
java.lang.OutOfMemoryError

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 16.02
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Description:

We were unable to login to ARC this morning. This was the error message recorded in the log at around that time (10:54 am):

Original Error: PRS-INS-1425 Error encountered when execute operation "transform".

java.lang.OutOfMemoryError

We restarted ReportNet and it seems to be working now. Can you explain what happened to cause this error?

Resolution:

The log you supplied contained the following errors:

DPR-DPR-1035 Dispatcher detected an error.

PRS-INS-1425 Error encountered when execute operation "transform".

CM-REQ-4159 Content Manager has returned an error in the response header.

Most of the log deals with the dispatcher errors (listener errors).

It looks like the listener was down or there was a problem with the listener port.

When a listener is down, it is not possible to log in to ARC

If further explanations are needed, please send the whole log (containing the info after the 'Error encountered when execute operation "transform".' error).

- **Article last edited:** 10/8/2013