

Surround SCM Server Does Not Start Due to Memory Issues

Problem

The Surround SCM Server does not start and the server log contains memory errors or unhandled exceptions.

Cause

The Surround SCM Server computer does not have enough memory to cache branches during server start up.

Mainline branches are always cached when the Surround SCM Server starts. By default, baseline, snapshot, and workspace branches are set to cache on demand, which means they are cached when users perform actions that access a branch.

When the Surround SCM Server starts, the most recently used cache on demand, or dynamic, branches as of the last server shutdown are cached. If these branch types are changed to always cache, they are always loaded when the server starts. As additional branches are created, the cache may become too large and cause memory issues and slow server startup times.

Solution

1. Start the Surround SCM Server using the `-mincache` parameter. This parameter tells the Surround SCM to only load mainline branches. Branches set to Always Cache and the most recently used branches are not loaded.

Windows: Enter the following in the Windows Run command window and click OK:

```
"C:\Program Files\Perforce\Surround SCM\Surround SCM Server.exe" -mincache
```

Unix: Enter the following at the command prompt:

```
surroundscm start - mincache
```

2. Start Surround SCM.
3. Choose Tools > Administration > Branch Maintenance.
4. Evaluate the branches set to always cache to determine if any can be set to cache on demand. To set a branch to cache on demand, select the branch and click Toggle Caching.
5. Click Close to close the Branch Maintenance dialog box.

Note: You may also want to adjust the caching server options to reduce the number of cached dynamic branches and set other options. See the [help](#) for information about caching server options.

Article ID: 675

Last updated: 06 Jun, 2017

Revision: 4

Surround SCM -> Surround SCM Server Does Not Start Due to Memory Issues

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=675>