

## Control-M/Agent for iSeries<sup>®</sup> (AS/400<sup>®</sup>)

Versions 7.0.00, 6.3.02, 6.3.01

November 23, 2011

**OS400 Virtual Terminal jobs stays in executing status when the login user is logged on to more than one terminal.**

BMC Software is alerting users to an issue in versions 7.0.00, 6.3.02, 6.3.01 of the Control-M/Agent for iSeries<sup>®</sup> (AS/400<sup>®</sup>) product due to changes in the IBM software. This flash describes a resolution to the issue. If you have any questions about the issue or the resolution, contact BMC Software Customer Support at 800 537 1813 (United States or Canada) or call your local support center.

## Issue

OS400 Virtual Terminal jobs stay in executing status when the login user is logged on to more than one terminal under the following conditions:

1. After installing the cumulative PTF for:
  - V6R1M0 - cum PTF level C1256610
  - V6R1M1 - cum PTF level C1256610
  - V7R1M0 - cum PTF level C1270710
2. When the Virtual Terminal user is already logged on to another terminal and the Message queue <user> is allocated to another job is displayed on the VT screen



# Resolution

## To apply the solution, perform the following action

- Access **IBM i APAR MA41166** from the following IBM Web site:

<https://www-304.ibm.com/support/docview.wss?uid=nas225202ee872b6c4fb862578ce003cc8d9>

Follow the instructions to apply the relevant PTF:

- V6R1M0 - MF53662
- V6R1M1 - MF53664
- V7R1M0 - MF53665

Until the above solution is applied, a temporary fix can be applied as follows:

Use the following command to change all VT jobs login users to hold the message queue delivery:

```
CHGUSRPRF USRPRF(<user>) DLVRY(*HOLD)
```

This command affects new jobs only. Existing jobs that are stuck in execution mode must be killed and re-run.

## Where to view the latest product information

You can view the latest product documentation, including notices, on the BMC Customer Support site. To receive e-mail messages when BMC issues new notices, subscribe to proactive alerts on the Customer Support site (<http://www.bmc.com/support>). You can also use this site to search for additional product resolutions and frequently asked questions (FAQs).

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