
Jpeg Viewer is failing to view tiff files bigger than 1GB

- **Article Type:** General
 - **Product:** Rosetta
 - **Product Version:** 4.1
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Problem Symptoms:

Viewing Tiff File that is bigger than 1GB is failing and max_delivery_file_size_mb is higher than the actual size.

Error in Log :

```
2015-03-03 04:45:52,042 ERROR [com.exlibris.digitool.common.streams.ExternalProcessUtil] (http-bio-1801-exec-2699) []
Execute of /exlibris/dps/d4_1/product/bin/convert with params -compress 'JPEG' -quality '10' /exlibris/dps/d4_1/profile/
operational_shared//tmp/delivery/JpegViewerPreProcessor/17/06/4/0/REP17065/FL17066.tif[0] /exlibris/dps/d4_1/profile/
operational_shared//tmp/delivery/JpegViewerPreProcessor/17/06/4/0/REP17065/FL17066.jpg failed , STDERR : convert:
Insufficient memory (case 4) /exlibris/dps/d4_1/profile/operational_shared//tmp/delivery/JpegViewerPreProcessor/17/06/4/
0/REP17065/FL17066.jpg' @ error/jpeg.c/EmitMessage/235.
```

Cause:

The onfly conversion done by Image Majick is failing.

Resolution:

1. On each server go to /exlibris/product/ImageMagick-6.6.1-10/lib/ImageMagick-6.6.1/config
2. Edit policy.xml
3. Uncomment: <policy domain="resource" name="memory" value="2gb"/>
4. Change to: <policy domain="resource" name="memory" value="4gb"/>

Additional Information

Note that this will be overwritten if/when a new Image Magic package is provided,

On an upcoming version of Rosetta, there will be an available VPP to customize the Jpeg Viewer, and the customer will be able to modify the VPP to meet his needs.

Category: Delivery

- **Article last edited:** 3/12/2015