

Blackboard

Downloading Large Amounts of Logs as Content Collection Packages Fails due to Heap Exhaustion

Date Published: Jun 18,2021 **Category:** Planned_First_Fix_Release:SaaS_v3900_17_0,Learn_9_1_3900_17_0_Release; Product:Learn_Administration_Learn; Version:Learn_9_1_3900_2_0,Learn_9_1_3900_4_0,Learn_9_1_3900_8_0,Learn_9_1_3900_6_0,Learn_9_1_3900_10_0,Learn_9_1_3900_15_0,Learn_9_1_3900_13_0,SaaS **Article No.:** 000075124

Product: Blackboard Learn

Release: 9.1;SaaS

Service Pack(s): Learn 9.1, 3900.2.0, Learn 9.1, 3900.4.0, Learn 9.1, 3900.8.0, Learn 9.1, 3900.6.0, Learn 9.1, 3900.10.0, Learn 9.1, 3900.15.0, Learn 9.1, 3900.13.0, SaaS

Description: Administrators are unable to download logs packages that are larger than 2GB from Content Collection as it fails due to Heap Exhaustion.

Steps to Replicate:

1. Log into **Blackboard Learn** as System Administrator
2. Navigate to **System Admin > Manage Content > Content Collection > Internal > Logs**
3. Select any month or day that has a large amount of data (2GB or more)
4. Select **Download Package**

Observed Behavior:

The following error occurs:

An error occurred. Contact the System Administrator. For reference, the Error ID is xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxx.
[Date/Timestamp]

Expected Behavior:

A Zip folder is downloaded successfully.

Cause: When the system builds the "zip" file containing all the file and folders downloaded as a package, a temp file is not used and the ZIP file is built in memory.

Resolution/Workaround: Use WebDAV to copy the files.

Target Release: Learn 9.1, 3900.15.0 Release

SaaS - Fixed (v3900.15.0)

Patch Available: No

