BMC is alerting users to a problem in the MainView Infrastructure product.

**Issue**

The MainView Explorer host server might abend, loop, or hang when any of the following conditions exist:

- NVBAPI activity is occurring frequently.
- An exception occurs on a socket.
- The host server receives unrecognized or invalid input.

These situations can cause the following responses:

- abend U4003 in BBW0IT00
- abend S0C4 in BBW0IT00
- abend SA03, which terminates the host server or causes it to hang
- loop (high CPU) in the host server
- timed-out connections to the host server

Rarely, the host server might need to restart its internal TCP/IP server to recover. Transactions in flight are terminated but can reconnect after the recovery. The following or similar messages are written to the host server log:

BBT2333E RC=FFFFFFFF Errno= 00001002 from accept TaskID=Global
BBWIC075E Unexpected error returned by geterror, control task is restarting
BBTM232I Reading TCP parameters from parmlib member member
BBTM100I BMC Software TCP/IP Interface Initialization in progress
BBTM898I Located TCP/IP Address Space stack (version)
BBTM899I TCP/IP Address Space stack Selected (BBT4LOAD)
BBWIC050I Host Server IP address: mnn.nn.nn.nnn, PORT: nnnn, ptfLevel
BBWIC051I TCP/IP server is ready
Resolution

PTF BPY9535 resolves this issue. However, you must also download BPY9610, for which BPY9535 is a prerequisite.

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

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.