Java heap space is not large enough to support the current process. The default size of the heap is 64 MB. In the default installation, the heap size is set to 1024 MB (the Tomcat default is only 64 MB). If you still need to increase the memory assigned to Tomcat, do so by editing the $CATALINA_HOME/bin/setenv.sh (Linux) file or $CATALINA_HOME/bin/setenv.bat (Windows) file and adjusting the memory value.

However, if you still see these errors, increase the size of the heap as necessary.