BMC System Performance for DB2, SQL Performance for DB2, and MainView Transaction Analyzer

June 4, 2014

The Next Generation Logger (NGL) might fail to start, subsequently causing the DB2 Component Services (DBC) to lose trace records.

BMC is alerting users to a problem in the following products:

- Versions 10.1.00 and 11.1.00 of the BMC SQL Performance for DB2 solution along with the following components:
  - APPTUNE for DB2
  - SQL Explorer for DB2
- Versions 10.1.00 and 11.1.00 of the BMC System Performance for DB2 solution, along with the following components:
  - MainView for DB2
  - Pool Advisor for DB2
- Version 3.2.00 of MainView Transaction Analyzer

**Issue**

When either of the following conditions exists, NGL might fail to start, which causes the DBC to lose trace records:

- You applied PTF BP00262 but have not yet applied PTF BPU6317 or BPU6318.
  
  **Note**
  
  BP00262 makes a change to the Runtime Component System (RTCS) of the MainView Infrastructure.

- You applied PUT 1302B.
PUT 1302B upgrades the MainView Infrastructure.

The NGL failure might generate these warning messages:

- BMCNGL59263W
- BMCNGL59264W
- BMCNGL59265W
- BMCNGL59509E

and might generate message BMC24529 to report the lost trace records.

## Resolution

The following table lists the PTFs that resolve this issue:

<table>
<thead>
<tr>
<th>Version</th>
<th>PTF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version 10.1 of System and SQL Performance for DB2 products</td>
<td>BPU6317</td>
</tr>
<tr>
<td>Version 11.1 of System and SQL Performance for DB2 products</td>
<td>BPU6318</td>
</tr>
<tr>
<td>Version 3.2 of MainView Transaction Analyzer</td>
<td>BPU6318</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.

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.

**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.