

NAVY CASH[®]
TROUBLESHOOTING MANUAL

ADDITIONAL REFERENCE MATERIALS

NAVY CASH CUSTOMER SERVICE CENTER (CSC)

To phone the CSC through the Global Distance Support Center (GDSC)

COMMERCIAL: 1 (877) 4-1-TOUCH
1 (877) 418-6824
DSN: (510) 4-2-TOUCH
(510) 428-6824
Press 6, then 3

To phone the CSC directly: 1 (866) 6NAVYCASH
1 (866) 662-8922

Web site: www.navycashcenter.com

Email: navycashcenter@ezpaymt.com

TROUBLE CALL WORKSHEET

Available on NKO website under NAVSUP / Family Support / Library / Navy Family Support / Navy Marine Cash Library.

NAVY CASH MAINTENANCE CD

Provided during initial outfitting. Available in NAVSUP PUB 729, Disbursing Toolkit.

PREVENTIVE MAINTENANCE SYSTEM (PMS)

Maintenance Index Page (MIP) 6541/080-14 applies to Navy Cash — see ship's 3M Coordinator.

NAVY CASH BULLETINS

Distributed monthly via email. Available on NKO website under NAVSUP / Family Support / Library / Navy Family Support / Navy Marine Cash Library.

NAVY CASH USER LOGISTICS SUPPORT SUMMARY (ULSS)

NAVY CASH CONTINGENCY PLANNING GUIDE



Round Trip and Log Files Not Received *(continued)*

STEP 6

- To check on the status of the round trip, open the "LOG" folder in the Q: drive.
<Q:\files\navydata\log>

STEP 7

- Find the folder that corresponds to the current days date: e.g., 20060105.

STEP 8

- Open the document that has the word "Summary" in it.

STEP 9

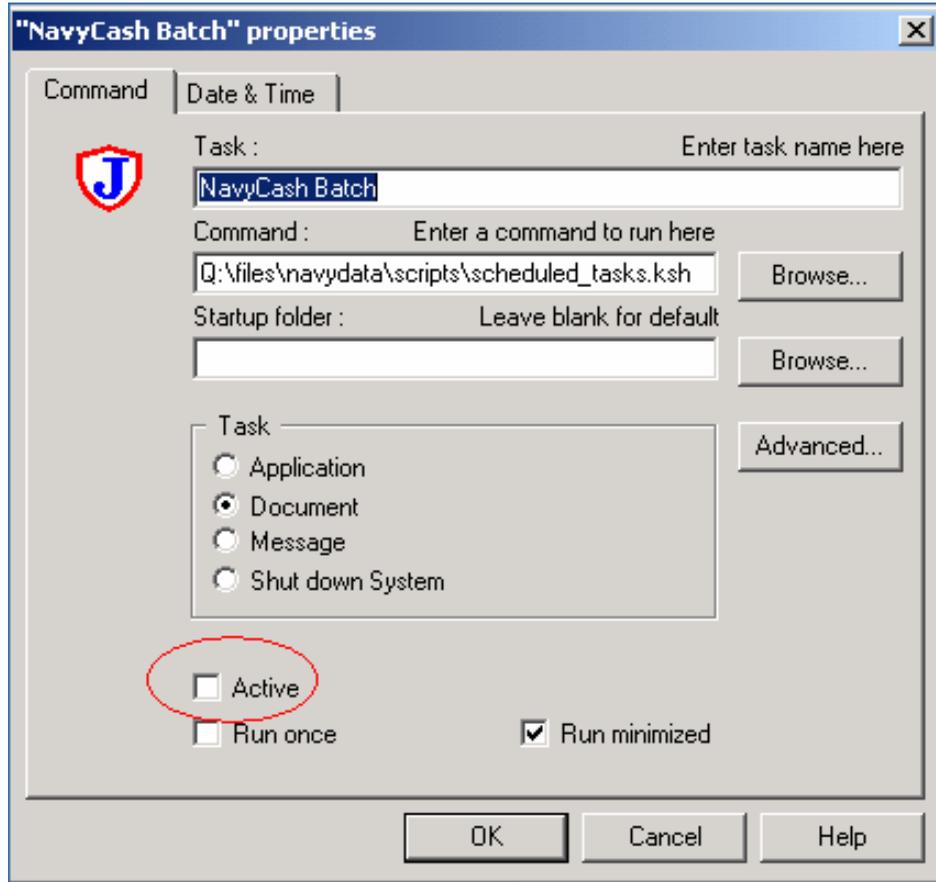
- This will tell you what step your round trip process is failing on.
- If it fails on Step 5 more than 5 times, this means that JPMC is not receiving your updates, and it may be getting blocked by your ship's network. Contact a ship IT and have him or her verify "Ship Network Requirements" on page 64.

STEP 10

- If this does not reveal the problem, contact CSC and open a case number.*



Round Trip and Log Files Not Received *(continued)*



STEP 5

- Manually run the Navy Cash batch by selecting “Navy Cash Batch” in the JIT Scheduler and pressing the “RUN” button on top of the window.
- This will tell your server to send information to JPMC and attempt to retrieve an update.*



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Round Trip and Log Files Not Received *(continued)*

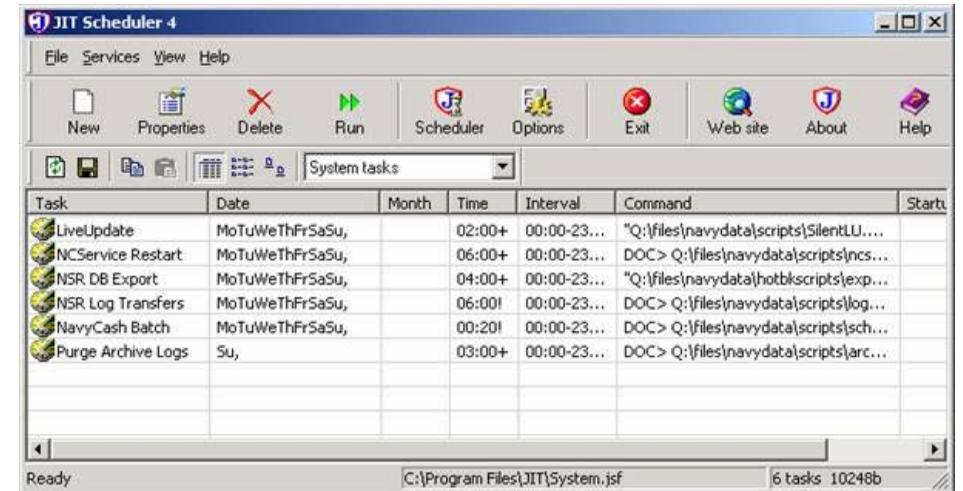
STEP 3

- Ensure the JIT Scheduler is “Active” on the bottom right corner of desktop.
- The icon will turn from yellow to white when it is active.



STEP 4

- Ensure each task is Active within JIT Scheduler. Double click a task and ensure the “Active” check box is checked.



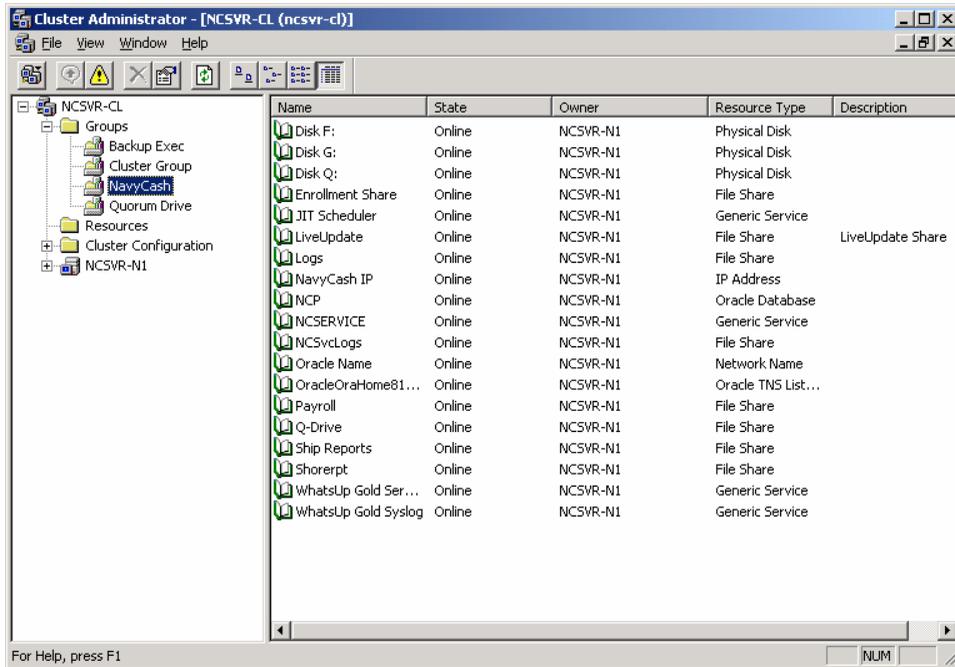
- Each task will show up as yellow if it is ACTIVE.



Round Trip and Log Files Not Received *(continued)*

STEP 2

- Is “JIT Scheduler” online in the Navy Cash group of Cluster Administrator?



- If yes, continue to Step 3.
- If no, bring it online, and check connectivity again.



CAD Offline or Continuously Reboots

STEP 1

- Does CAD have the newest firmware version? (Version 1.3.2.4 or 1.3.4.3).
- If **yes**, continue to next step.
- If **no**, go to “Flash a CAD” on page 70.

STEP 2

- Is there only one CAD offline?
- If **yes**, go to step 4.
- If **no**, continue to next step.

STEP 3

- Are all groups and services in Cluster Administrator online?
- If **yes**, go to “Check Connectivity Between Servers and Routers” on page 66.
- If **no**, bring them online. If multiple CADs are still off-line, go to “Check Connectivity Between Servers and Routers” on page 66.

STEP 4

- Is the CAD terminal ID loaded in the disbursing application?
- If **yes**, continue to next step.
- If **no**, update terminal ID in disbursing application.

STEP 5

- Are both the cables on the back of the CAD connected correctly?
- If **yes**, continue to next step.
- If **no**, properly connect.

STEP 6

- Change SAM chip. Does this correct the problem?
- If **no**, continue to next step.



CAD Offline or Continuously Reboots *(continued)*

STEP 7

- Replace CAD with a spare.
 - Remove CAD (see “To Remove a CAD from a Vending Machine” on page 69).
 - Update disbursing application after CAD change (see “Changing CAD Terminal ID” on page 23).
- Is the problem fixed?
- If **yes**, contact CSC and send bad CAD to Titan for replacement.
- If **no** continue to next step.

STEP 8

- If this does not reveal the problem, contact CSC and open a case number.*



Round Trip and Log Files Not Received

STEP 1

- Ensure you have communication with Chase's FTP server.
 - Click Start > Run and type cmd. At the prompt, type [ftp 205.56.145.20](ftp://205.56.145.20) (PRNOC).
 - If it prompts you for a username, then you have connectivity to the PRNOC.
 - Set the Disbursing application to use the PRNOC.
 - At the same command prompt, type [ftp 205.56.129.35](ftp://205.56.129.35) (UARNOC).
 - If it prompts you for a username, then you have connectivity to the UARNOC.
- If the prompt for a password is received, continue to Step 2.
- If a password prompt is not received, go to page 27 “JPMC FTP Servers Cannot Be Reached”.



Flash a CAD *(continued)*

STEP 11

- Ensure CAD displays “BOOT LOADER ... LOAD CODE NOW”.

STEP 12

- On Hyperterminal, a “C” will appear at the prompt. This will indicate connectivity to the CAD.

STEP 13

- On top menu, select “Transfer” then “Send file”. “Send File” window will then open.

STEP 14

- Browse to the CAD Flash file residing on the desktop of the workstation.

STEP 15

- Select “Xmodem” protocol, then click send.

STEP 16

- The CAD flash file will then load. When finished loading, the CAD will reboot.

STEP 17

- The CAD will display:
 - Loading OK Writing Checksum.
 - Navy Cash Unable to Logon.

STEP 18

- The CAD is now flashed. Disconnect the 10 pin connector from the CAD. If the CAD came from a vending machine ensure it is re-installed into the particular machine from which it was removed.



