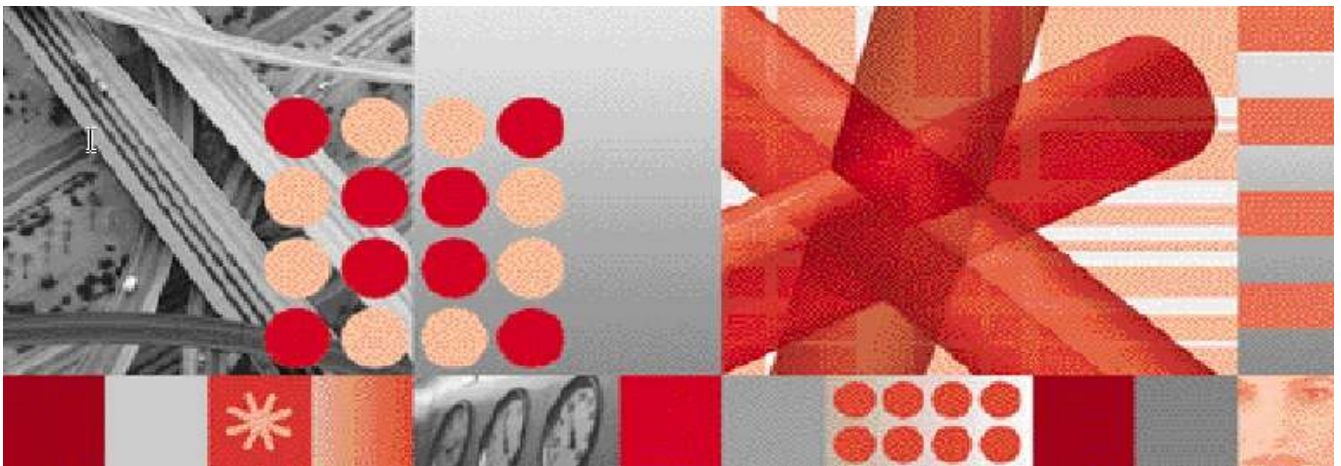




**Netcool Service Quality Manager**

**Version 4.1.3**

**IBM**



## **Tivoli Netcool Service Quality Manager client memory usage**

**Note:** Before using this information and the product it supports, read the information in Appendix A Notices on page 5.

This edition applies to Version **4**, release **1**, modification **3** of IBM Tivoli Netcool Service Quality Manager and to all subsequent releases and modifications until otherwise indicated in new editions.

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## 1 Problem description

The Tivoli Netcool Service Quality Manager client could run out of memory when too many SLAs are being discovered.

## 2 Customer impact

The client application will exit if it runs out of memory.

## 3 Resolution

This error can occur when memory utilization of the Tivoli Netcool Service Quality Manager client is high and the total number of resources associated with the discovered SLAs is large. If an Out of Memory error occurs, then the SLAs should be discovered incrementally in portions, rather than all in one go.

To check the client memory utilization, firstly click on the square indicator in the right lower corner of the application to enforce garbage collection. Then hover the mouse cursor over the same indicator to display a tooltip with the current state of the memory utilization.

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