A serious problem in the BMC Subsystem Optimizer for zEnterprise (Subzero) product requires immediate attention.

**Issue**

The Subzero controlling agent or subsystem server can enter a loop when all of the following conditions exist:

- Subzero requests configuration data from the coupling facility.

  **Note**

  When making this type of request, Subzero initially allocates a 32,768-byte (x'8000') buffer to contain the coupling facility data.

- The coupling facility determines that the requested data exceeds 32,768 bytes and notifies Subzero of the necessary buffer size.

In response, Subzero attempts to allocate a sufficiently large buffer but miscalculates the required size increase. A loop occurs when each subsequent request repeats the same miscalculation, failing to produce a buffer that is large enough to contain the data.

For more information, search the Knowledge Base for the relevant tracking ID. You can access the Knowledge Base directly at https://kb.bmc.com/infocenter or from the BMC Support Central website (http://www.bmc.com/support).

**Resolution**

PTF BPJ0966 resolves this issue.
PTF BPJ0957, which identifies maintenance bundle 8 (product version 1.0.00.08), is a prerequisite for BPJ0966.

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. For information about eFix, see the online Help.

If you have questions, contact Customer Support at 1 800 537 1813 (United States or Canada) or call your local support center.