Wardroom, Post Office, or MWR K22 Offline

STEP 1

- Are all groups and services in Cluster Administrator online?
- If **yes**, continue to next step.
- If **no**, bring online.

STEP 2

- Is K22 set to "Normal" mode?
- If **yes**, continue to next step.
- If **no**, change modes.

STEP 3

- Are other Navy Cash devices off-line?
- If **no**, continue to next step.
- If **yes**, “Check Connectivity Between Server and Routers” on page 66.

STEP 4

- Change SAM chip. Is problem resolved?
- If **no**, continue to next step.

STEP 5

- Connect K22 in a different location with one that is online in "Normal" mode. Is K22 still off-line?
- If **yes**, continue to next step.
- If **no**, go to step 8.

STEP 6

- Connect a spare K22 to the location original K-22 was connected. Does this K22 come on-line?
- If **yes**, replace bad K22.
- If **no**, continue to next step.



Wardroom, Post Office, or MWR K22 Offline *(continued)*

STEP 7

- Check drop box and ether/serial adapter for bent pins and secure connection.

STEP 8

- If this does not reveal the problem, contact CSC and open a case number.*



Flash a CAD *(continued)*

STEP 8

- Quit Navy Cash Proxy by right clicking on the Navy Cash Proxy icon next to the clock on the lower right hand corner of the screen.

STEP 9

On the workstation perform the following steps to open and configure Hyperterminal.

- Left click "Start" button.
- Highlight Programs>Accessories>Communications>Hyperterminal.
- Left click to select Hyperterminal.
- Location information screen will open. Click cancel, then "Yes" to confirm cancel.
- "Connection Description" window will open.
- Location information screen will open. Click cancel, then "Yes" to confirm cancel.
- Create a new connection named "CAD" by entering "CAD" in the "Name" block and clicking OK.
- "Connect to" window will then open in Hyperterminal.
- CAD-Hyper Terminal main screen select "Call", then highlight Call again from the tool bar. Verify that it says "Connected" in the lower right hand corner of the screen.
- Select "COM1" in the "Connect Using" block and click "OK".
- "COM1 Properties" window will then open.
- On the "Port Settings" tab set the following:
 - Bits per second 38400
 - Databits 8
 - Parity None
 - Stop Bits 1
 - Flow Control Hardware
- Click "OK".

STEP 10

- While depressing the white button on the back of the CAD, plug the black 10-pin connector of the CAD flash cable into the back of the CAD. Device will emit a beep sound. Release the white button.



Flash a CAD

Ensure there are no transactions on the CAD before flashing the CAD!!

MATERIALS

- Navy Cash Workstation (*This will not work with a laptop!*)
- CAD
- CAD Flash Cable (1TN97-15300-1)
- DC Power Supply (Coby Model CA-969)
- CAD Flash File CADv1343.C19 or 1324.C19

STEP 1

- Copy flash file CADv1343.C19 or 1324.C19 to desktop of Navy Cash workstation.

STEP 2

- On workstation, ensure Navy Cash Proxy is closed (quit the Navy Cash proxy).

STEP 3

- Unplug the K22 from the COM1 port on the back panel of the workstation.

STEP 4

- Plug the DB9 end of the CAD flash cable into the COM1 port of the workstation.

STEP 5

- Ensure the DC power supply "Volt Change" switch is set to "9" to provide the required 9VDC output.

STEP 6

- Insert the green tipped adapter into the mating connector at the end of the power supply cord, ensuring the "+" sign written on the adapter is aligned with the word "TIP" written on the power supply connector.

STEP 7

- Plug the power supply into an outlet, and ensure the red LED is illuminated.



Disbursing Workstation K22 Offline

STEP 1

- Are all groups and services in Cluster Administrator online?
- If **yes** continue to next step.
- If **no**, bring online.

STEP 2

- Is K-22 set to "Proxy" mode?
- If **yes**, continue to next step,
- if **no**, change modes

STEP 3

- Is the "proxy.exe" running on the bottom right corner of the disbursing workstation monitor?
- If **yes**, continue to next step.
- If **no**, start program by double clicking "proxy.exe" icon on desktop.

STEP 4

- Open proxy.exe and verify port setting is COM 1.
- If **yes**, continue to next step.

STEP 5

- Ensure K22 is connected to COM 1 port on back of workstation.
- If **yes**, continue to next step.
- If **no**, properly connect serial cable to COM 1, then bring K22 on-line.

STEP 6

- Can workstation PING Oracle database? (See "To 'PING' a Device, Follow These Steps" on page 65.)
- If **yes**, continue to next step.
- If **no**, go to "Check Connectivity Between Server and Routers" on page 66.



Disbursing Workstation K22 Offline *(continued)*

STEP 7

- Change SAM chip, is problem resolved?
- If **no**, continue to next step.

STEP 8

- Connect a spare K22 to disbursing workstation. Does this K22 come online?
- If **yes**, replace bad K22.
- If **no**, continue to next step.

STEP 9

- If this does not reveal the problem, contact CSC and open a case number.*



To Remove a CAD from a Vending Machine

STEP 1

- Ensure the CAD has no transactions by depressing the middle “hidden” button on the front panel and verifying the display indicates “Trans: 0”.

STEP 2

- Label the CAD so it can be returned to the same vending machine.

STEP 3

- Disconnect the cables from the rear of the CAD.

STEP 4

- Remove the four screws securing the CAD to the vending machine.



Verify Navy Cash Devices Are Located in Proper VLAN

On a small boat there is almost never an issue with the VLAN, as the ships are only configured with two separate subnets UED and UEM, and the UEM subnet is not assignable. On a large deck though, there are multiple VLANs implemented to compensate for the high number of workstations and servers and the extreme size of the ship. Each and every switch port that is connected to a blade for Navy Cash has to be manually assigned to the appropriate VLAN. This can be confusing to troubleshoot though if you are not aware of the VLAN configuration settings. You will receive a link light, and you will be both receiving and transmitting packets from your NIC cards, but you will be able to PING in some directions but not others and will receive confusing connectivity results. To troubleshooting this issue:

STEP 1

- Contact an IT with access to all of the shipboard switches.

STEP 2

- List all known Navy Cash IP addresses and NetBIOS names on paper
Example: 205.89.160.56 NCSVR-N1 BS00U1 4/5).

STEP 3

- Have the IT locate each IP address and the card/slot it is located on.
- Note: On a carrier there are over a dozen switches, so this process can be time consuming without use of system redline drawing.*

STEP 4

- Once you have located the "IP address to MAC Translation Table" and know precisely where the switch sees all of your devices, have the IT verify the VLAN membership of each IP address. By default, they will all be added to VLAN 1 or 3. The VLAN membership that should be assigned is based on the subnet of which it is part, and the IT should know.

STEP 5

- Once Navy Cash IP addresses have been assigned to the proper VLAN, data communication will begin.
- Note: It is not important of which VLAN the IP addresses are members, but rather that they are all members of the same VLAN!*
- Note: VLANs require the use of a router for inter-VLAN communication, so ensure the shipboard ISNS/Compose router is online if communications cannot be established outside of the subnet.*



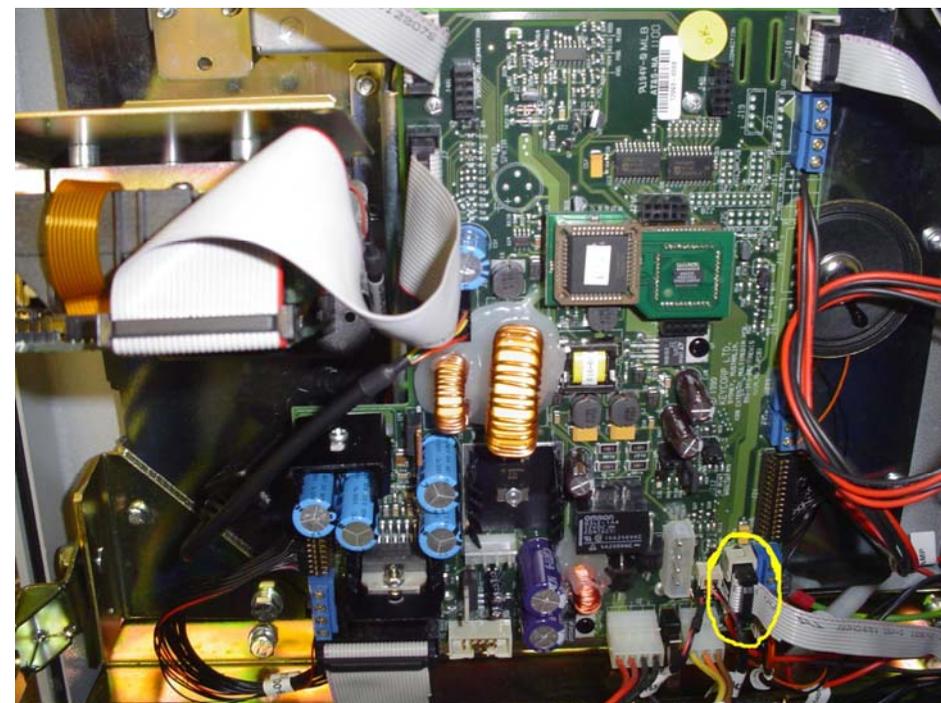
K80 Offline

STEP 1

- Are all groups and services in Cluster Administrator online?
- If **yes** continue to next step.
- If **no**, bring on-line.

STEP 2

- Is K80 only thing off-line?
- If **yes** continue to next step.
- If **no**, go to "Check Connectivity Between Server and Routers" on page 66.



**K80 Offline** *(continue)*

STEP 3

- Are all cables correctly attached to the motherboard?
- Specifically check the circled cable. This should be connected to an Ethernet cable.*
- If **yes**, continue to next step.
- If **no**, correctly attach all cables.

STEP 4

- PING the router that the K80 is connected to (see "To 'PING' a Device, Follow These Steps" on page 65). Was a reply received?
- If **yes**, continue to next step.
- If **no**, go to "Router Cannot Be Pinged" on page 25.

STEP 5

- If this does not reveal the problem, contact CSC and open a case number.*

**FTP Connectivity Test**

STEP 1

- Go to Start menu and click on start ... run ... In the dialog box that opens, type CMD and press OK. This will open up a black DOS-style window.

STEP 2

- Type either [ftp 205.56.145.20](ftp://205.56.145.20) or [ftp 205.56.129.35](ftp://205.56.129.35) and press enter.

STEP 3

- You will either receive a prompt saying that you are connected and asking you for a password or the destination will be unreachable.

STEP 4

- If the prompt for a password is received, then FTP communication exists with Navy Cash servers and JPMC servers.
- If the password prompt is not received, go to "JPMC FTP Server Cannot Be Reached" on page 27.



Check Connectivity Between Server and Routers

STEP 1

- Determine the IP addresses of all devices from the laminated quick info sheet. The IP addresses of the routers can also be found in the Navy Config file.

STEP 2

- PING Router 1 from Node 1.

STEP 3

- Continue to PING remaining routers.

STEP 4

- All routers should give the "Reply from 205.xx.xx.xxx" indicating that all routers can communicate with the server. If any of the routers do not REPLY, then perform "Router Cannot Be Pinged" on page 25.



