Pool Advisor for DB2® and BMC System Performance for DB2®

Version 10.1.00
June 10, 2011

Pool Advisor for DB2® and BMC System Performance for DB2® might experience an abend in PMDX0A1R, which can affect IBM® DB2 modules and terminate the DB2 Master address space. Additionally, an abend S0C4 might occur in DB2 module DSN9SCNP after issuing a DB2 command.

BMC Software is alerting users to a serious problem that requires immediate attention in version 10.1.00 of the Pool Advisor for DB2® and BMC System Performance for DB2® products. This flash 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

Pool Advisor and BMC System Performance for DB2 might experience an S0C4 abend in module PMDX0A1R. This failure can percolate to DB2, potentially causing the DB2 Master address space to terminate with an 004E abend. Typically, message DSNJR103 precedes the DB2 004E abend.

Additionally, an abend S0C4 might occur in DB2 module DSN9SCNP after issuing a DB2 command.

NOTE
Currently, these problems have been reported by sites executing DB2 V10 CM9 with version 10.1.00 of Pool Advisor for DB2® or BMC System Performance for DB2® connected to the BMC DBC started task.
Resolution

To correct the problem

1. Obtain and apply PTFs BPU3793 and BPU3794.
2. Cycle the DBC started task and every DB2 SSID associated with the DBC started task.

Obtain the PTFs from BMC Support Central [http://www.bmc.com/support] by using one of the following methods, which are documented in the maintenance section of your product installation guide:

- BMC Internet Service Retrieval (ISR), which is the recommended method
- eFix PTF Distribution Services (eFix)

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

Where to view the latest product information

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