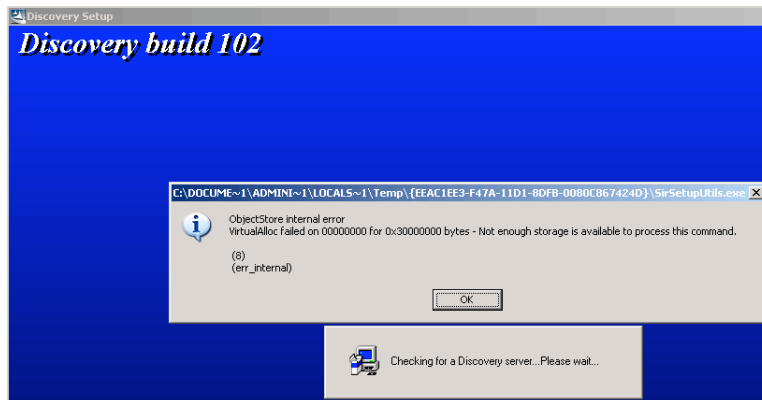


File Server ObjectStore Internal Error Message

During installation or maintenance of Discovery on the fileserver an error message is displayed.

ObjectStore internal error:



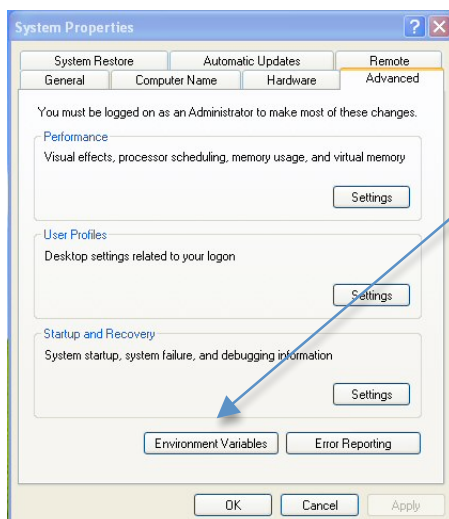
The message suggests that the current variable 0x30000000 bytes is no longer suitable.

The reason for this message is not entirely clear but has become apparent during the schools summer break 2009. The only changes during this time have been the usual updates of the operating system.

The solution according to the developer of ObjectStore, is to adjust the variable down.

An exact figure is not currently known, but a change to a value of 0x20000000 would seem to be suitable. The value is the default value suggested by the developer of ObjectStore.

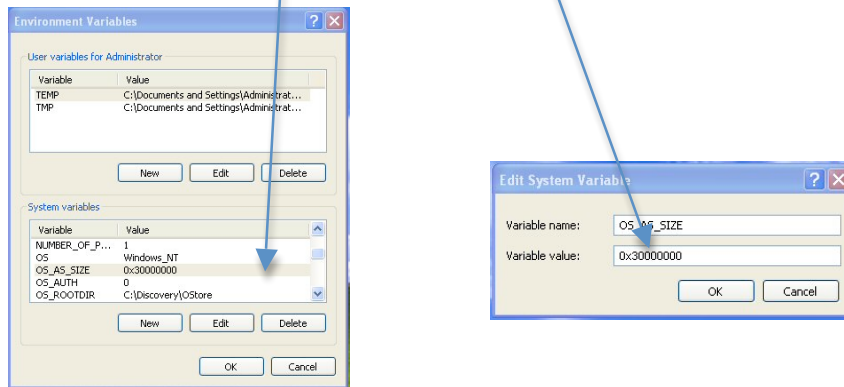
To change the value open the Systems Property window and select Environment Variables from the Advanced tab.



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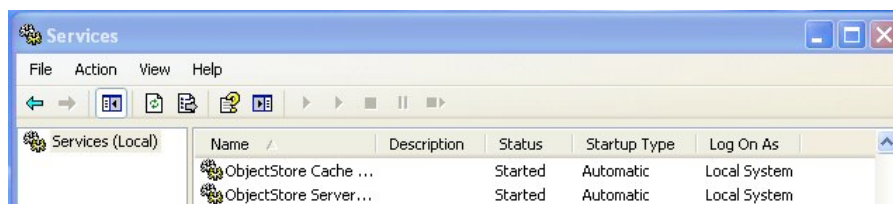
Then select the line OS_AS_SIZE 0x30000000 then select Edit.

Select the Variable 0x30000000 and change to 0x20000000 Then click OK.



At the previous window select OK

You will then need to manually restart the ObjectStore Server, and ObjectStore Cache Manager.



Then also start the Discover Service Manager to ensure that Discovery Online is working.

If you still get the same problem completely shut down and restart your PC and monitor the process.

If you are unsure about any of these steps, or are not confident in applying them to your computer, please do not hesitate to contact one of our support staff for assistance.

Because of the obvious numerous configurations and understanding needed in applying this solution, we advise caution and any implementation is taken at your own risk.

Please let us know of any variation required to resolve the above and we shall update this document accordingly.

Technical Support Team



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