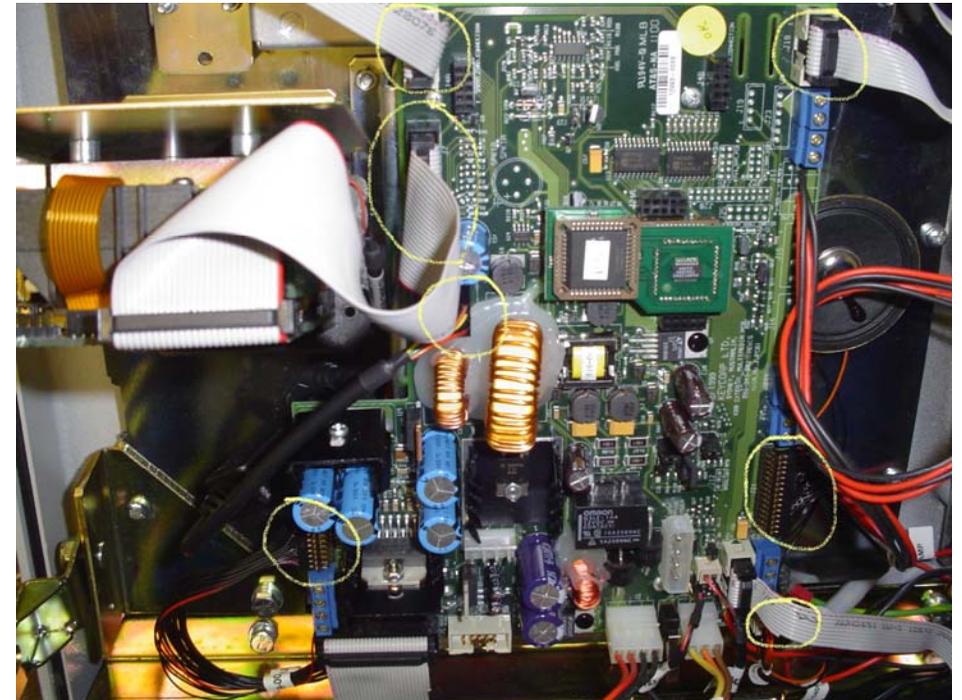
K80 Screen Displays Error

STEP 1

- Are all groups and services in Cluster Administrator online?
- If **yes** continue to next step.
- If **no**, bring on-line.

STEP 2

- Is the K80 on-line?
- If **yes**, continue to next step.
- If **no**, go to "K80 Offline" on page 9.





K80 Screen Displays Error *(continued)*

STEP 3

- Are all cables correctly attached to the motherboard?
- Thoroughly check the circled cables!*
- If **yes**, continue to next step.
- If **no**, correctly attach all cables.

STEP 4

- Change the SAM chip. Does this correct the problem? (Instructions in Navy Cash Maintenance CD)

STEP 5

- If this does not reveal the problem, contact CSC and open a case number.*



To "PING" a Device, Follow These Steps

STEP 1

- Find the laminated quick info sheet that was attached to your server when your integration was performed. This will have the IP address of the "device" that you need to PING.

STEP 2

- Go to Start menu and click on start ... run ... In the dialog box that opens, type CMD and press OK. This will open up a black DOS-style window.

STEP 3

- Type "ping 205.xxx.xx.xxx" (whatever the IP address of the device is), then press enter.
- You will get either "Reply from 205.xx.xx.xxx" or "Request timed out".



Ship Network Requirements

Contact the ships ITs to perform/verify completion of the following tasks. To function properly, Navy Cash requires these four tasks to be completed by the ship's ITs.

TASK 1

- ACL entry must be added in ship's router for both NC server IP addresses.
- This entry will be similar to the following ...
access-list 110 permit ip host 205.xx.xxx.xxx any

TASK 2

- Every Navy Cash device needs to be in the same VLAN.
- Note: It is not important which VLAN the IP addresses are members of, but rather that they are all members of the same VLAN!*
- Go to "Verify Navy Cash Devices Are Located in Proper VLAN" on page 68 for more information.

TASK 3

- The Cisco 2600 series routers used by Navy Cash must run at 10/Half duplex.
- This setting must be entered into the ship's switch, or the Navy Cash routers will be unreachable.
- To check the speed and duplex settings in the switch, use the 10/100vc command.
- To make changes, use the 10/100cfg command.

TASK 4

- A user account must be created and added into the ships Active Directory listing. The user account is "MPCC" and needs to have web browsing privileges.



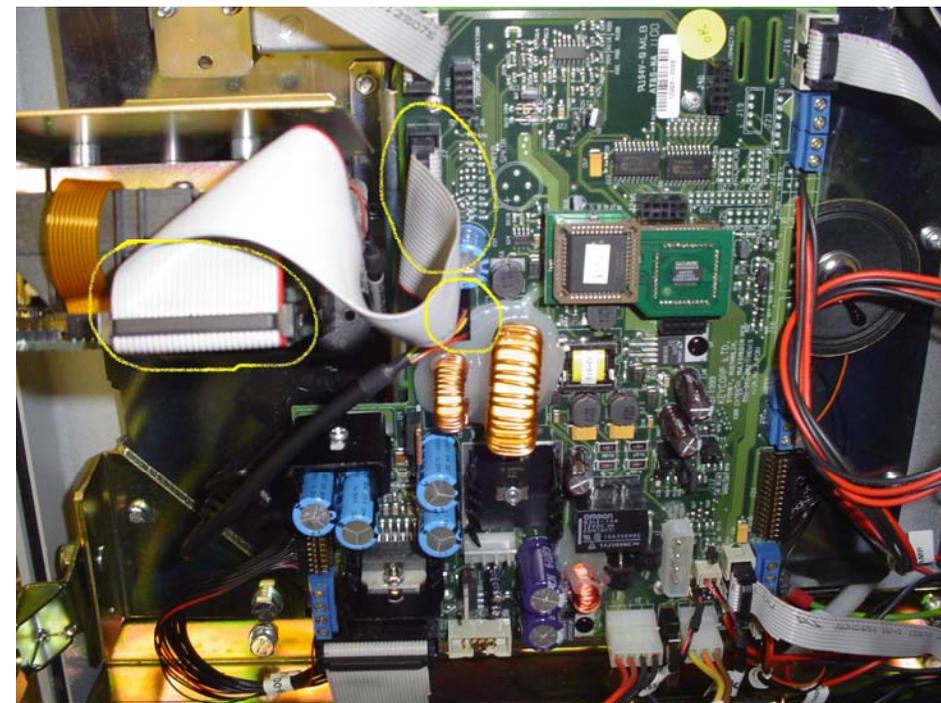
K80 Will Not Accept Cards

STEP 1

- Is the K80 online?
- If **yes**, continue to next step.
- If **no**, go to "K80 Offline" page 9.

STEP 2

- Are all cables correctly attached to the motherboard?
- Thoroughly check the circled cables!*
- If **yes**, continue to next step.
- If **no**, correctly attach all cables.





K80 Will Not Accept Cards *(continued)*

STEP 3

- Does the light on the front of the card reader flash when you insert a card?
- If **yes**, continue to next step.
- If **no**, contact CSC and open a support number.

STEP 4

- Is an error code displayed on the screen?
- If **yes**, (proceed to pg.6, "K-80 screen displays error").
- If **no**, contact the CSC and open a case number.



Verify Server IP Addresses

STEP 1

- On the bottom right of the monitor when viewing the server, there are three network adapter icons (they are the little monitors).
- These adapters are External, Internal, and Backup.

STEP 2

- To verify the IP address, double-click the external adapter icon. This will open up a status window.

STEP 3

- Click the properties button

STEP 4

- Highlight "Internet Protocol (TCP/IP)" and press the properties button.
- This will bring up another window that displays the IP address.

STEP 5

- Verify that "use the following address" is selected, and that it is the IP address assigned for that node according to the quick reference sheet.



NCSERVICE Offline *(continued)*

STEP 8

- Perform an orderly reboot of the entire system. Does ncservice come online after rebooting?
- If **no**, continue to next step

STEP 9

- Contact CSC, and open a case number.*



K80 Screen Is Blank

STEP 1

- Is the K80 still plugged into the UPS (uninterrupted power supply)?
- If **yes**, continue to next step.
- If **no**, plug it in and ensure only Navy Cash equipment is plugged into it.

STEP 2

- Are the lights on the front of the UPS illuminated?
- If **yes**, go to step 6.
- If **no**, continue to next step.

STEP 3

- Press the button on the front of the UPS. Does it power up?
- If **yes**, check and see if K80 comes on.
- If **no**, continue to next step.

STEP 4

- Check to see that the UPS is still connected to ship's power. Is it connected properly?
- If **yes**, continue to next step.
- If **no**, contact ship EMs to correctly connect.

STEP 5

- It is possible that the UPS has gone bad. Titan does not warranty the UPS and the ship is responsible to replace it if it has gone bad.

STEP 6

- Is the power button inside the K80 illuminated?
- If **yes**, continue to next step.
- If **no**, contact the CSC and open a case number for the K80 power supply.



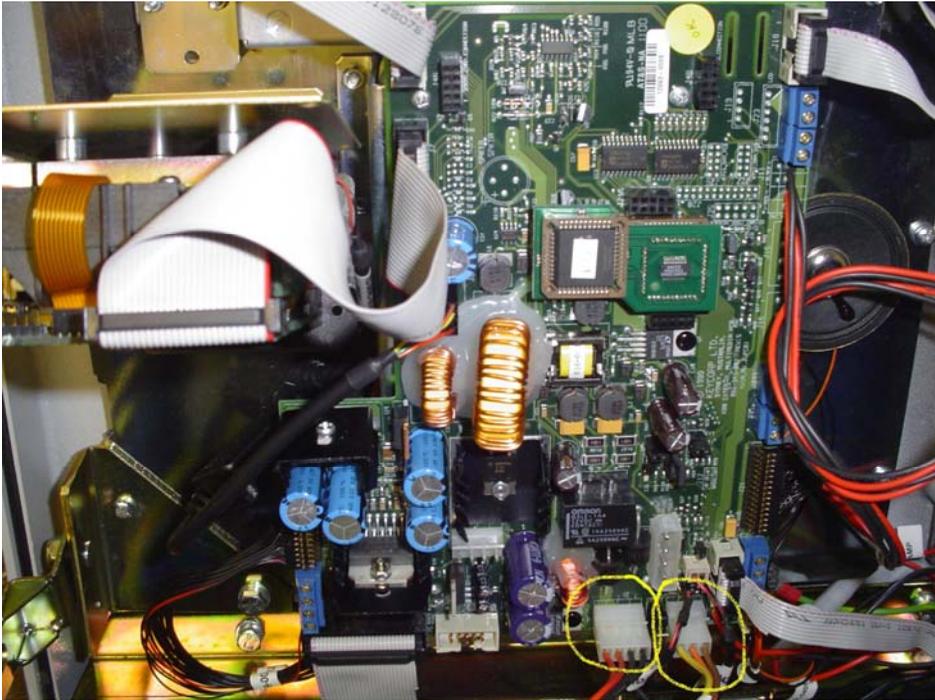
K80 Screen Is Blank *(continued)*

STEP 7

- Are all cables correctly attached to the motherboard?
- Thoroughly check the circled cables!*

STEP 8

- If this does not reveal the problem, contact CSC and open a case number.*



NCService Offline

STEP 1

- Open "Services" folder, located in control panel.

STEP 2

- Is "Navy Cash Messaging" set to manual?
- If **yes**, continue to next step.
- If **no**, go to Step 4.

STEP 3

- Is Navy Cash Messaging started?
- If **yes**, go to Step 6.
- If **no**, continue to step 5.

STEP 4

- Right click Navy Cash Messaging and click properties. When inside the Properties window, set the service to Manual.

STEP 5

- Start Navy Cash Messaging, either within the properties window or by right clicking the Service and selecting "Start".

STEP 6

- In Cluster Administrator, right click "NCSERVICE" and select "Bring Online". Does "ncservice" come online?
- If **no**, continue to next step.

STEP 7

- Can you PING the "Cluster" from the node in control? See "To 'PING' a Device, Follow These Steps" on page 65.
- If **yes**, continue to next step.
- If **no**, go to "Verify Server IP Addresses" on page 63.



UPS Error Message Received

- If an error message is received from the UPS saying the system will shutdown, this is an indication that there has been a power outage to the UPS.
- If power is not restored, begin server shutdown procedures.
- Once power is restored to the UPS, perform orderly reboot of system.



