A serious problem in the following products requires immediate attention:

- Version 12.1.00 of the BMC Next Generation Technology Copy for DB2 for z/OS (NGT Copy) product
- Versions 11.2.00 and 11.1.00 of the COPY PLUS for DB2 product

Issue

Recovery failure or data loss might occur when the following conditions exist:

- The IBM DB2 subsystem is data sharing.
- The DB2 catalog has not been converted to 10-byte RBAs.
- You used SHRLEVEL CHANGE to make the image copy.
- During the copy, the object was group-buffer-pool dependent.
- Some of the pages in the copied object's group buffer pool are older than the oldest page in the local buffer pool.
- Checkpoint analysis of the group buffer pool detects updated pages that are more than 15 minutes old.

When all of these conditions exist, the image copy is registered in the SYSIBM.SYSCOPY table with an incorrect START_RBA value. Recovery from this copy might result in an error or, in rare cases, data loss.
Resolution

The following table lists the PTFs that resolve this issue:

<table>
<thead>
<tr>
<th>Product and version</th>
<th>PTF</th>
</tr>
</thead>
<tbody>
<tr>
<td>NGT Copy 12.1</td>
<td>BQU0063</td>
</tr>
<tr>
<td>COPY PLUS 11.2</td>
<td>BQU0053</td>
</tr>
<tr>
<td>COPY PLUS 11.1</td>
<td>BQU0065</td>
</tr>
</tbody>
</table>

BMC recommends using BMC Internet Service Retrieval (BMC ISR) to obtain PTFs. For more information, see the maintenance topics in the Installation System documentation.

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

Where to get the latest product information

To view the latest BMC documents, see the Support Central website at [http://www.bmc.com/support](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.
Where to get the latest product information

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Customer Support: 1 800 537 1813 (United States and Canada) or contact your local support center