

Troubleshooting General Bridge Problems

Bridge and Java Heap Space

The JVM automatically assigns a value to the maximum heap space, depending on the actual system resources at Bridge start. You can see the allocated and the actually used memory on the Bridge on the [Node instance preferences page](#).

Nevertheless, you can manually assign a value.

Restart the Bridge after you have changed the Java heap space to make your changes have effect.

After a Bridge update, these changes will be lost and have to be reapplied.

Windows

You need to edit the Windows registry.

32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Apache Software Foundation\Procrun 2.0\Java\Parameters\Java
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Apache Software Foundation\Procrun 2.0\Java\Parameters\Java

Change the following value:

Name	Type	Data (Java heap in MB)
JvmMx	REG_DWORD	0x00000080 (128)

If this value is not yet present in the registry, you need to add it.

Linux

Edit file <path to your Bridge PROG folder>/bin/e2e_console.sh and search for a command similar to

```
echo "\"$JAVA\" -classpath \"$CLASSPATH\" [...] >> $TOMCAT_SCRIPT
```

This command may look different in future versions of the Bridge.

Add option `-Xmx` to this command as follows:

```
echo "\"$JAVA\" -Xmx192m -classpath \"$CLASSPATH\" [...] >> $TOMCAT_SCRIPT
```

Value `192m` in above example claims 192 MB of java heap. Add a value that reflects your needs.

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Related Pages:

- [Node Instance Preferences > Memory for Bridge Process](#)
- [Managing the Bridge Certificate](#)

Related Documentation:

- [Introducing Compatibility View \(Microsoft Blogs\)](#)

Internet Explorer Throws UI Layout Warning

Problem

When wanting to access the Bridge with Internet Explorer, a warning similar to the following is displayed:

UI Layout Initialization Warning

The layout-container "DIV/#layout" has no height.

Solution

You are trying to access the Bridge with Internet Explorer in **Compatibility View**. This is not possible.

Change the **Compatibility View Settings** of Internet Explorer in such a way that the Bridge administration interface is displayed in normal mode:

- Uncheck **Display intranet sites in Compatibility View**, if checked.
- Remove localhost from the list of websites, that are added to compatibility mode.

For more information on the compatibility view refer to [Introducing Compatibility View](#) in the Microsoft blogs.

Bridge Certificate Exception

Problem

Bridge calls fail (from e.g. the Regression Test Command Line Tool or the Bridge API) and you are getting this error: javax.net.ssl.SSLHandshakeException: java.security.cert.CertificateException: Certificates does not conform to algorithm constraints.

Solution

Check the certificate on your Bridge (see [Managing the Bridge Certificate](#)). MD5 certificates are deprecated as insecure. If your Bridge still uses MD algorithm (**MD5withRSA**), you should create a new certificate and restart the Bridge. The new certificate should have algorithm **SHA256withRSA**.

Bridge API Documentation is Empty

Problem

The link to the Bridge API documentation shows an empty screen.

Solution

The Runtime has been updated, and the new Runtime comes with an updated version of OpenAPI.

Restart your Bridge to use the new version of OpenAPI.