

Java heap space Throwable: java.lang.OutOfMemoryError

Example error message:

2013-07-09 16:42:41,654 ERROR (PerfERDC:137) - service Platform Performance Gatherer (192) on host DKLBMMDB1 (34) Error getting data from agent: Java heap space Throwable: java.lang.OutOfMemoryError.

Generally this error indicates that one of the internal Uptime Infrastructure Monitor JVM memory pools has been saturated. In most cases this is the JAVA_HEAP space. There are several reasons this could occur:

1. The OS hosting Uptime Infrastructure Monitor has run out of memory.
2. A long running report has consumed all of the available HEAP.
3. Other Uptime Infrastructure Monitor jobs/tasks have consumed available HEAP.

If the Uptime Infrastructure Monitor java process terminated as a result of this error, you will likely find a file named hs_err* in the Uptime Infrastructure Monitor install directory that contains more information about why the JVM failed.

Please contact uptime Support to troubleshoot this issue further.