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

### Issue

During an IBM CICS transaction, Subzero can miscalculate the number of message buffers that will be needed to send a response back to the client. Based on the miscalculation, the task control block (TCB) waits for additional message buffers that will never be sent.

While waiting for the response from the remote subsystem, the transaction appears to hang, or to be running without using CPU time. A console dump of the CICS address space shows the TCB’s status as suspended (SSD).

Additional problems can occur if the transaction is not threadsafe or a hang occurs when Subzero is trying to connect to the remote subsystem. A hang can occur in the CICS quasi-reentrant (QR) TCB, which inhibits CICS command processing. As a result, you might not be able to stop the CICS region or control any of its external connections to DB2, IMS, IBM MQ, or other external subsystems.

The following additional symptoms might occur:

- Subzero might be unable to connect to the IBM IMS or DB2 remote subsystem.

- You might be unable to stop the CICS region, or to control its external connections to DB2, IMS, IBM MQ, or other external subsystems.

This problem can occur if the transaction is not threadsafe, or the hang occurs when Subzero is trying to connect to the remote subsystem. A hang can occur in the CICS quasi-reentrant (QR) TCB, which inhibits CICS command processing.
Resolution

PTF BPJ0976 resolves this issue.

**Note**

PTF BPJ0973, which identifies maintenance bundle 9 (product version 1.0.00.09), is a prerequisite for BPJ0976.

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](http://apps.bmc.com/support/efix.cgi) 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.

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