

Troubleshooting Metadata

FILECLOUD ON-PREMISES ONLY

Allowed Memory Size Exhausted

An error message similar to the following indicates that while uploading a large file, the system used up all memory allocated and could not extract metadata:

019-04-05 5:27:29 - ERROR : CLFC-00004 ERROR | 2019-04-05 05:27:29 | 1 | Allowed memory size of 524288000 bytes exhausted (tried to allocate 316675836 bytes)

Starting with FileCloud Version 20.1, the setting `TONIDOCLOUD_MAX_METADATA_EXTRACTION_FILE_SIZE_MB` in `cloudconfig.php` file enables you to override the maximum file size for automatic metadata extraction to take place.

By default, the value of the setting is:

- 500MB for local storage
- 100MB for Azure / S3

For example, if the value of the setting is 500, when files over 500 MB are uploaded, metadata extraction will not occur.

Change the maximum file size for metadata extraction:

1. Open `cloudconfig.php` at
 - Windows: `XAMPP DIRECTORY/htdocs/config/cloudconfig.php`
 - Linux: `/var/www/config/cloudconfig.php`
2. Find the following:

```
define( "TONIDOCLOUD_MAX_METADATA_EXTRACTION_FILE_SIZE_MB" , 500 );
```

3. Change the value of the setting.

For example:

```
define( "TONIDOCLOUD_MAX_METADATA_EXTRACTION_FILE_SIZE_MB" , 128 );
```