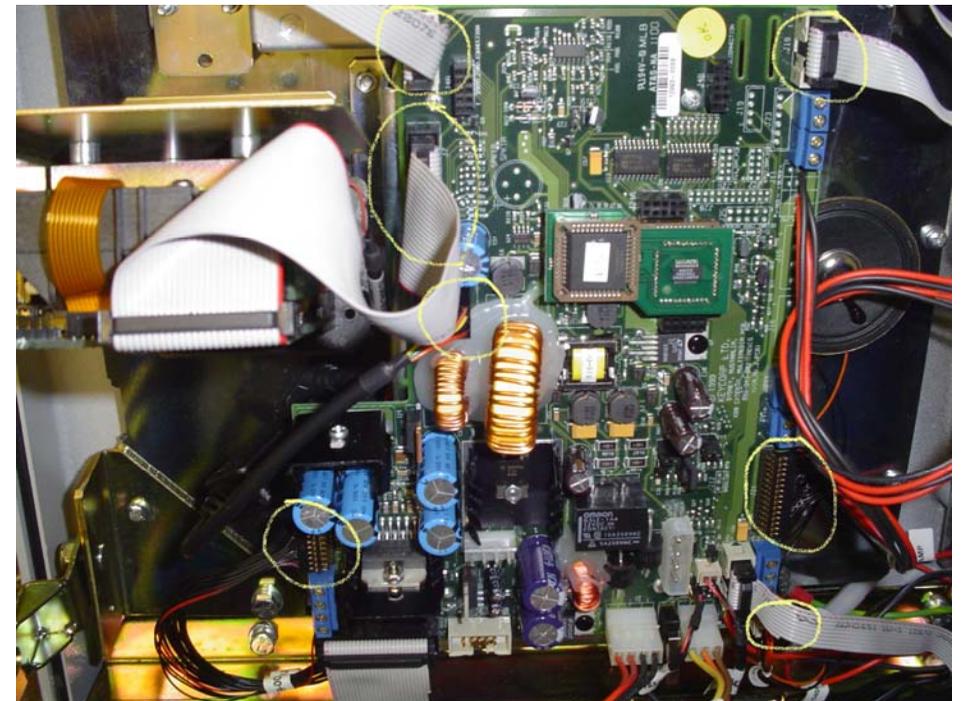
K80 Keypad Buttons Will Not Work

STEP 1

- Is K80 online?
- If **yes**, continue to next step.
- If **no**, go to "K80 Offline" on page 9.

STEP 2

- Does the K80 screen display an error?
- If **yes**, go to "K80 Screen Displays Error" on page 11.
- If **no**, continue to next step.





K80 Keypad Buttons Will Not Work *(continued)*

STEP 3

- Check cables connected to motherboard, and ensure they are connected properly.
- If **yes**, continue to next step.
- If **no**, correctly attach.
- SPECIFICALLY CHECK THE TOP TWO CABLES.**

STEP 4

- If you have a working K80, swap the top two cables with the bad K80.
- ENSURE POWER IS OFF ANYTIME YOU WORK INSIDE THE K80.**

STEP 5

- If this does not reveal the problem, contact CSC and open a case number.*



Important Server Files

TNSNAMES.ORA	Third IP address	<u>E:\Oracle\Ora81\network\ADMIN</u>
Listener.ORA	Third IP address	<u>E:\Oracle\Ora81\network\ADMIN</u>
NAVYCFG		<u>F:\ncservice\navy.cfg</u>
Hosts	Third IP address	<u>C:\WINNT\system32\drivers\etc</u>
Log file for round trip completion		<u>Q:\files\navydata\log</u>

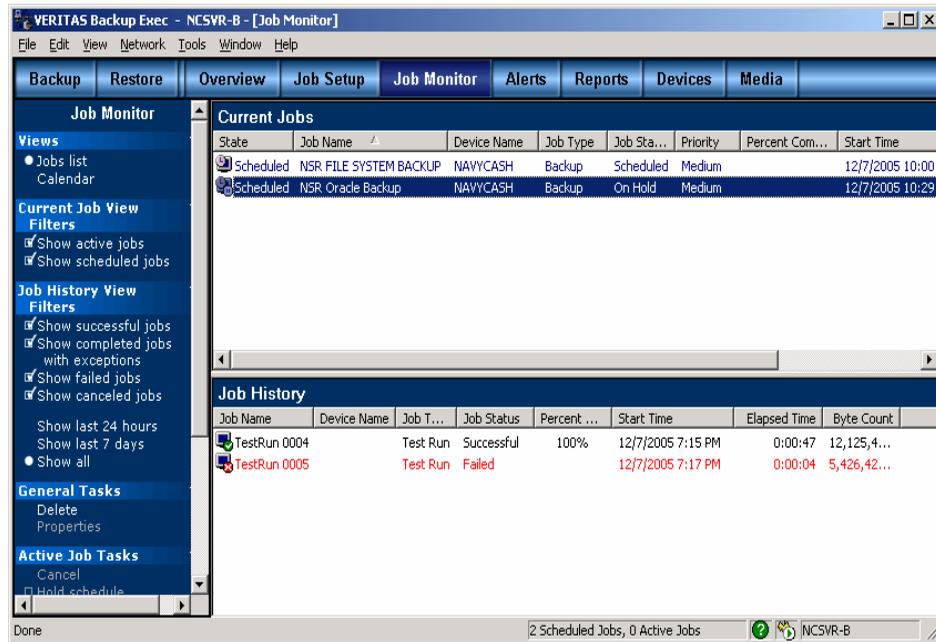




Backups Not Functioning *(continued)*

STEP 15

- Try to run the Backup Job again. Is the backup job running now?
- If **no**, cancel the “active” job, and get both jobs back to “scheduled”. Then proceed to next step.



STEP 16

- Perform a “Quick Erase” of the tape. Go to devices tab, and the NAVYCASH drive pool. Right click the drive and select “quick erase”. Go to Job Monitor to view status.
- If “Quick Erase” completes successfully, proceed to next step.
- If not successful, the tape may be bad. Get a different tape and do Step 17 again.

STEP 17

- Ensure tape is in the drive, and run backup job.



ROM II K22 Offline

STEP 1

- Is K22 in “Proxy Mode”?
- If **yes**, continue to next step.
- If **no**, change to proxy mode.

STEP 2

- Ensure K22 is connected to COM3 port.
- If **yes**, continue to next step.
- If **no**, correctly attach to COM3 port.

STEP 3

- Is the "proxy.exe" running on the bottom right corner of the register workstation monitor?
- If **yes**, continue to next step,
- If **no**, start program by double clicking “Proxy.exe” icon on desktop.

STEP 4

- Open Proxy.exe and verify port setting is COM3.
- If **yes**, continue to next step.
- If **no**, correctly set it.

STEP 5

- “PING” server from register workstation (pg.65). Is PING test successful?
- If **yes**, go to Step 7.
- If **no**, continue.

STEP 6

- Is there “link lights” on the back of the register workstation where network cable is attached?
- If **yes**, continue to next step.
- If **no**, go to Step 8.



ROM II K22 Offline *(continued)*

STEP 7

- Ensure ROM II entry is in “f:\ncservice\navy.cfg” (e.g., ROMII=205.xx.xxx.xx:3000|5000x).
- Note: IP address should be that of store register workstation.*
- If **yes**, continue to next step.
- If **no**, insert correct IP address.

STEP 8

- Does workstation IP address match the ROM II IP address in the Navy Config file?
- If **yes**, continue to next step.
- If **no**, change IP in ROM II workstation to match Navy file.

STEP 9

- Change SAM chip (see instructions in Navy Cash Maintenance CD).

STEP 10

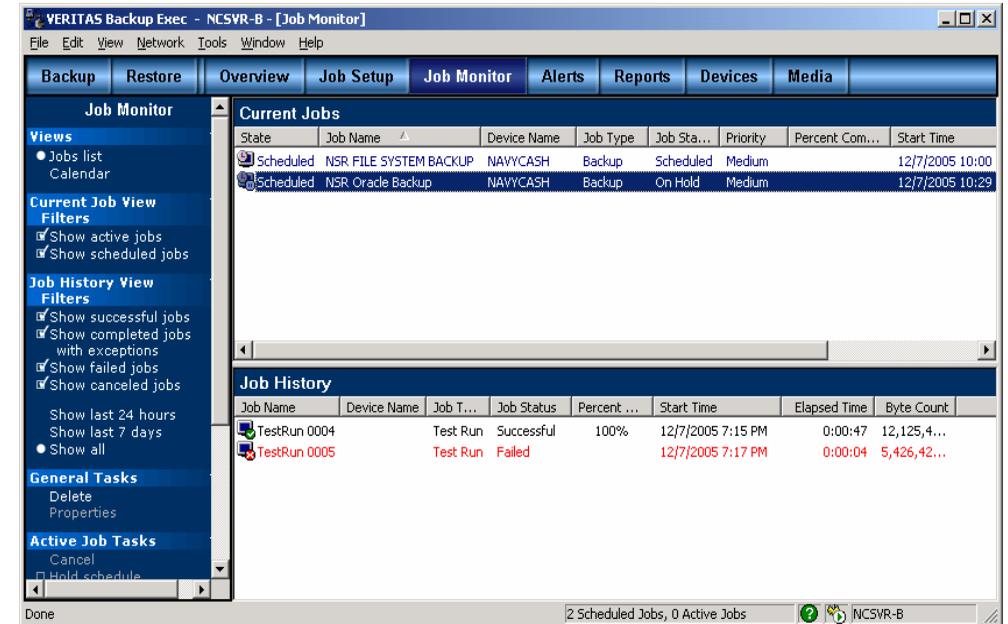
- If this does not reveal the problem, contact CSC and open a case number.*



Backups Not Functioning *(continued)*

STEP 14

- The TestRun should complete in less than two minutes. The NSR ORACLE BACKUP will always FAIL with a byte count as shown below.

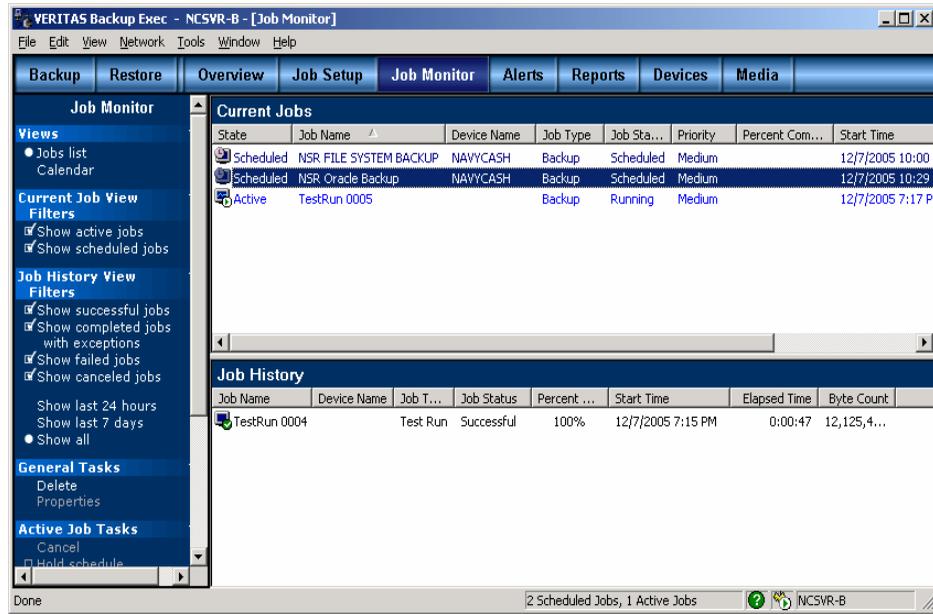




Backups Not Functioning *(continued)*

STEP 13

- ☐ You should see Active TestRun appear under Current Jobs as shown below.



