

CrossFire Service Memory Leak and Out of Memory Exception

Article ID: SWH-KB-nID-000006884

Published: Oct-06-2022

Symptoms

The CrossFire Framework Service on the MAS is taking an excessive amount of memory, ultimately crashing with an Out of Memory exception.

When checking the event logs, they show that CrossFire failed due to System.OutOfMemoryException.

Version is 2.60.5011.0453.

Cause

A large number of scheduled reports are being run daily, but the reports are not set to expire. This causes the ACVSCore.Access.ReportResult table to contain over 72000 rows on the MAS, and up to 26000 on each SAS.

Solution

1. Backup all SAS and MAS ACVSCore DBs
2. Stop Report Services on SASs and MAS
3. In SQL Management Studio, clear out the ACVSCORE.Access.ReportResult tables on each SAS and the MAS
 - a. TRUNCATE TABLE ACVSCORE.Access.ReportResult
4. Restart the Report Services on all Servers
5. Edit each Report Event, enable "delete results after the following number of days", and set to 1 day.

If you have any questions regarding this **Knowledge** article, please contact Technical Support.

North America & Latin America:

Toll Free: 1-800-507-6268 (option 3, 1) or 1-800-392-2873 (option 3, 1)

Hours: 8 AM – 8 PM Eastern

Access Technical Support: Access-support@jci.com

License Inquiries: ccurelicense@tycoint.com

EMEA:

Toll Free: 800-2255 8926

Direct: +31 475 352 722

Hours: 8 am to 6 pm CET

Access Technical Support: Access-support@jci.com

License Inquiries: sp-licensing-support@jci.com

Asia/Pacific:

Toll free: +800-2255 8926

Direct: +91-80-4199-0994

Hours: 9am to 6pm CST (China Time) and 9am to 7pm IST (India Time)

Access Technical Support: Access-support@jci.com

License Inquiries: sp-licensing-support@jci.com

[Complete Support Contact List](#)

Information furnished by Johnson Controls is believed to be accurate and reliable. However, no responsibility is assumed by Johnson Controls for its use, nor any infringements of other rights of third parties which may result from its use. No license is granted by implications or otherwise under any patent rights of Johnson Controls.

© 2022 Johnson Controls. All Rights Reserved.

Johnson Controls and the product names listed above are marks and/or registered marks. Unauthorized use is strictly prohibited. Product offerings and specifications are subject to change without notice. Actual products may vary from photos. Not all products include all features. Availability varies by region; contact your sales representative.