

# DSS036 - Knowledge size is X bytes which is greater than the maximum supported value

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## Symptom

### Current error

**"Knowledge size is X bytes which is greater than the maximum supported value of 10485760 bytes during synchronization."**

This is the error message that customer will get in case knowledge size gets bigger than 10485760 bytes. Sync will just fail with this error, customer can trigger sync again.

### Previous error

Please note that previous, sync would complete but customer was not able to run sync anymore and faced a very similar message:

"Knowledge size is X bytes which is greater than the maximum supported value of 10485760 bytes." In case the on-premises sync agent is outdated, customer may still face this (old) error.

## Cause

The issue is caused by old/big long running transactions.

## Mitigation

**If customer is facing the "current" error message, they should commit/rollback the old running transactions and try to run sync again.**

In case customer is facing the "old" error message, PG can trigger a sync from the backend using a different max KB size. The on-premises agent don't need to be the 64-bit version but should be at least 4.4.6859.1 because previous one will not recognize the instruction. Verify the agent version and raise an ICM for mitigation. Please note that this should be very rare today. To mitigate, execute the following command in DS Console in the appropriate cluster:

Start-SyncGroupSync -HubDatabaseLogicalServerName {serverName} -HubDatabaseName {databaseName} -  
SyncGroupName {syncGroupName} -MaxKnowledgeSizeInBytes {sizeBytes}

## Classification

Root cause Tree - DataSync/User issue/error/SyncFail

## How good have you found this content?