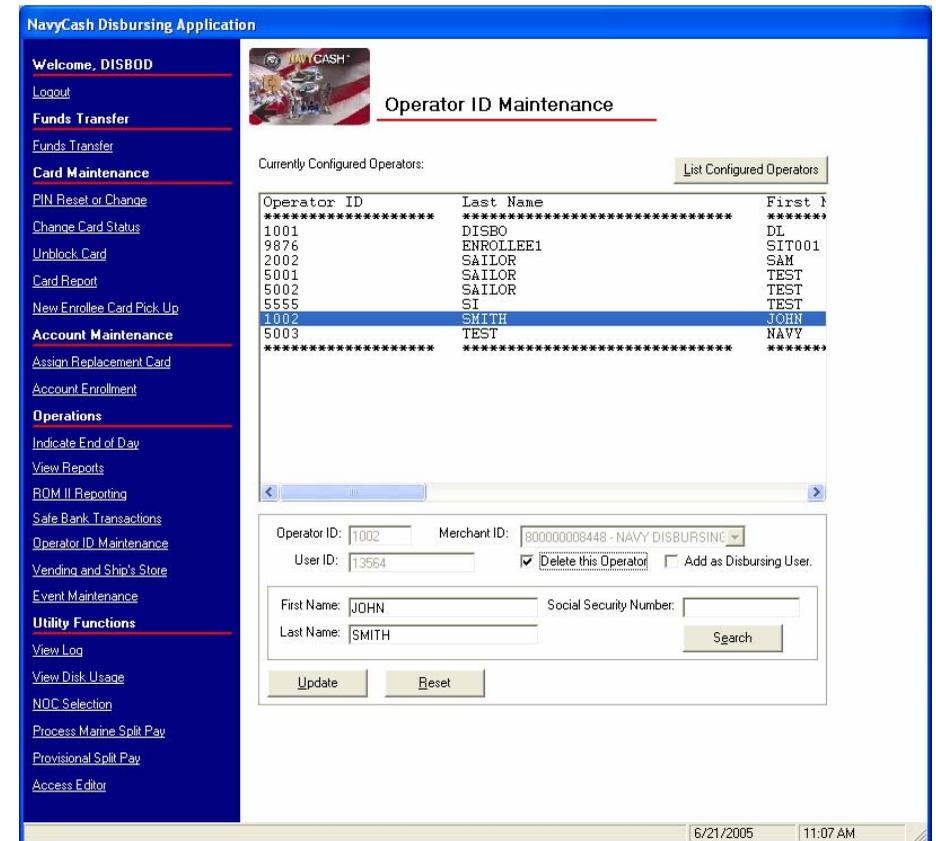
Add New Navy Cash Application User

STEP 1

- ☐ Select the "Operator ID Maintenance" link in the Navy Cash Disbursing Application and click the "List Configured Operators" button.

STEP 2

- ☐ To add an operator, enter the first and last name of the new operator and assign a four-digit number.





Add New Navy Cash Application User *(continued)*

STEP 3

- If an individual is going to be added to the Navy Cash application user list, the “Add as Disbursing User” block must be checked.

STEP 4

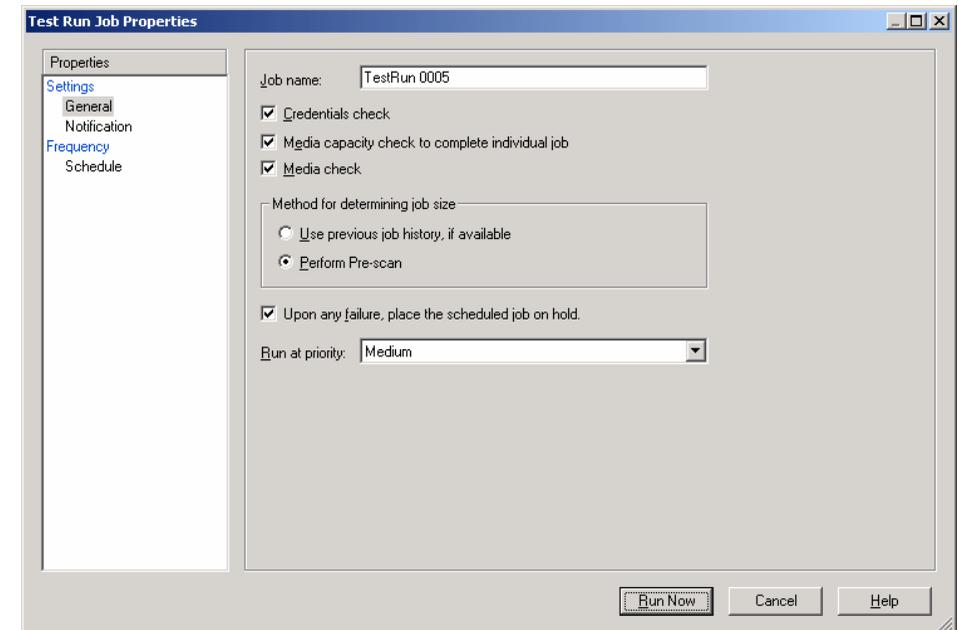
- Click “Submit and verify information for the operator being added”, by clicking the “Yes” or “No” button as appropriate.



Backups Not Functioning *(continued)*

STEP 12

- Select RUN NOW.

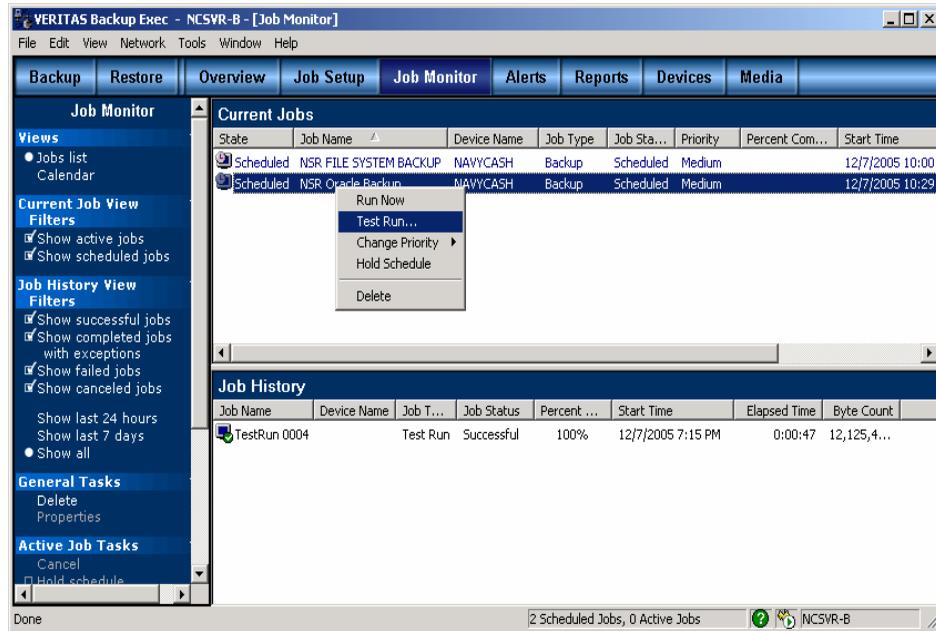




Backups Not Functioning *(continued)*

STEP 11

- Highlight NSR Oracle Backup and right mouse click and select TEST RUN.



Changing CAD Terminal ID

STEP 1

- In the Disbursing Application, click on the “Vending and Ship’s Store” link.

STEP 2

- When the “Merchants and Vending Machines” menu tree is expanded, the screen displays all vending machines associated with each merchant and the Terminal ID numbers for the CADs “tied” to each of the vending machines.

STEP 3

- Select the appropriate vending machine and then select the appropriate CAD Terminal ID for the new CAD, from the “CAD Terminal ID” drop-down box.

STEP 4

- Once selected, click the “Update Vending Machine Data” button to update the system.

STEP 5

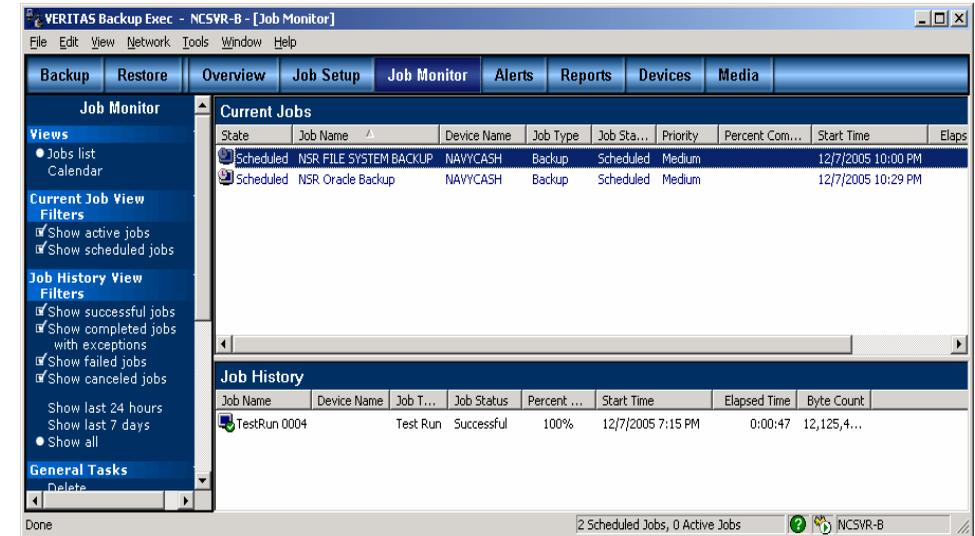
- Verify the information for the new CAD by clicking the “OK” or “Cancel” button as appropriate.



Backups Not Functioning *(continued)*

STEP 10

- The TestRun should complete in less than two minutes. If it is successful, it will be displayed under Job History as successful. If it is unsuccessful, proceed to Step 16.

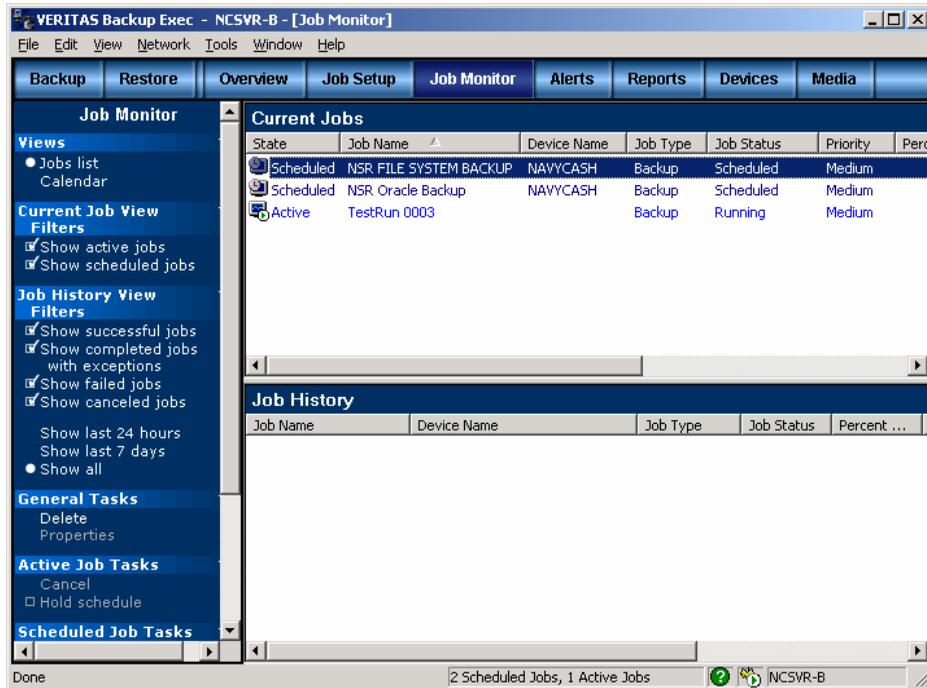




Backups Not Functioning *(continued)*

STEP 9

- You should see Active TestRun appear under Current Jobs as shown below.



Router Cannot Be Pinged

STEP 1

- Is more than one router unable to be pinged?
- If **no**, continue to next step.
- If **yes**, go to Step 8.

STEP 2

- Is the router powered on?
- If **yes**, continue to next step,
- If **no**, turn power button on.

STEP 3

- Is the network cable in good condition and firmly connected into transceiver?
- If **yes**, continue to next step.
- If **no**, correct.

STEP 4

- Remove and then reseal transceiver (block connected to the router with the network cable coming into it), and attempt to PING router (see "To 'PING' a Device, Follow These Steps" on page 65). Is problem corrected?
- If **no**, continue to next step.

STEP 5

- Check the lights on the transceiver. Are they blinking?
- If **yes**, continue to next step.
- If **no**, change transceiver (spare should be in your ILS kit).

STEP 6

- Confirm IP address of router in Navy Config file to be sure correct address is being pinged
- If **yes**, continue to next step.
- If **no**, PING correct address.



Router Cannot Be Pinged *(continued)*

STEP 7

- Can the servers PING all other Navy Cash devices (see “To ‘PING’ a Device, Follow These Steps” on page 65)?
- If **yes**, continue to next step.
- If **no**, go to “Verify Server IP Addresses” on page 63.

