

Navy Cash Technical Support Roundtrip Troubleshooting Steps

If the round trip is not complete after 24 hrs, please perform the following troubleshooting steps:

STEP 1: The first step to take when first noticing a possible communications issue would be to report your issue to the ship ITs and verify that there is no ship communication issues or recent network changes that could possibly be the issue.

STEP 2: Please request assistance from Ship IT to make sure the ACLs are correct as follows:

Verify that the router ACL settings match the ones below:

```
access-list 110 permit tcp host <navy-cash node #1 IP> any eq 20
access-list 110 permit tcp host <navy-cash node #1 IP> any eq 21
access-list 110 permit tcp host <navy-cash node #2 IP> any eq 20
access-list 110 permit tcp host <navy-cash node #2 IP> any eq 21
access-list 110 permit tcp host <navy-cash node #1 IP> any eq 80
access-list 110 permit tcp host <navy-cash node #2 IP> any eq 80
access-list 110 permit tcp host <navy-cash node #1 IP> any gt 1023
access-list 110 permit tcp host <navy-cash node #2 IP> any gt 1023
```

NOTE: When you apply these statements, be sure that they do not get placed below any deny statements. Also be sure that you use the correct greater than (gt) and equal to (eq) command for each specific line.

Verify Ships router setting and please email them to NCTS.

If ACLs are correct and the round trip is still pending then proceed to STEP 3

STEP 3: Please verify JIT Scheduler and Cluster Services are running properly on the Navy Cash Server.

Log into the Active Node (Node 1 or Node 2)

3a: Verify that all Cluster Services are running on one server node (Node 1 or Node 2)

1. Start -> Programs -> Cluster Administrator
2. Verify that all your Groups and Resources directories are in control by the same Owner (NCSVR-N1 or NCSVR-N2). If there are some resources owned by Node 1 and others owned by Node 2, you will experience communication issues. You will also need to move on to the next step of these instructions.
3. To move Groups or Resources folders to Node 1, Rightclick on the folder/directory and select "Move Group" or "Move Resource", this will take a few moments to process.
4. Once all Groups and Resources are owned by the same Node in control, please wait and see if your batches resume processing.

The screenshot shows the Cluster Administrator interface for the cluster 'NCSVR-CL (nccsvr-cl)'. The interface includes a menu bar (File, View, Window, Help), a toolbar, and a tree view on the left showing the hierarchy: Groups (Backup Exec, Cluster Group, NavyCash, Quantum Drive), Resources, Cluster Configuration, and NCSVR-N1. The main pane displays a table of resources.

Name	State	Owner	Resource Type	Description
\\Disk F:	Online	NCSVR-N1	Physical Disk	
\\Disk G:	Online	NCSVR-N1	Physical Disk	
\\Disk K:	Online	NCSVR-N1	Physical Disk	
\\Enrollment Share	Online	NCSVR-N1	File Share	
\\JIT Scheduler	Online	NCSVR-N1	Generic Service	
\\lmsUpdate	Online	NCSVR-N1	File Share	lmsUpdate Share
\\logs	Online	NCSVR-N1	File Share	
\\NavyCash IP	Online	NCSVR-N1	IP Address	
\\NCP	Online	NCSVR-N1	Grade Database	
\\NCSVR-N1	Online	NCSVR-N1	Generic Service	
\\Ncsvclogs	Online	NCSVR-N1	File Share	
\\Oracle Name	Online	NCSVR-N1	Network Name	
\\OracleCronome61...	Online	NCSVR-N1	Grade Table List	
\\Payroll	Online	NCSVR-N1	File Share	
\\Q-Enroll	Online	NCSVR-N1	File Share	
\\Ship Reports	Online	NCSVR-N1	File Share	
\\Share pf	Online	NCSVR-N1	File Share	
\\xmsvcSub Gold Ser...	Online	NCSVR-N1	Generic Service	
\\xmsvcSub Gold Supp...	Online	NCSVR-N1	Generic Service	

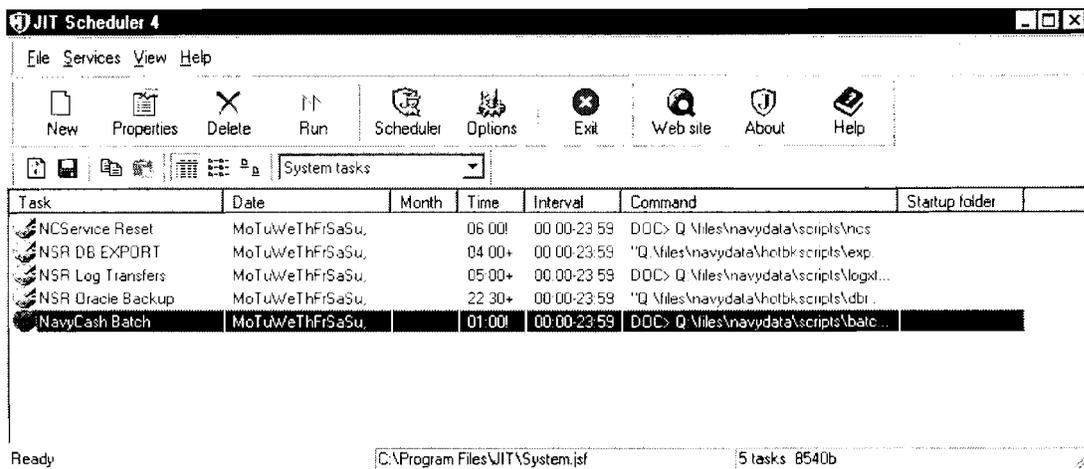
At the bottom left, it says 'For help, press F1'. At the bottom right, there is a 'NUM' label and a small icon.

