

Out of Memory Errors When Importing or Exporting Microsoft Word Requirement Documents

Problem

A java.lang.OutOfMemoryError exception error is displayed in Helix ALM when exporting or importing requirement documents to or from Microsoft Word.

Cause

Helix ALM uses a Java Virtual Machine (JVM) to perform Word imports and exports. The default maximum memory heap the JVM can use is 512 MB. The OutOfMemory error indicates that Helix ALM requires more heap memory to perform large imports and exports

Solution

Adjust the maximum memory heap setting. This solution only applies to Helix ALM (and TestTrack 2011 - 2016.1). If you are using an earlier version, contact [Perforce Support](#).

1. In the Helix ALM Client, choose Tools > Local Options and then select the General category.
2. Increase the value in the Limit memory to use field in the Microsoft Word and Excel Memory Use area.
3. Click OK to save the changes.
4. Perform the import or export again.

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