STEP 8

- This is only applicable if using a CISCO brand Navy Cash router.*
- Contact ship IT and check the speed and duplex setting of the port on the switch where the router is connected. Is it correctly set at “10/half”?
- If **yes**, continue to next step.
- If **no**, change to “10/half” and reattempt to PING router.

STEP 9

- Check VLAN membership and ensure it is in the same VLAN as all other Navy Cash devices (see “Verify Navy Cash Devices Are Located in Proper VLAN” on page 68).
- If **yes**, continue to next step.
- If **no**, place all Navy Cash IPs in the same VLAN (see “Verify Navy Cash Devices Are Located in Proper VLAN” on page 68) and PING router (see “To ‘PING’ a Device, Follow These Steps” on page 65).

STEP 10

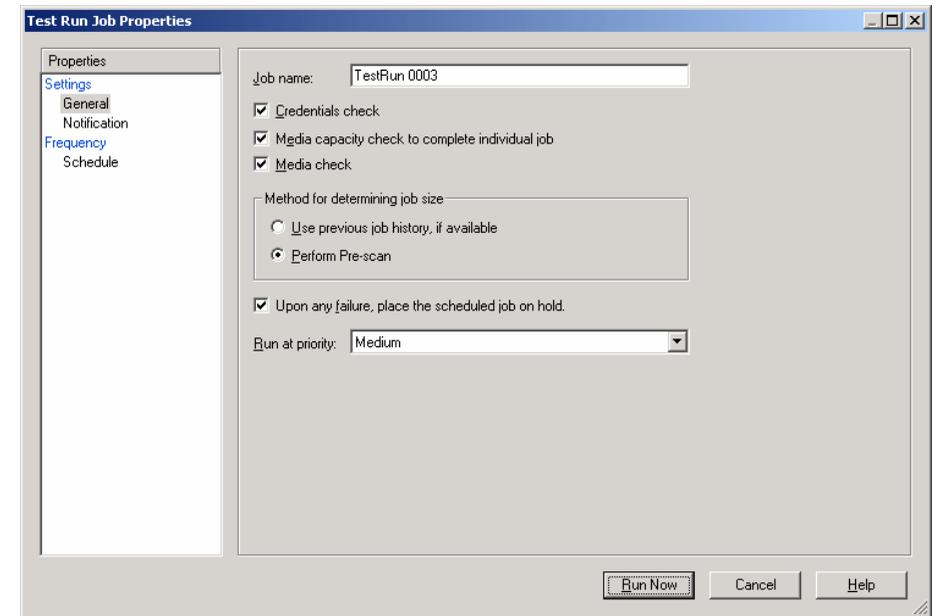
- If this does not reveal the problem, contact CSC and open a case number.*



Backups Not Functioning *(continued)*

STEP 8

- Select RUN NOW.

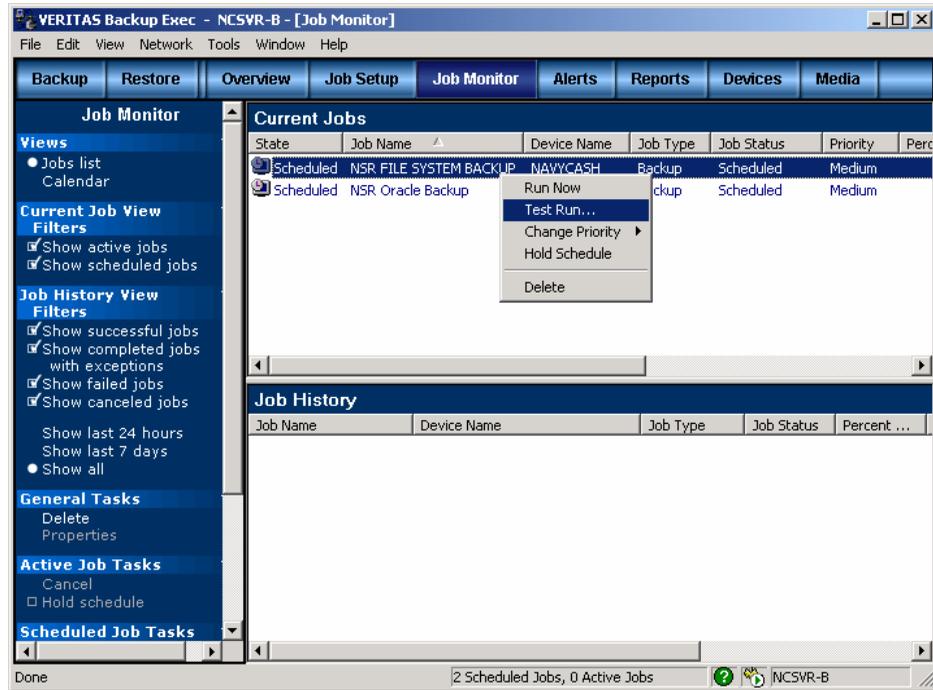




Backups Not Functioning *(continued)*

STEP 7

- Highlight NSR FILE SYSTEM BACKUP and right mouse click and select TEST



JPMorgan Chase (JPMC) FTP Server Cannot Be Reached

STEP 1

- Contact the ship's ITs and find out if off-ship network connectivity is down.
- If **yes**, the Navy Cash system relies on the ship's network to communicate with JPMC. Once the ship's network comes back online, communications with JPMC's FTP server will be re-established.
- If **no**, have the ship ITs verify ACL entry in their router. For assistance, see "Ship Network Requirements" on page 64.

STEP 2

- Perform a "Trace Route" of JPMC server.
- To do this, go to start ... run ... in the "Start" menu. In the dialog box that opens, type CMD and press OK. This will open up a black DOS-style window.
- Type `tracert 205.56.145.20` in the DOS-style command window.
- Does the first hop return an IP address? This should be the default gateway.
- Type `tracert 205.56.129.35` in the DOS-style command window.
- If **yes**, contact CSC and open a case number.
- If **no**, continue to Step 3.

STEP 3

- Check the default gateway of the external network connection.
- For assistance, go to "Verify Server IP Addresses" on page 63.
- Try running the "FTP Connectivity Test" using both servers (see page 67).

STEP 4

- If this does not reveal the problem, contact CSC and open a case number.



Server Communication Check

STEP 1

- Can Node 1 PING Node 2?
- If **yes**, continue to next step.
- If **no**, go to "Verify Server IP Addresses" on page 63.

STEP 2

- Can Nodes 1 and 2 PING the cluster?
- If **yes**, continue to next step.
- If **no**, go to "Important Server Files" on page 59.

STEP 3

- Can both nodes PING all routers?
- If **yes**, continue to next step.
- If **no**, go to "Router Cannot Be Pinged" page 25.



Backups Not Functioning *(continued)*

STEP 4

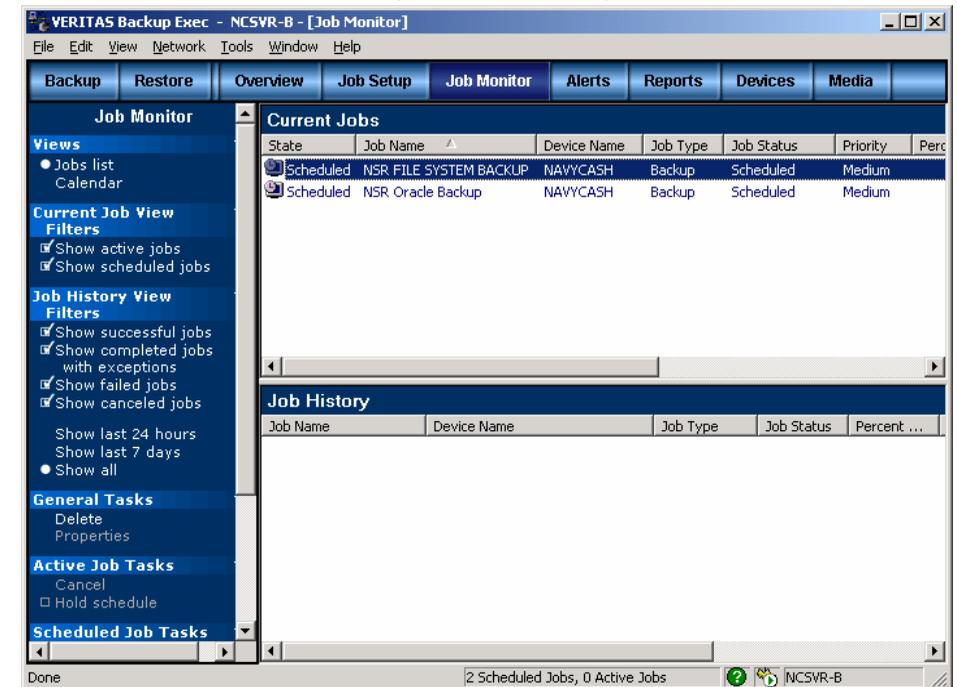
- Inventory the drive again with a backup tape in the drive. Does it complete successfully?
- If no, proceed,
- If yes, go to step 6

STEP 5

- Put a cleaning tape in the tape drive. The tape will clean the drive and eject itself in less than 2 minutes. If the drive looks dirty, run the tape multiple times. Once this is complete, put the backup tape back into the drive and try an "inventory" again.
- If no, go to step 16.

STEP 6

- Under the **JOB MONITOR** tab you should see 2 job definitions as listed below.

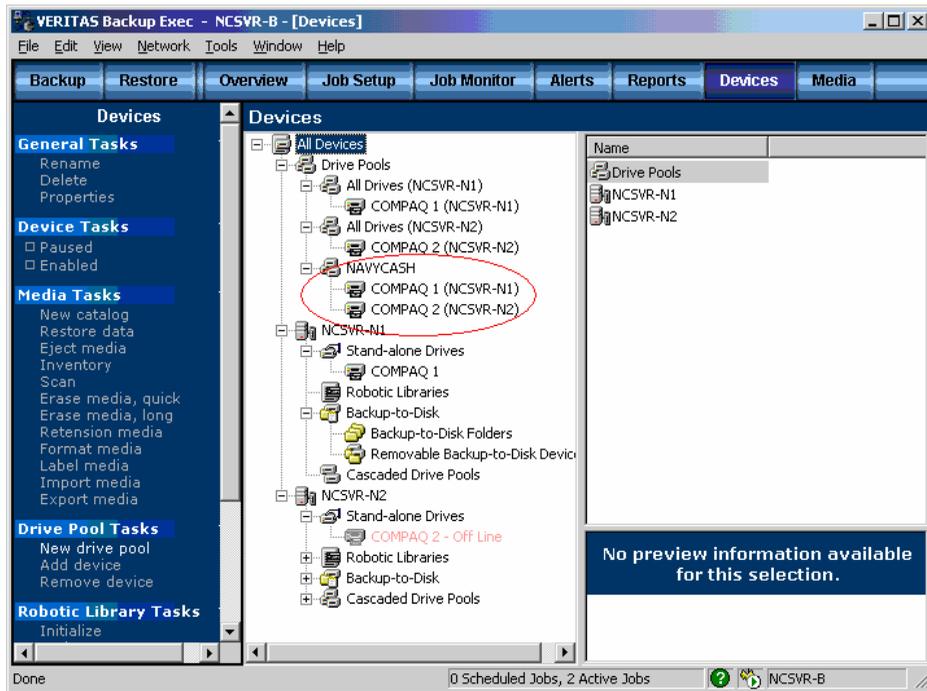




Backups Not Functioning (continued)

STEP 3

- Eject the tape and inventory the drive. Does the inventory complete successfully?
- If **yes**, reinsert the tape and go to next step.
- If **no**, verify that both drives are listed under “NavyCash” drive pool as indicated below.



- To inventory the drive, go to devices tab. Under NAVYCASH, select the drive for the node that has control of the Cluster. Right click on the tape drive and select “inventory”. Then go to the Job Monitor tab to view the status.



