APPTUNE for DB2®, MainView for DB2®, and Pool Advisor for DB2®
Version 10.1.00
July 1, 2011
Too many SDD pause elements might result in a system outage due to common storage exhaustion

A serious problem in the following products requires immediate attention:

- APPTUNE for DB2® version 10.1.00
- MainView for DB2 version 10.1.00
- Pool Advisor for DB2 version 10.1.00

These products are also components in the following solutions:

- SQL Performance for DB2 version 10.1.00
- System Performance for DB2 version 10.1.00

Issue

A system outage might occur due to common storage exhaustion caused by too many suspended SRB descriptor (SSD) pause elements. (SRB is service request block.)

Resolution

To correct the problem, obtain and apply the following PTFs:

- BPU3857 for all listed products and solutions
- BPU3869 for APPTUNE and SQL Performance only
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.

**NOTE**
If you have questions, contact Customer Support at 1 800 537 1813 (United States or Canada) or call your local support center.

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**Where to get the latest product information**

To view the latest BMC documents, see the Support Central website at http://www.bmc.com/support. Notices such as flashes, technical bulletins, and release notes are available on the website. You can subscribe to proactive alerts to receive e-mail messages when notices are issued or updated. For more information about proactive alerts, see the Support Central website.