Troubleshoot Tomcat which Runs Out of Memory Issues

Contents

Introduction

This document describes how to add additional Java Virtual Machine (JVM) Flags to troubleshoot Cisco Tomcat crash due to out of memory issues.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cloud Center Versions 4.8.X.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

To troubleshoot memory issues can be difficult, in order to gather information required to narrow down the issue and figure out where the problem lies.

Solution

The steps to gather more information to troubleshoot out of memory issues on Cisco Tomcat are as follows:

Step 1. Modify to **/usr/local/tomcat/bin/setenv.sh**.

Step 2. Add **-XX:+HeapDumpOnOutOfMemoryError -XX:HeapDumpPath=/usr/local/tomcat/logs/ccm.bin -verbose:gc -XX:+PrintGCDetails -XX:+PrintGCDateStamps -Xloggc:/usr/local/tomcat/logs/ccm-gc.log**.

Step 3. Restart Cisco Tomcat with **/etc/init.d/tomcat**.

Step 4. Verify the file **setenv.sh**. For modifications to take place, run the command, **ps -ef | grep tomcat**.

Step 5. Collect the additional information when the Cisco Tomcat process crashes because it goes out of memory.

- **/usr/local/tomcat/logs/ccm.bin**
- **/usr/local/tomcat/logs/ccm-gc.log**
- DETAIL level **osmosix.log** from Cisco Call Manager (CCM).