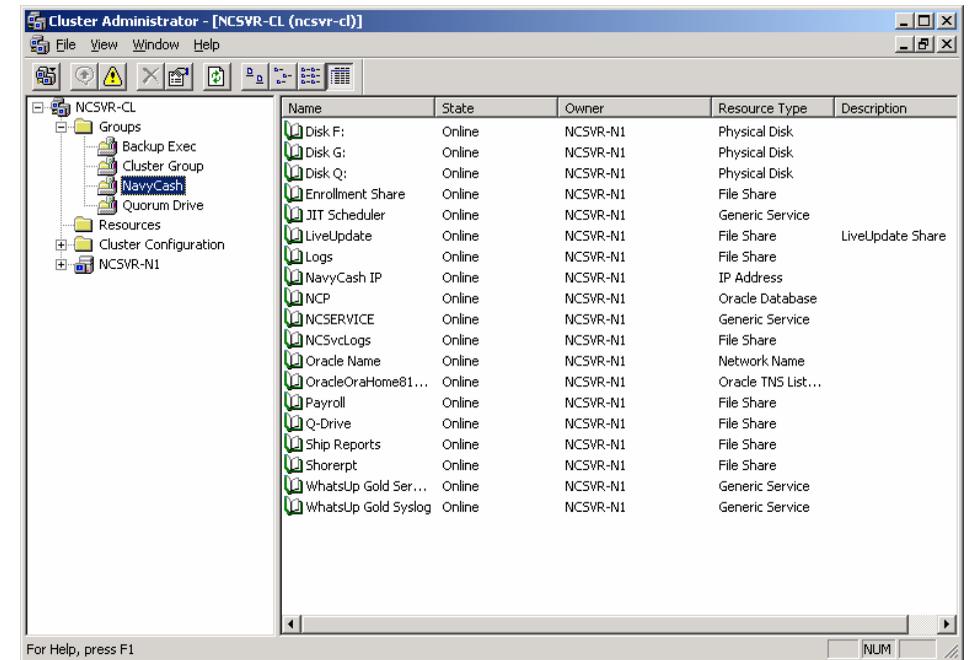
Round Trip and Log Files Not Received

STEP 1

- Ensure you have communication with JPMC’s FTP server.
- Go to start ... run ... in the “Start” menu. In the dialog box that opens, type CMD and press OK. This will open up a black DOS-style window.
- Type [ftp 205.56.145.20](http://ftp.205.56.145.20) and press enter.
- You will either receive a prompt saying that you are connected asking you for a password, or the destination will be unreachable.
- If the prompt for a password is received, continue to Step 2.
- If a password prompt is not received, go to page 27 “JPMC FTP Server Cannot Be Reached”.

STEP 2

- Is “JIT Scheduler” online in the Navy Cash group of Cluster Administrator?





Round Trip and Log Files Not Received *(continued)*

- If **yes**, continue to Step 3.
- If **no**, bring it online and check connectivity again.

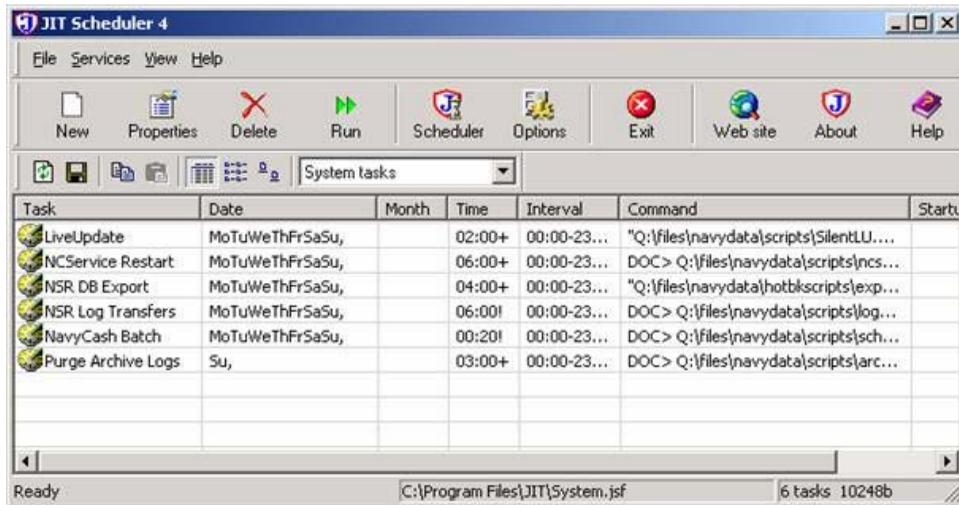
STEP 3

- Ensure the JIT Scheduler is “Active” on the bottom right corner of desktop
- The icon will turn from yellow to white when it is active.



STEP 4

- Ensure each task is “Active” within JIT Scheduler. Double click a task and ensure the “Active” check box is checked.
- Each task will show up as yellow if it is ACTIVE.



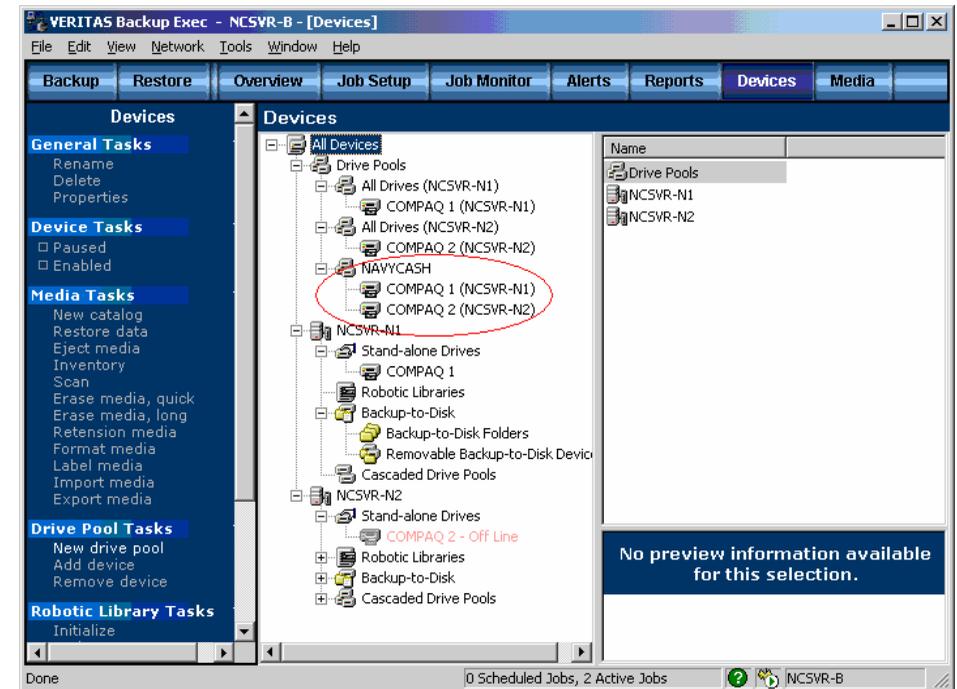
Backups Not Functioning

STEP 1

- Are you using the correct day's tape?
- If **yes**, proceed.
- If **no**, try the correct tape, then proceed to next step if needed.

STEP 2

- Ensure both tape drives are located in the Navy Cash drive pool.



- If the tape drive is not in the NavyCash drive pool, expand stand-alone drives under each server, grab the tape drive, and drag it into the NavyCash drive pool.
- Once this is complete, proceed to Step 3.



Can't Log into Veritas *(continued)*

STEP 4

- A change of the security policy can affect the Veritas login. Has the security policy been updated recently?
- If **yes**, continue.
- If **no**, go to step 6.

STEP 5

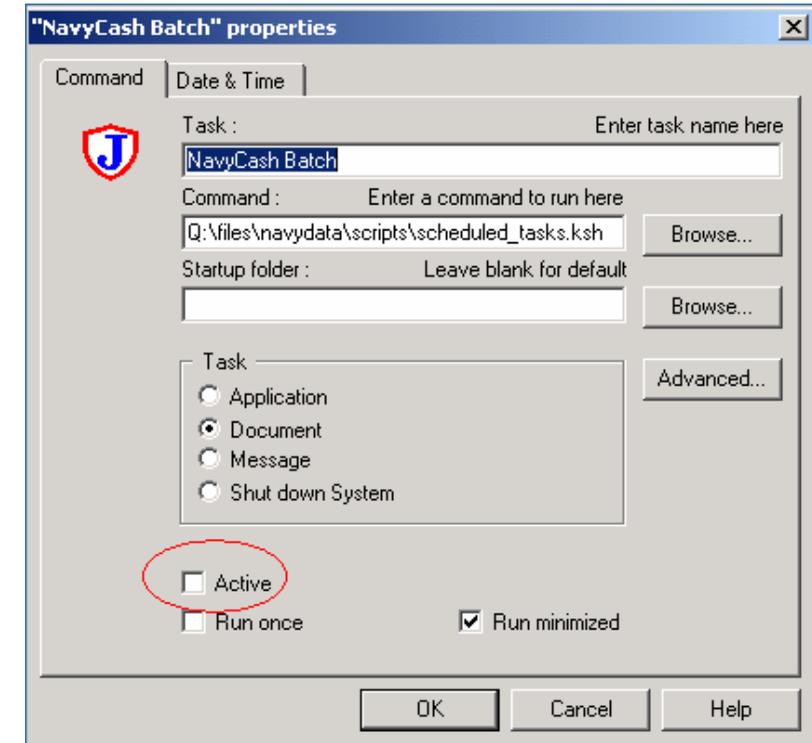
- Reapply the security policy on the controlling node. Does this fix the issue?
- If **no**, continue to Step 6.

STEP 6

- If this does not reveal the problem, contact CSC and open a case number.*



Round Trip and Log Files Not Received *(continued)*



STEP 5

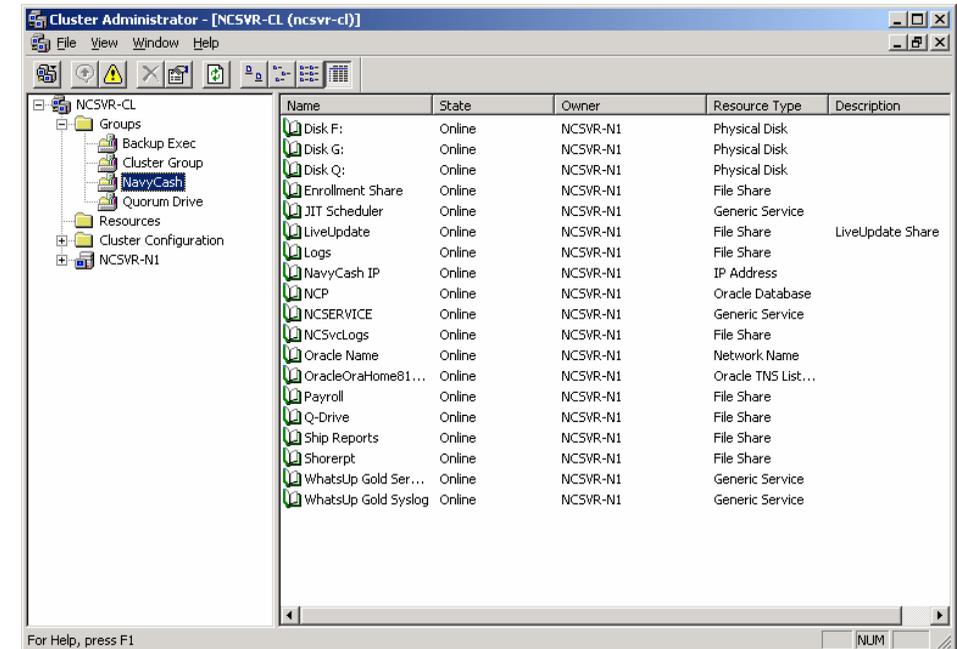
- If this does not reveal the problem, contact CSC and open a case number.*



Can't Log into Veritas

STEP 1

- ❑ Ensure that you are trying to log in on the node that is in control on the Cluster Administrator.



STEP 2

- ❑ Ensure that all resources in the “Backup Exec” Group are online and that the same node is in control as the other Groups.

