

# Error – Exception of type 'System.OutOfMemoryException' occurs during Incremental update.

SidekickPC support: Last Updated: February 27, 2013

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Several of SidekickPC users are getting this error message during Incremental update procedure:

## " Exception of type 'System.OutOfMemoryException'"

This error is caused by the fact that there are now a big number of records in the central database. INCREMENTAL and FULL in SidekickPC updates uses different algorithms. When you run the INCREMENTAL update, the algorithms exchanges XML data structures, between client and server, that represent the new records to insert into the local database. Data structures are then de-serialized into datasets. What is happening now is that these datasets are becoming bigger and bigger.

If the local PC does not have more than 4 GB of RAM it is very likely that you get an "Out of memory" exception.

**Who is affected:** All SidekickPC users!

## How to fix it:

The workaround of this problem is to execute the FULL database update instead of the INCREMENTAL one. You should use the Offline update procedure in extreme cases as a work around.  
The result of this procedure is equivalent to a full update.

<http://sidekick.electrolux.com/SidekickPortal/UsersReservedArea/DownloadDetails.aspx?ContentID=OfflineDBUpdate3>

The next update of SidekickPC software will include this fix. We are plan to changing the INCREMENTAL update algorithm, in order to avoid this problem.