APPTUNE for DB2 and Pool Advisor for DB2
Version 11.1.00
September 12, 2014
In rare circumstances, starting and stopping versions 10.1 and 11.1 of APPTUNE or Pool Advisor might cause a monitored IBM DB2 subsystem to abend with S0C1 or S0C4

A serious problem in the APPTUNE for DB2 and Pool Advisor for DB2 products requires immediate attention.

Issue

APPTUNE and Pool Advisor invoke DB2 Assist Services (DAS), a system-wide component that manages monitoring. Starting and stopping versions 11.1 and 10.1 of these products in a particular order might activate the wrong level of DAS. An incompatible DAS level might eventually cause a monitored DB2 subsystem abend with system code S0C1 or S0C4. The exposure occurs only if you take these actions in the order shown:

1 You start version 10.1 of either product while version 11.1 of either product is monitoring a DB2 subsystem.

2 You stop version 11.1 of either product or deactivate monitoring of the DB2 subsystem.

3 You begin monitoring a second DB2 subsystem using either version of either product.

Resolution

PTF BPU7007 resolves this issue.

BMC recommends using BMC Internet Service Retrieval (ISR) to obtain PTFs. For information about ISR, see the maintenance information in the Installation System User 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. For information about eFix, see the online Help.

**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.

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