MainView Infrastructure
Version 6.1.00
October 2, 2014
A storage overlay might occur if the PAS experiences an S878 abend or other short-on-storage condition

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

Issue
If a product address space (PAS) experiences an S878 abend or other short-on-storage condition, an unpredictable storage overlay might occur. If the overlay does occur, it begins with the characters PCWA.

Recent events indicate that, in rare circumstances, the error might overlay a critical area such as the prefixed save area (PSA) or an ASCB. If that type of overlay occurs, an IPL might be required to recover from the problem.

Resolution
PTF BP00230 resolves this issue. BMC distributed this PTF on PUT1301B.

To resolve this issue, perform the following actions:

1. Apply PTF BP00230.

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

   F RTCS,REFRESH,KERNEL
BMC recommends using BMC Internet Service Retrieval (ISR) to obtain PTFs. For information about ISR, see the maintenance information in the Installation System documentation.

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

**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.