3b: Verify that all Cluster Services are Online

1. Start -> Programs -> Cluster Administrator
2. Verify that the Status of all your Groups and Resources directories show to be Online.
3. If there are services offline, please report the issue to the CSC at navycashcenter@ezpaymt.com for case assignment, as well as navy.cash.technical.support@ezpaymt.com

3c: Please Verify that your JIT Scheduler and Tasks are Active on both server nodes.

1. Start -> Programs -> JIT Terminal
2. Select the Options Icon and the Options window appears. Make sure the Run Scheduler automatically at system startup is checked
3. Verify that each one of your tasks are set to active. Just high light a Task and then
4. Select File -> Task properties
5. Click OK



If not active Activate JIT Scheduler jobs:

6. From the JIT scheduler window, double click on the **NCSservice Restart** task.
7. Make sure that **Active** is checked.
8. Click on the **OK** button.
9. Repeat steps **5 through 7** for each of the tasks listed.
10. Click on **File → Save**.
11. Exit JIT Scheduler.
12. Complete these steps on both nodes.

If all of Step 3 (a, b, & c) above are verified to be correct, please move on to Step 4

STEP 4: Test NOCs: Log on to the active node, Node 1 or Node 2

Verify we have access off of the ship, access to FTP servers

1. Log on to Node 1
2. Click START --> RUN
3. Type CMD in box, hit enter (Command Prompt Window will open)
4. In Command Prompt Window
5. Type FTP 205.56.145.73 (hit ENTER and Provide results)
6. Type FTP 205.56.145.20 (hit ENTER and Provide results)
7. Type FTP 205.56.129.35 (hit ENTER and Provide results)
8. Type FTP 205.56.129.36 (hit ENTER and Provide results)
9. Close window.

Those IPs that prompted for a user name indicate a successful connection, those that timed out or did not prompt for a user name, is unsuccessful.

If one or more NOCs does not prompt for a user name, please email the IPs that are experiencing issues to navy.cash.technical.support@ezpaymt.com and SPAWARC4IHELPDESK@NAVY.MIL to report the issue.

STEP 5: Change the NOC as instructed below to one of the NOCs that prompted for a user name quickest from Step 4.

1. In the Disbursing Application, under the UTILITY FUNCTIONS menu bar section, click on NOC Selections.
2. Verify the Current NOC IP address.

3. From the "Change NOC Selection" dropdown box, select another NOC IP address. (If you do not see any other selection then contact NavyCash help desk, you should have 4 options)
4. Click on the Submit button.
5. Click on OK button.
6. Click on OK button again.
7. Logout of the disbursing application.

Please notify NCTS of what the pass NOC was and what you selected as your new NOC. Wait 1 hour for round trip processing to complete.

If the round trip is still making no progress then proceed to STEP 6

STEP 6: Run the Checkcomm test on the active cluster node and email the results to the Navy Cash Customer Service Center and Navy Cash Technical Support for case assignment.

1. Log onto the active node of the NavyCash server cluster
2. Copy the attached file, checkcomm.txt, to the Q:\ directory using Windows Explorer.
3. Rename the file to checkcomm.ksh
4. Copy the attached file, ftp_test.txt, to the Q:\ directory using Windows Explorer.
5. Rename the file to ftp_test.ksh
6. Select Start->Programs->MKS Toolkit->Korn Shell. This will open an MKS Korn Shell window.
7. At the Korn Shell prompt, type the following commands:

```
cd Q:/
./checkcomm.ksh
```

8. Please wait 10 minutes for it to finish, then go to E:\ncsetup\logs\[todays date] folder and return all of the logs contained therein to navycashcenter@ezpaymt.com and navy.cash.technical.support@jpmchase.com.

NOTE: Please be sure your ITs keep the following numbers to report NOC issues:

For Technical Support contact the GCCS-M/ISNS-IT21 LAN/NTCSS/NALCOMIS/
 JMCIS/JMCIS98/TIDS/TBMCS/WECAN HELP DESK MANAGER: 800-838-1816(OPT. 2)
 DSN: CONUS ISNS Helpdesk 588-5665
 Unclass email: JMCISHLP@SPAWAR.NAVY.MIL
 Shore support:
 PRNOC # 808-653-5301/1000, email prnoc@fleet.navy.mil /smil
 PRNOC: DSN 453-8360 or 0523 email fset@fleet.navy.mil
 PACSW # 619-545-4357, email sdbanhelpdesk@cnrsw.navy.mil
 PACNW # 360-476-9090, email helpdesk@pacnw.navy.mil
 JRNOC # 243-3883/5233, email helpdesk@cnrfe.navy.mil /smil
 PH RITSC # 808 473-4357, email helpdesk@cpf.navy.mil
 IORNOC Bahrain # DSN 318-439-3407/3408/3415, iornoc@pop1.ior.navy.mil /smil
 UARNOC # DSN:836-5004 COMM:757-836-5004 121@POP1.UAR.NAVY.MIL /smil
 ECRNOC # DSN 314-626-6020/3880/3881, noceng@ecr.navy.mil /smil
 SPAWARC4IHELPDESK@NAVY.MIL

After opening the ticket please notify NCTS of ticket.

v/r

Navy Cash Technical Support