EXTENDED BUFFER MANAGER for DB2® and SNAPSHOT UPGRADE FEATURE for DB2
Version 5.6.00
March 30, 2011
Tracking number QM001699134: XBM might cause an error in a BMC snapshot-enabled product after you apply PTF BPE0345

BMC Software is alerting users to a problem in version 5.6.00 of the EXTENDED BUFFER MANAGER (XBM) product and its associated SNAPSHOT UPGRADE FEATURE (SUF) technology. This technical bulletin describes a PTF that prevents the problem from occurring. If you have any questions about the problem or the PTF, contact Customer Support at 1 800 537 1813 (United States or Canada) or call your local support center.

**Issue**

After you apply XBM PTF BPE0345, XBM might cause an abend to occur in a BMC snapshot-enabled product while processing in an IBM® DB2® environment. This error can cause the snapshot-enabled product to create a dump and fail.

In this situation, you might see an error message similar to the following example:

```
IEA995I SYMPTOM DUMP OUTPUT  624
SYSTEM COMPLETION CODE=0C4  REASON CODE=00000011
.
.
.
NO ACTIVE MODULE FOUND
  NAME=UNKNOWN
  DATA AT PSW ... -1FFFB249 00019531 1000A784
```
Resolution

PTF BPE0353 resolves this issue.

PTFs are available through eFix PTF Distribution Services (eFix) on the Customer Support website (http://www.bmc.com/support). You can go directly to the eFix page at http://apps.bmc.com/support/efix.cgi.

If you are not logged on to the Customer Support website, you will be prompted to enter your user ID and password.

---

**NOTE**

If you are unable to obtain the PTFs from the web, contact Customer Support.

---

Where to view the latest product information

You can view the latest product documentation, including notices, on the BMC Customer Support site. To receive e-mail messages when BMC issues new notices, subscribe to proactive alerts on the Customer Support site (http://www.bmc.com/support). You can also use this site to search for additional product resolutions and frequently asked questions (FAQs).

---

© Copyright 2011 BMC Software, Inc.

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners.

DB2 and IBM are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both.

The information included in this documentation is the proprietary and confidential information of BMC Software, Inc., its affiliates, or licensors. Your use of this information is subject to the terms and conditions of the applicable End User License agreement for the product and to the proprietary and restricted rights notices included in the product documentation.

BMC SOFTWARE INC
2101 CITYWEST BLVD, HOUSTON TX  77042-2827, USA • 713 918 8800
Customer Support: 800 537 1813 (United States and Canada) or contact your local support center