

Private Last Mile - Java Memory Usage Customization

Information:

Environment
<ul style="list-style-type: none">• Synthetic Classic Portal• Private Peer (Private Last Mile) UI

Solution
<p>Java memory usage may need to be customized in Private Last Mile to successfully execute large transaction step tests and/or transactions with large file downloads.</p> <p>To confirm that an issue in the private peer is related to Java memory usage:</p> <ol style="list-style-type: none">1. Select DEBUG for Kernel Logging in the Preferences, under the Options tab in the Private Last Mile UI.2. Reproduce the problem.3. Inspect the Private Last Mile Kernel Log (select View Kernel Log on the Options tab in the Private Last Mile UI) for a string that contains the following message: <i>java.lang.OutOfMemoryError: Java heap space</i><ul style="list-style-type: none">• If this message is not found, the transaction failure issue could be a result of another problem; we suggest submitting a support ticket. When doing so please supply a detailed description of the problem, the transaction effected, Kernel log, and any other available information.• If the message is found, customization of the Java memory usage of the machine can be adjusted through the Java Memory Settings, found under the Options tab in the Private Last Mile UI.