BMC is alerting users to a problem in the DB2® Component Services (DBC) component.

The DBC problem affects following products and solutions:

- APPTUNE for DB2
- MainView for DB2
- MainView Transaction Analyzer
- Pool Advisor for DB2
- SQL Performance for DB2
- System Performance for DB2

**Issue**

Next Generation Logger (NGL) archives fail with the following error due to a problem in communication with DBC:

```
BMCNGL59832E CONNECTION TO DBC( ) FAILED. APIRC(8) APIRSN (0X00280030).
```

**Resolution**

PTF BPU4936 resolves this issue.

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](http://apps.bmc.com/support/efix.cgi) or from the support site.
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.

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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