APPTUNE for DB2, BMC Performance for DB2 SQL, BMC System Performance for DB2, MainView for DB2, MainView Transaction Analyzer, Pool Advisor for DB2, and SQL Performance for DB2

Component: Next Generation Logger (NGL)

April 30, 2014

Tracking number QM001819288: During data retrieval, high CPU or zIIP utilization in the DBC address space might cause the address space to shut down or NGL9CSRB to abend

A serious problem in the following products requires immediate attention:

■ Version 11.1.00 of these products:
  — APPTUNE for DB2
  — BMC Performance for DB2 SQL
  — BMC System Performance for DB2
  — MainView for DB2
  — Pool Advisor for DB2
  — SQL Performance for DB2

■ Version 3.2.00 of MainView Transaction Analyzer

Issue

High CPU or IBM System z Integrated Information Processor (zIIP) utilization might occur in the DB2 Component Services (DBC) address space during processing of a user’s data retrieval request. This issue might also cause an ABEND0C1 in NGL9CSRB when the NGL terminates or when the DBC address space shuts down.

This problem occurs when data retained in a stale buffer during index validation prevents the NGL from incrementing the index correctly. Index verification fails, and the NGL might go into a loop or abend.
Resolution

PTF BPU6727 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.

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.

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