

# System.OutOfMemoryException

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## Issue

There is "OutOfMemoryException" issue when customer try to run lookup activity.

## Root Cause & Mitigation

**Issue 1:** If customer runs lookup activity with linked IR or self-hosted IR while meets "OutOfMemoryException" issue. Please ask customer to check the resource usage and concurrent-activity-execution on the IR node. If it has very high memory usage on this IR machine while it has too much concurrent activity executions. New activity run on this machine can meet OOM issue because there is no enough memory left to support this run, this is by design. For example:

```
{
  "InstanceName": null,
  "InstanceId": null,
  "InstanceVersion": null,
  "TotalMemory": 32767,
  "AvaliableMemory": 24333,
  "CpuUtilization": 0,
  "MaxCapacity": 24,
  "UsedCapacity": 20,
  "SendBytes": 21.006881713867188,
  "ReceiveBytes": 64.322319030761719,
  "LatestUpdateTime": "2019-05-31T17:25:26.2154247Z",
  "ConnectedToResourceManager": null,
  "AggregatedPagedMemoryInMB": 0,
  "AggregatedWorkingSetInMB": 0,
  "CommitLimitInMB": 40768,
  "CommittedBytesInMB": 40441,
  "CommittedBytesInUseRatio": 99,
  "LogicalDiskCFreeSpaceInMB": 66744,
  "LogicalDiskTotalFreeSpaceInMB": 1657857,
  "WorkerProcessCount": 24
}
```

Query:

Heartbeats

```
| where TIMESTAMP >datetime(2019-05-31 17:16:58.5851628) and TIMESTAMP < datetime(2019-05-31 17:30:58.5851628)  
| project SubscriptionId, AgentGroupName, AgentInstanceName, Telemetries
```



**Mitigation:** Please ask customer to adjust the trigger time and internal time of activity runs, not let too much activities execute on the same IR node at the same time.

**Issue 2:** If customer runs lookup activity with public azure IR while meets "OutOfMemoryException" issue, today we use one shared batch pool to support executing the lookup activities for different customers, so please ask customer to provide the pattern of his activity execution (for example, run activity with lookup + azure blob + MSI auth) to PROD team for trouble shooting.

### Additional Information:

- **Icm References:**
- **Author:** zhanyu
- **Reviewer:** chargu; vimals
- **Micro-service:** Transfer Web, Azure IR Elastic, Task Management Service
- **Keywords:**

How good have you found this content?

