A serious problem in the following products requires immediate attention:

- APPTUNE for DB2®
- MainView for DB2
- Pool Advisor for DB2
- SQL Performance for DB2
- System Performance for DB2

**Issue**

Under rare circumstances, where a request is made for an overly large amount of data and the user session is canceled before the DBC responds, the Common Data Collector causes a critical system error and terminates. The system queue or extended system queue can require excessive resources from the common service area (CSA) or extended common service area (ECSA), which results in a memory shortage.

**Resolution**

PTF BPU5745 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 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.

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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.