Tracking number QM001920026: A system S0C4 abend in module IODXGID might prevent the Data Collector from executing if you have applied BPU8492

Overview

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

■ BMC Performance for DB2 SQL
■ SQL Performance for DB2
■ APPTUNE for DB2

Issue

If you have applied BPU8492, a system S0C4 abend in module IODXGID might occur in the Data Collector, preventing it from executing.

Resolution

Perform the following steps to resolve the issue:

1. Apply PTF BPU8700.
2. Apply all other prerequisite PTFs.
3. Issue the console command /dbcid APPON db2id to activate PTF BPU8700.

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.

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.
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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