A serious problem in the Log Master for DB2 product requires immediate attention.

**Issue**

When the following conditions exist, log scan errors or missing data might occur:

- You are processing a LOGSCAN that includes active log files.
- The POINT PAGES value is greater than 524287, as indicated in message BMC097230I, on the active log files.

Known symptoms are as follows, but you might experience others:

- Log Master issues one of the following messages:
  — BMC097461E PROCESSING IS INCOMPLETE
  — BMC097129S INTERNAL ERROR
- Log Master fails with a system S0C7 abend in member LZCOMPRS.
- LOGSCAN output does not contain all data.

**Resolution**

PTF BPU8495 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 Reference Manual*. 

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You can also obtain PTFs from eFix PTF Distribution Services (eFix). You can access eFix directly at http://efix.bmc.com 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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