

Troubleshooting MVS/QuickRef

If MVS/QuickRef does not function as expected, review the list of common problems and corrective actions outlined below. If you cannot correct the problem after reviewing this list, contact MVS/QuickRef technical support (support@chicago-soft.com).

1. MVS/QuickRef commands like HELP or RFIND do not function correctly, and ISPF reports “RFIND is not active” or the ISPF HELP command does not display MVS/QuickRef HELP information.

- Make sure the MVS/QuickRef application command table (QWIKCMDS) is in the ISPTLIB concatenation. You can check this by invoking MVS/QuickRef and then typing QINFO on the command line and pressing ENTER. When the QINFO output appears, scroll down to the **QWIKCMDS Table Location** section. If the next line says “QWIKCMDS was found in ISPTLIB” then the table is correctly placed. If not, move a copy of the QWIKCMDS table from the MVS/QuickRef table library into the ISPTLIB concatenation in your TSO/E logon proc.
- The QWIKCMDS command table will only be used by MVS/QuickRef if the NEWAPPL(QWIK) parameter is passed to ISPF when MVS/QuickRef is invoked. This is always done if MVS/QuickRef is installed in the standard way, which adds the QW command to the ISPF command table.

If you are using the command **TSO %QW** to invoke MVS/QuickRef because you do not want to update the ISPF system command table, consider creating or updating a site command table. This is a facility provided by 4.2 and later releases of ISPF specifically so you can add commands to ISPF without changing the ISPF system command table. You can execute the CLIST found in member QWCMDS in the MVS/QuickRef JCL library to add the QW command (with the proper NEWAPPL(QWIK) parameter) to your site or user command table if you do not want to add the QW command to the ISPF command table ISPCMDS.

2. MVS/QuickRef is expired or indicates that it is not licensed for use on this processor, even though a product license key file has been established and implemented.

- Make sure your license key file is defined as a sequential file and that it is allocated with RECFM=VB, LRECL=10440, BLKSIZE=10444. You should also ensure that the file is protected by your security system as READ (not UPDATE or ALTER) for all users who invoke MVS/QuickRef. Check to make sure that you uploaded the license key file to your z/OS system using a BINARY transfer method.
- You can examine the license key using ISPF BROWSE. While browsing the file, type the command DISPLAY ASCII and press ENTER. The front part of the license key file will be displayed in a readable format. The product usage period expiration date will appear starting in column 7. The remainder of the license key includes your processor configuration information and company name. Be sure

the license key you are viewing is the same one you uploaded and is the same one MVS/QuickRef is loading and using.

3. ISPF reports 'Invalid command' or 'Invalid option' when you type the QW command on the ISPF command line:

- Make sure the QW or QWS command you are attempting to use was added to the appropriate ISPF system or site command table and that the version of the command table that was updated is the version actually being used. You can check this by going to ISPF option 3.9 and entering application id 'ISP' if you updated the ISPF system command table.
- If you updated or created a site command table, then you will have to enter the application id assigned to the site command table (the QINFO command displays the name of your site command table if one is defined for use). Once you enter the proper application id, option 3.9 will allow you to browse all the commands in the specified command table.

If the QW or QWS command you are attempting to use does not appear in the specified command table, then that command table was never updated, the PDS member containing the updated command table is not in any of the libraries allocated to ISPTLIB, or the PDS member containing the updated version is preceded by another member of the same name in the libraries concatenated to ISPTLIB.

- If necessary, you can refresh your understanding of ISPF command tables by reviewing the section titled "ISPF Command Tables" in the MVS/QuickRef User's Guide.

4. MVS/QuickRef does not function properly when using the LIBDEF facility.

- Refer to the information in #1 and #3 above to determine that the invocation command you are using (QW or QWS) is properly defined to ISPF and that it selects the QW CLIST. Make sure you are using a copy of the QW CLIST that has been properly customized for your installation and that it starts with the following statement:

```
PROC 0 PRM()
```

- You can get diagnostic messages if you change the CONTROL statement in the QW CLIST from 'CONTROL MAIN NOMSG' to 'CONTROL MAIN MSG LIST', then invoking MVS/QuickRef again, and then checking the diagnostic information which is produced. If you do not get any diagnostic information, then you are not executing the copy of the QW CLIST which you modified. You need to find the other copy of the QW CLIST and eliminate it. You can use the command string

TSO ISRDDN;M QW SYSPROC

under ISPF to locate the QW CLIST in the SYSPROC concatenation in your TSO/E LOGON proc.

5. MVS/QuickRef does not function properly when being invoked by a PF key.

- Use the KEYS or KEYLIST command (in the ISPF application where you are having the problem) to check the definition of the PF key you are attempting to use. Do not assume that the PF key is defined as expected. Remember that non-default PF key definitions have to be established within each ISPF application where you want to use that PF key, and that PF key definitions are sometimes lost when system upgrades are performed.
- If the PF key is properly defined, then the problem is not related to using a PF key and you need to review the other problems listed in this section.

6. Cursor-driven invocation does not find an item expected to be in the MVS/QuickRef data base.

- First make sure the item really is in the database by trying to access it with a fast-path string. If the item really is in the data base, then, if cursor-driven invocation is being invoked by a PF key, refer to #5 above to make sure that PF key is properly defined.
- If the PF key is properly defined, then check to see if the item the cursor was positioned under is prefixed or suffixed by a special character that is not translated to blanks by the QWIKOPTS CDIXLAT= parm. You can use the MVS/QuickRef QINFO command to see how the CDIXLAT= parm is currently defined.

If the item is prefixed or suffixed by a special character that is not included in the list specified by the CDIXLAT= parm, then you may want to consider adding this special character to the CDIXLAT= specification. Of course, the problem may be that the item contains a special character that is translated to blanks by the CDIXLAT= parm. In this case, you may want to consider removing this special character from the list specified by the CDIXLAT= parm.

- As shown by the discussion above, while adding or removing special characters from the specification of the CDIXLAT= parm may cause some additional items to be found, it may also result in additional items that cannot be found. You will have to make a judgement call, based on the types of information your users most often access, on which characters can best be added or removed from the list specified by the CDIXLAT= parm.

7. 'Getnext based on cursor position' does not find an item expected to be in the data base.

- Make sure the item is in the data base by trying to access it with a fastpath string, e.g.:

QW itemname

If the item is in the database, then check to make sure it is part of the item list for the product currently on display. (Getnext based on cursor position only looks

for the indicated item in the same product as the item currently on display.) If the item is in the same product, then refer to the information in #6 about checking the setting of the QWIKOPTS CDIXLAT= parameter.

8. Panel QWIKREFA causes display of an ISPF "Panel too large" message.

- Browse panel QWIKREFA in the panel library you are currently using. Check the body of the panel to see if the U-Local User Menu option line was added to the body of the panel. If it was and a blank line was not taken out, then you have 25 lines in the body section of the panel which is one too many on a mod 2 terminal. Delete one of the blank lines from the body of the panel, get out of ISPF, get back into ISPF and then the problem should be solved.