

# License Key FAQs

## **Q: Is there a “testing” period for QuickRef?**

**A:** QuickRef customers in good standing are allowed 50 days of DR/Testing usage on CPUs that are not licensed for production use of QR. The 50 days are allocated in 5-day, 10-day, and 15-day increments (user choice).

Note: the key has a built-in grace period of 24 hours. This allows you to request the key the day BEFORE a 5-day test and still run for the full 5 days. In other words, we give you 6 days of usage but only deduct 5 from your allotment.

## **Q: What is the License Key File?**

**A:** A new license key management facility was implemented as part of MVS/QuickRef R7.0. The new facility is used in R7.0 and all future MVS/QuickRef releases and replaces the previous expiration date zap license key system.

## **Q: How are the keys delivered?**

**A:** Every registered MVS/QuickRef customer site has a designated QuickRef Administrator on file in the Customer Service Portal. Chicago-Soft has issued log in credentials to the designated QuickRef Administrator (QRA) at each site and that QRA can obtain and manage their own license keys for MVS/QuickRef using this 24/7 web-based portal. The license key files are sent via email to the QRA. DR and Test keys are also available to the QRA.

## **Q: How can I determine when my copy of MVS/QuickRef will expire?**

**A:** Invoke MVS/QuickRef, and then type QINFO on the ISPF command line. The resulting display includes several sections, one of which shows license key file information and product expiration date.

## **Q: I implemented the license key file I received from the Chicago-Soft customer portal web site but I'm still seeing a message indicating that my copy of MVS/QuickRef is expired, or not licensed for my processor(s), or that the license key file is invalid. Why?**

**A:** There are several reasons why this can happen:

1. The production expiration date has been reached. Go to your company's record on our customer portal web site and double-check that your company is current on maintenance and that you received the correct license key file data.
2. The processor type and/or serial number in use does not match the processor type and/or serial number information in your customer record on the customer portal web site. Logon to the portal web site and check your licensed CPU(s) profile for MVS/QuickRef again.
3. The license key was uploaded incorrectly. Make sure your license key was uploaded to your z/OS system using a BINARY transfer method (like FTP) and that you have uploaded your license key file into a z/OS data set allocated with RECFM=VB, LRECL=10440, and BLKSIZE=10444.

You can use the QINFO display determine the expiration date, the system date, the CPU serial(s) and CPU Model(s) for which MVS/QuickRef is licensed and the CPU serial and model that the product is actually executing on. Also, the data set name of the license key file and whether it was pre-allocated or dynamically allocated are shown by QINFO. Check all these things to make sure that you are using the correct license key file and the license key file contains correct information.

If you are still experiencing problems after checking all these things, please open a support ticket by sending an email to:

[support@chicago-soft.com](mailto:support@chicago-soft.com)

**Q: I've implemented a new license key file for MVS/QuickRef, but the product is still not working. What am I doing wrong?"**

**A:** The most common cause of this error is that the upload did NOT go into the file you expected it to. If you don't pre-allocate the license key file on the z/OS host, FTP will allocate the file for you, and it may not be allocated where you expect it to be. Uploading into a pre-allocated z/OS data set prevents this.

Also, make sure you upload was done in BINARY. If your TN3270E client supports it, you can use the 'DISPLAY ASCII' command under ISPF BROWSE and examine the clear text portion of the license key file on the z/OS host system. If DISPLAY ASCII shows information that contains a legible date and your site's CPU types and serial numbers, then the BINARY file upload worked.

Finally, make sure the file you received in your delivery e-mail from Chicago-Soft is the same file you are using on z/OS.

**How do I upload and use the MVS/QuickRef License Key File?**

**A:** Releases of MVS/QuickRef release 7.0 and higher require the use of a license key file. The MVS/QuickRef license key file is a sequential file that contains information describing the processor model(s) on which MVS/QuickRef 7.0 or higher may be used. License key files are issued to customers by the Chicago-Soft license key portal web site and are sent to customers as e-mail attachments.

Once you receive your license key file via e-mail, save the license key file attachment into a directory on your PC. If you previously had a license key file in use on your z/OS host for MVS/QuickRef, please make a backup copy of it now.

