

Attention Disbursing Officers and Supply Officers

NAVY CASH[®] FLASH!
Naval Supply Systems Command

Navy Family Support Mechanicsburg
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Navy Cash[®] Flash 09-008

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Subject: TO INCREASE AWARENESS FOR SUCCESSFUL ROUNDTrips

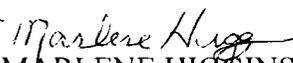
Enclosure: (1) Navy Cash Communications Troubleshooting Guide

Please remember to check the status of your round trips. If a pending batch is not complete within 6 hours, the Disbursing Officer should engage a ship IT to review the Communications Troubleshooting Guide, attached as enclosure (1), and perform the steps for both DISBO and IT. The Navy Cash ACL statements must match the statements provided in the guide, and you must verify all NOC IP selections are responding to the FTP test instructions. If a NOC IP has timed out or the connection closes at the remote host when performing the test, the IT should contact the NOC to find out why those IPs are not connecting. A successful connection is indicated when the FTP prompts for a user name and password for that IP address.

To monitor the roundtrip process, log into the Navy Cash Server and check the most current batch_process_summary.log file located in the Q:\files\navydata\log directory. If the batch is continuing to fail at Step 7 or Step 11, DISBO should check the batch_process_details.log for timed out or decrypt errors. If these errors exist, the ship IT should open a COMMSPOT with UARNOC or PRNOC (per the IP address the disbursing application is pointing to), along with the NOC the ship may also be presently termed with, (due to location). Look for Navy Cash traffic and see if there are errors or TCP resets causing the files to terminate transmission. Known NOC contact information is provided in the Communications Troubleshooting Guide.

The key to trouble shooting communication issues is for DISBO to work with the ship IT when it occurs. The IT is aware of any ship LAN issues or fleet advisories sent from the NOC. If the NOC(s) state there is no issue and no errors transmitting Navy Cash files, DISBO should then contact the CSC (navycashcenter@ezpaymt.com) to open a case to engage Navy Cash Technical Support for further troubleshooting.

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MARLENE HIGGINS
Director, Navy Disbursing

Please route immediately to the Supply Officer and Disbursing Officer