A serious problem in the MainView Infrastructure product requires immediate attention.

**NOTE**
BMC previously announced this problem in a flash dated September 5, 2014. The resolution has been updated.

### Issue

Any MainView address space, including the coordinating address space (CAS), product address space (PAS), or user address space (UAS), might stall during initialization, hang during execution, or experience a U0273-00BA abend.

The most common symptom is receiving the following message during BBI-SS PAS initialization:

**SS0924E STALL DETECTED DURING BBI/SS INITIALIZATION**

Additional symptoms can include message OSZ0308E.

### Resolution

PTF BP00269 resolves this issue. BMC plans to release this PTF by September 19, 2014.

To resolve this issue, perform the following actions:
Workaround

1. Apply PTF BP00269.

2. Issue the following console command to activate the PTF:

   F RTCS,REFRESH,KERNEL

   If the system rejects this command, you will have to stop and restart Runtime Component System (RTCS) and all associated MainView address spaces to activate the maintenance.

BMC recommends using BMC Internet Service Retrieval (ISR) to obtain PTFs. For information about ISR, see the maintenance information in the *Installation System User Guide*.

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

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**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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**Workaround**

As a workaround, you can stop and restart the CAS to which the affected address space is connected.

If BBI-SS PAS initialization stalls with message SS0924E, stop and restart the PAS and CAS.

**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.