BMC is alerting users to a problem in the Database Management Console component of the following products:

- Backup and Recovery Solution for IMS™, version 4.5.00
- BMC Application Accelerator for IMS, version 1.0.00
- BMC Database Performance for DB2®, version 4.3.00
- BMC System Administration for IMS, versions 2.5.00 and 2.5.01
- Energizer for IMS Connect product, versions 1.5.00 and 1.5.01
- MAXM Database Advisor for IMS, version 2.4.00

**Issue**

Dialog boxes can appear as empty frames with only a title bar when the following conditions exist:

- You start the Database Management Console as an Oracle® Java Web Start application.
- You are using the Java 7 Update 25 plug-in.
Resolution

This problem results from a Java defect. Until the defect is fixed, use either of the following workarounds to avoid the problem:

- Use the full installer to install and run the Database Management Console.
- Run the Database Management Console with the Java console displayed. To display the Java console, perform the following steps:

1. Click the Start menu in Microsoft Windows.
2. In the search or run field, type the following command and press Enter:
   
   `javaws -viewer`
3. When the Java Cache Viewer dialog opens, close it.
4. On the Java Control Panel, click the Advanced tab.
5. Under Java console, select Show console and click Apply.
6. Close the Java Control Panel.
7. Start the Database Management Console as a Java Web Start application and follow the instructions in the Java console.

**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.