SAP **1798987 - When launching SAP Visual Intelligence the error "Failed to create Java Virtual Machine" is displayed.**

Version 2   **Validity:** 25.03.2013 - active   **Language** English

Symptom

When launching SAP Visual Intelligence the error "Failed to create Java Virtual Machine" is displayed.

Environment

- Windows 2008 R2
- Visual Intelligence 1.0.7 32 bit

Reproducing the Issue

Launch SAP Visual Intelligence 32 bit on a a Windows computer with less than 4 GB of RAM.

Cause

The Java virutal machine is unable to allocate the amount of memory it needs for its memory allocation pool.

Resolution

Lowering the memory allocation pool needed by the Java virtual machine should get this working. This can be done by following these steps:

1. In windows explorer navigate to: C:\Program Files\SAP Visual Intelligence\Desktop
2. Open SAPVisualIntelligence.ini in notepad or another text editing program.
3. Look for the Xmx entry, it should look like this:
   -Xmx768m
   In this case the memory allocation pool is 768 Megabytes.
4. Set this to a smaller value such as 512m.
5. Save the file.
6. Restart SAP Visual Intelligence.
7. If the same error happens again try lowering the value more.

Note: Lowering this value too far may get SAP Visual Intelligence to run, but performance will be degraded.

Keywords

Visual Intelligence, VI, JAVA, memory

Header Data

Released On	25.03.2013 16:25:08
Release Status	Released to Customer
Component	BI-LUM-DSK SAP Lumira (Desktop)
Priority	Normal
Category	Problem
Operating System	WIN 2008 R2

Product

Product	Product Version
SAP BusinessObjects Business Intelligence platform	SAP BusinessObjects Business Intelligence platform 4.0
	SAP BusinessObjects Enterprise XI 3.1