

Changing Management Console memory allocation

| Created date | Updated date | Affects version | Fix version |
|--------------|--------------|-----------------------------------|-------------|
| 21 Mar 2022 | 21 Mar 2022 | Management Console - All versions | N/A |

Description

When using Blancco Management Console with an embedded database option there may be a need to increase the application's maximum memory allocation. By default Management Console gets assigned with a 2GB of memory and this limit can be reached on some cases with the embedded database option.

The embedded database does not support more than approximate 5000 reports and having any more report in the system can cause issues such as:

- Management Console service is not starting up
- General unresponsiveness and slowness in the software
- Exporting larger amount of reports failing

Blancco Management Console log will catch the "running out of memory" errors in the main.log file and below example shows how this error occurs in the logs:

```
...  
Caused by: org.hsqldb.HsqlException: java.lang.OutOfMemoryError: Java heap space  
...
```

Allocating more memory to the application may temporarily allow it to run better but the optimal resolution to the above issues is to migrate Management Console installation to set up where dedicated database is being utilized.

Step by step instructions

To increase the maximum allowed memory limits for Management Console follow below steps:

1. Stop the BMC service.
2. Navigate to the "wrapper.conf" file located in the "[Installationpath]\servicewrapper\yajsw\conf\" folder.
3. Modify the memory values (by default 2048MB) accordingly:

```
wrapper.java.additional.1.5 = -Xms2048m  
wrapper.java.additional.1.6 = -Xmx2048m
```

For example updating from 2048 to 4096 will increase the allocated memory from 2GB to 4GB.

4. Save the changes.
5. Start the BMC service.