APPTUNE for DB2® and SQL Performance for DB2®

Versions 6.2.00 and 10.1.00
November 29, 2011

A serious problem in the following products requires immediate attention:

- APPTUNE for DB2®
- SQL Performance for DB2®

**Issue**

When the data collector is stopped, the distributed address space or an address space connected to your IBM® DB2 system might go into a loop and require cancelation. While the problem can occur in rare situations on a normal termination, it is most likely to occur in either of the following cases:

- You cancel the data collector, especially if you cancel it more than once.
- You use a non-IBM cancelation technique to cancel the data collector.

**Resolution**

Table 1 lists the PTFs that resolve this issue.

<table>
<thead>
<tr>
<th>Version</th>
<th>PTF</th>
</tr>
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<tbody>
<tr>
<td>6.2.00</td>
<td>BPU4415</td>
</tr>
<tr>
<td>10.1.00</td>
<td>BPU4416</td>
</tr>
</tbody>
</table>

BMC recommends using BMC Internet Service Retrieval (ISR) to obtain PTFs. For information about ISR, see your product’s installation guide.
Where to get the latest product information

You can also obtain PTFs from eFix PTF Distribution Services (eFix). You can access eFix directly at http://apps.bmc.com/support/efix.cgi or from the support site.

**NOTE**

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

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.