Next, upload the license key file you just saved on your PC to your z/OS system, using a BINARY transfer method, which is most easily done using the DOS FTP command under Windows. Follow the steps below to use FTP to upload your license key file to your z/OS system:

1. Open a DOS command prompt window under Windows.
2. Using the DOS "cd" command, switch to the directory where you saved the license key file attachment.
3. Type the commands that appear in red in the sample FTP session below, exactly as shown, after first substituting your local z/OS host name or system IP address for 'xxxxxxx', your TSO/E userid for 'uuuuuuuu', the desired 3390 DASD volser for 'vvvvvv', and your TSO/E password for '\*\*\*\*\*'. The filenames on the PUT command should be for the saved license key file on your PC and for the uploaded license key file on the host, respectively. As listed below, the second filename on the PUT command will catalog the license key file on the z/OS host under your TSO/E userid. If you want to catalog the license key file on the z/OS host using a different high level data set name qualifier, specify the exact filename to use on the z/OS host system as the second filename on the PUT command and enclose that filename in single quotes.

```
C:>ftp xxxxxxxx
Connected to XYZ.YOHOST.COM.
220-FTPSERVE IBM FTP CS V1R9 at XYZ.YOHOST.COM, 18:18:12 on 2008-06-23
. 220 Connection will close if idle for more than 5 minutes.
User (xyz.yohost.com:(none)): uuuuuuuu
331 Send password please.
Password: *****
230 uuuuuuuu is logged on. Working directory is "UUUUUUUUU.".
ftp> binary
200 Representation type is Image
ftp> quote site lrecl=10440 blksize=10444 recfm=vb primary=1 unit=3390 vol=vvvvvv
200 SITE command was accepted
ftp> put pc.quickref.license.keyfile zos.quickref.license.keyfile
200 Port request OK.
125 Storing data set uuuuuuuu.ZOS.QUICKREF.LICENSE.KEYFILE
250 Transfer completed successfully.
ftp: 2139 bytes sent in 0.02Seconds 133.69Kbytes/sec.
ftp> quit
221 Quit command received. Goodbye.
```

4. If the file transfer to the host was successful, you should now use your z/OS security system (i.e., RACF, CA-ACF2, or CA-Top Secret) to protect the license key file so that all users have READ access to it but only you have ALTER access to it. Protecting the license key file in this way ensures that it is not accidentally altered or deleted; if this were to happen, MVS/QuickRef could not be used by anyone at your site until the license key file was restored.
5. You must now point your MVS/QuickRef 7.0 or higher system to the license key file. You can do this using ONLY ONE of the following three techniques:
  - \* Name the file in the MVS/QuickRef options table QWIKOPTS using the LICDSN= keyword, OR
  - \* Pre-allocate the license key file in your TSO/E logon procedure using a QWLICKEY DD statement, OR
  - \* Add an ALLOC statement for the file to your MVS/QuickRef LIBDEF CLIST "QW" if you are using LIBDEF to invoke the product.

**Disclaimer/reminder:**

When uploading your license key file from your PC to your z/OS system, it's a good practice to allocate a new file with a data set name that includes the date the license key expires, or the word 'TEST', anything to distinguish that license key file from your old production license key file. After you have tested MVS/QuickRef with the new license key file, you can rename the old production license key file and rename the new license key file to the old production license key file data set name. Each of the three possible options is described in detail below:

- a) Name the file in the MVS/QuickRef options table QWIKOPTS: This method of defining the license key file to MVS/QuickRef is done by editing the source for the QWIKOPT table and modifying the LICDSN= keyword so that it specifies the fully-qualified name of the MVS/QuickRef license key file, without enclosing quotes. Once this change is made, assemble and re-link the QWIKOPTS table. When MVS/QuickRef is next invoked, the license key file will be validated and used.
- b) Pre-allocate the license key file in your TSO/E logon procedure: This technique saves some system overhead since MVS/QuickRef can find the license key file quickly, but it is the hardest to change once it is in place since the TSO/E logon proc must be modified. To use this method, add a QWLICKEY DD statement to the TSO/E logon procedure in use by your MVS/QuickRef users. The QWLICKEY DD should specify the name of the license key file data set, and a disposition of SHR, e.g.:

```
//QWLICKEY DD DSN=QUICKREF.LICENSE.KEY.FILE,DISP=SHR
```

- c) Add an ALLOC statement for the file to the MVS/QuickRef "QW" LIBDEF CLIST: If and only if you are invoking MVS/QuickRef using the LIBDEF technique via the "QW" CLIST, then you could point to the MVS/QuickRef license key file by adding an ALLOC statement for it to the QW CLIST, like so:

```
ALLOC F(QWLICKEY) DA('quickref.license.key.file.dsn') SHR REUS
```

License key file implementation is now complete!