License Server Memory Issue

Symptom

If the license server becomes unresponsive, no longer servicing requests, and the log inside of License Admin shows:

Exception in thread "Thread-201078" java.lang.OutOfMemoryError: Java heap space

Resolution

Link to download files: https://file.ac/3Go3KWHA0ms/
Note: Chrome will block the download of the zip file. Please use a different browser to download if needed.

1. Rename LicenseServer.jar and LicenseServer_LocalePack_en-US which are located in the OnGuard Installation directory (C:\Program Files (x86)\OnGuard). Adding .old to the end of the file name for example will allow you to preserve the existing files if they need to be reverted back to.
2. Stop the LS License Server service
3. Copy the LicenseServer.jar and LicenseServer_LocalePack_en-US to the OnGuard Installation directory
4. Start the LS License Server service

Applies To

OnGuard versions 7.1-7.3

Additional Information

None