A defect in APPTUNE and Pool Advisor collection processing might cause a S0C4 abend in an IBM DB2 transaction

A serious problem in the following products requires immediate attention:

- APPTUNE
- Pool Advisor
- SQL Performance
- System Performance

**Issue**

In rare circumstances during APPTUNE or Pool Advisor collection processing, an IBM DB2 thread might terminate with a S0C4 abend when one of the following conditions exists:

- DB2 Component Services (DBC) shuts down.
- You invoke one of the following commands:
  - DOM,STOP
  - DOM,REFRESH
  - APPON
  - APPOFF
  - DELDB2

*459736*
Resolution

PTF BPU7326 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 documentation.

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.

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.

© Copyright 2014 BMC Software, Inc.

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners.

DB2 and IBM are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both.

The information included in this documentation is the proprietary and confidential information of BMC Software, Inc., its affiliates, or licensors. Your use of this information is subject to the terms and conditions of the applicable End User License agreement for the product and to the proprietary and restricted rights notices included in the product documentation.

BMC SOFTWARE INC
2101 CITYWEST BLVD, HOUSTON TX 77042-2827, USA
Telephone 1 713 918 8800 (or 1 800 841 2031 United States and Canada)
Customer Support: 1 800 537 1813 (United States and Canada) or contact your local support center