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Performance Management Advisors Deployment Guide

Change Memory Allocation

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Contents

- [1 Change Memory Allocation](#)
 - [1.1 Change Memory Allocation for Advisors Platform and Advisors Genesys Adapter](#)
 - [1.2 Change Memory Allocation for CCAdv XML Generator](#)

Change Memory Allocation for Advisors Platform and Advisors Genesys Adapter

You should consider changing the memory allocation for Advisors Platform server and Advisors Genesys Adapter (AGA) if:

- the `geronimo.log` for the Advisors Suite server is reporting an out of memory error; set the heap size higher by editing the `<install dir>/conf/advisors-server-wrapper.conf` file.
- the AGA log is reporting an out of memory error; set the heap size higher by editing the `<install dir>/conf/wrapper.conf` file.

About a third down the file, change the following lines—the following memory settings are examples only and are not intended to be recommendations (actual settings would be based on hardware sizing for your environment):

```
# Initial Java Heap Size (in MB)
wrapper.java.initmemory=128
```

```
# Maximum Java Heap Size (in MB)
wrapper.java.maxmemory=1024
```

to

```
# Initial Java Heap Size (in MB)
wrapper.java.initmemory=800
```

```
# Maximum Java Heap Size (in MB)
wrapper.java.maxmemory=1200
```

If the log is reporting a PermGen out of memory error, increase the permanent generation memory by editing the following line in the same file:

```
wrapper.java.additional.13=-XX:MaxPermSize=128m
```

to

```
wrapper.java.additional.13=-XX:MaxPermSize=256m
```

This increase in PermGen memory is normally required only when Advisors Platform or AGA uses a 64-bit JVM. The most memory you can allocate to `wrapper.java.maxmemory` under 32-bit Windows is 1600 MB, but with 64-bit Windows, much larger values can be used.

If the problem persists, experiment with higher values; however, the service may fail to start if it is unable to allocate all of the memory requested from the operating system. This will be noticeable if the server fails to start (reports an error during start).

Changing Memory Allocation in Other Environments

If you are not running Advisors in a Windows environment, or prefer to run Advisors from the command line instead of as a service, then you should make any necessary memory allocation

changes by editing the `setenv.sh` or `setenv.bat` file appropriate for your platform as described below.

- Edit the `setenv.sh` file contained in your Geronimo bin directory for Linux-based environments, or the `setenv.bat` file for Windows-based environments if not running Advisors as a service.
- Change the Java JVM memory-related arguments as described above. For example:

```
export GERONIMO_OPTS="-ms800m -mx1200m -XX:MaxPermSize=256m ...
```

sets the initial heap size to 800MB, the maximum heap size to 1200MB, and the maximum PermGen space to 256MB.

Important

When you specify memory allocation in the `setenv.sh` file, you should comment out the following block in `<Advisors>/geronimo-tomcat6-minimal-2.2.1/bin/geronimo.sh`:

```
if [ -z "$JAVA_OPTS" ]; then
  JAVA_OPTS="-Xmx256m -XX:MaxPermSize=128m"
fi
```

- For more information on these arguments, or other JVM options, see <http://docs.oracle.com/javase/7/docs/technotes/tools/windows/java.html> for Windows environments or <http://docs.oracle.com/javase/7/docs/technotes/tools/solaris/java.html> for Linux environments.

Change Memory Allocation for CCAAdv XML Generator

You can configure memory allocation for XML Generator in the following file: `<XMLGen>/startup.sh`