STEP 3

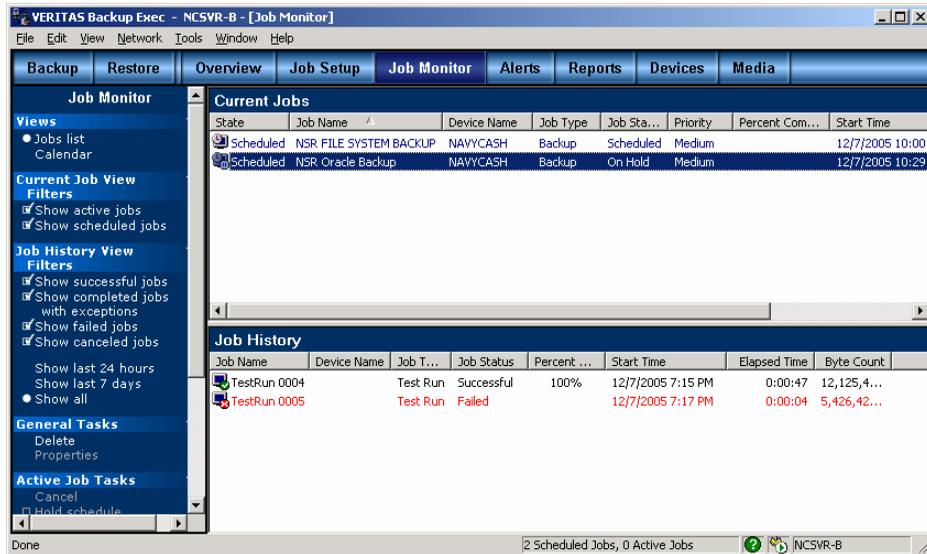
- ❑ If you get an error that says “access denied”, check Active Directory to make sure the account nc-backup hasn't been locked out for too many failed attempts to log in. Go to ... control panel ... administrative tools ... active directory users and computers.



Verify Backup Completion *(continued)*

STEP 12

- The TestRun should complete in less than two minutes.
- The NSR ORACLE BACKUP will always FAIL with a byte count as shown below.



STEP 13

- If all steps have been successful, insert a new tape into the Controlling Node.
- Right mouse click on NSR FILE SYSTEM BACKUP and select RUN.
- As soon as the job shows running, right mouse click on NSR ORACLE BACKUP and select RUN.
- In two to three hours, both jobs should be finished and the Job History will look like the TestRuns.

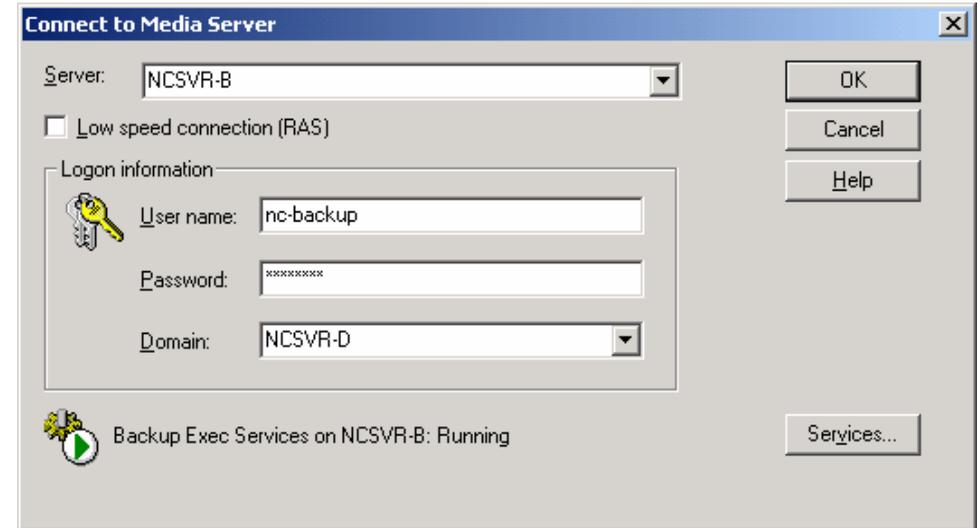
Note: When rebooting the server, always remember to check Veritas to see if the server is running its backups in the background. It is safe to reboot the server only when backups have been completed. If a reboot is performed while backups are running, the Navy Cash system will be disabled on board. A manual intervention, with guidance from shore, will be required to restore the system to proper operation.



Verify Backup Completion

STEP 1

- Ensure Node 1 is owner.
- On Node 1, log on to Veritas Backup Exec For Windows Servers. On Start menu, start ... programs ... Veritas Backup Exec For Windows Servers.
- Use **nc-backup** and its password.

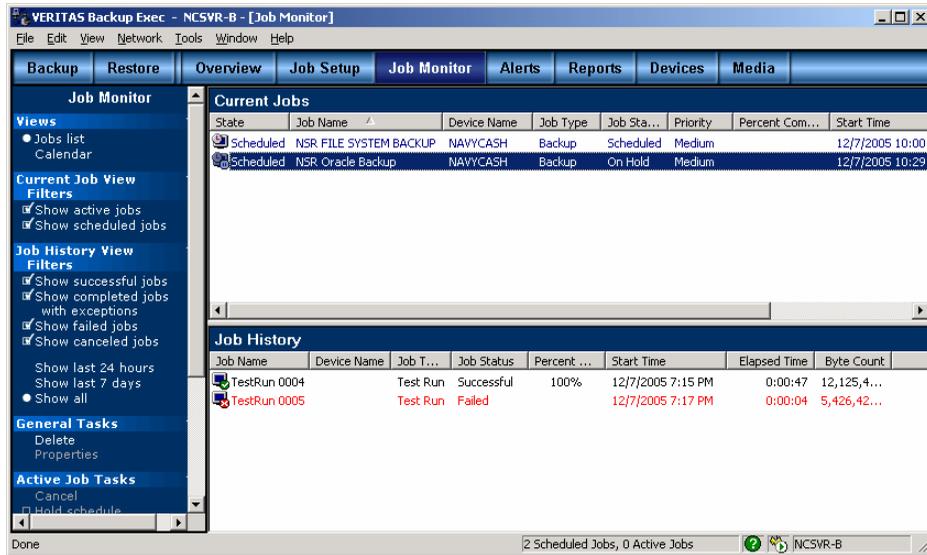




Verify Backup Completion *(continued)*

STEP 2

- Check JOB HISTORY to verify successful completion of recent backups.



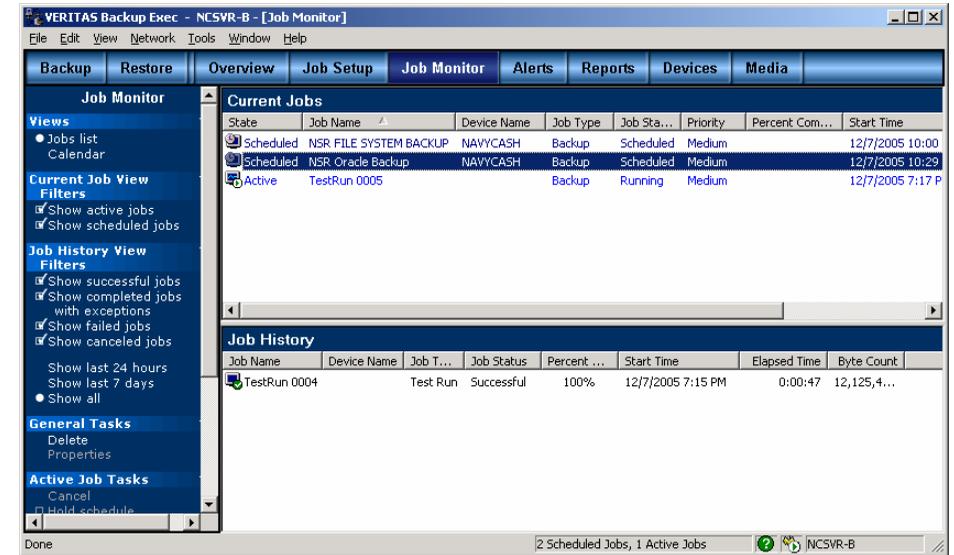
- If recent backup has not completed successfully, continue to Step 3.



Verify Backup Completion *(continued)*

STEP 11

- You should see Active TestRun appear under Current Jobs as shown below.

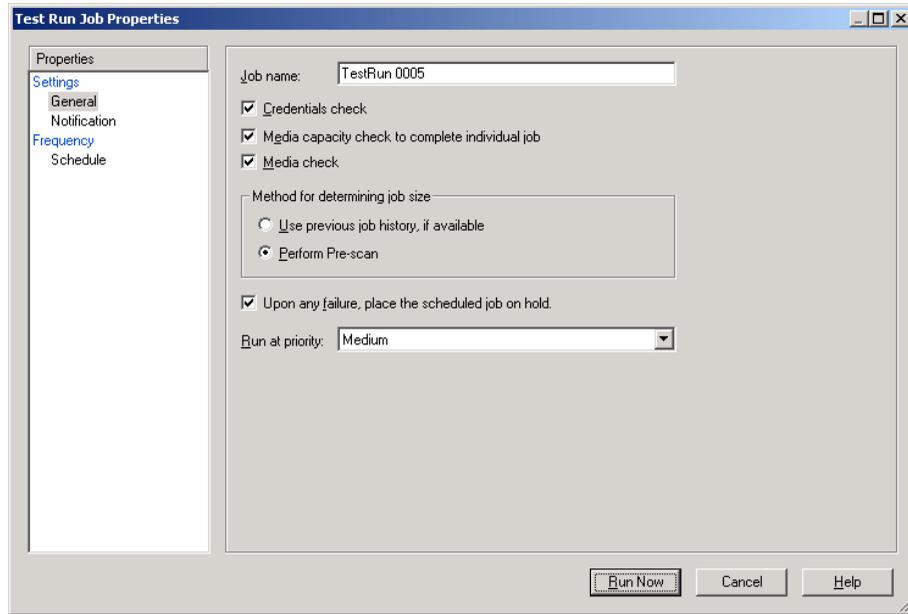




Verify Backup Completion *(continued)*

STEP 10

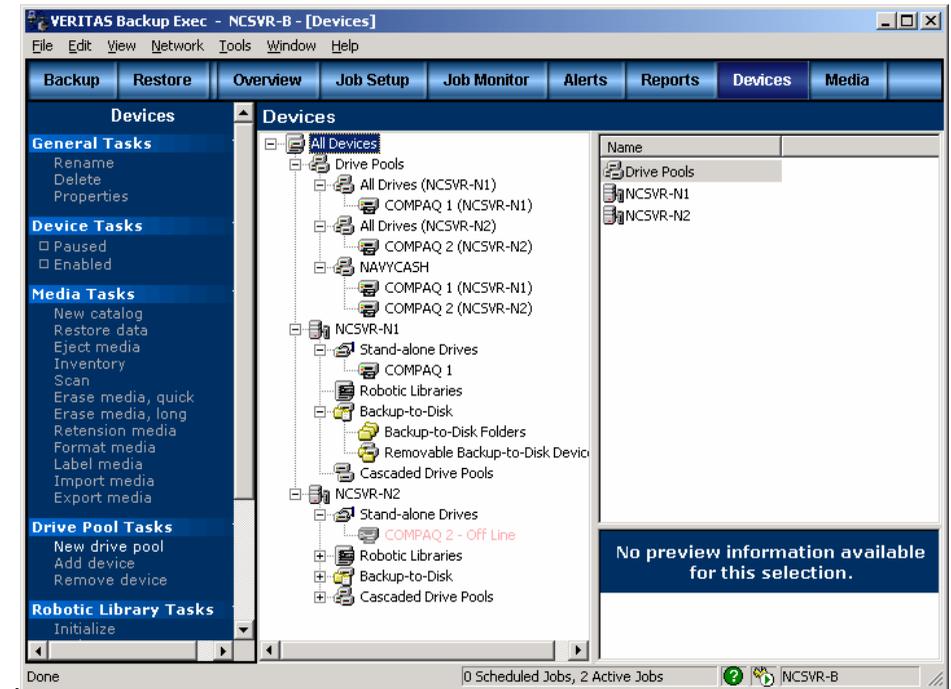
- Select RUN NOW.



Verify Backup Completion *(continued)*

STEP 3

- Under the Devices tab, you should expand NCSVR-N1>Stand-alone Drives.
- You should see COMPAQ 1 as listed in the picture below.
- Since NCSVR-N2 is not owner, the NCSVR-N2>Stand-alone Drive>COMPAQ 2 will be red to display offline.
- Both tape drives should be listed under ALL Devices>Drive Pools>NAVYCASH.

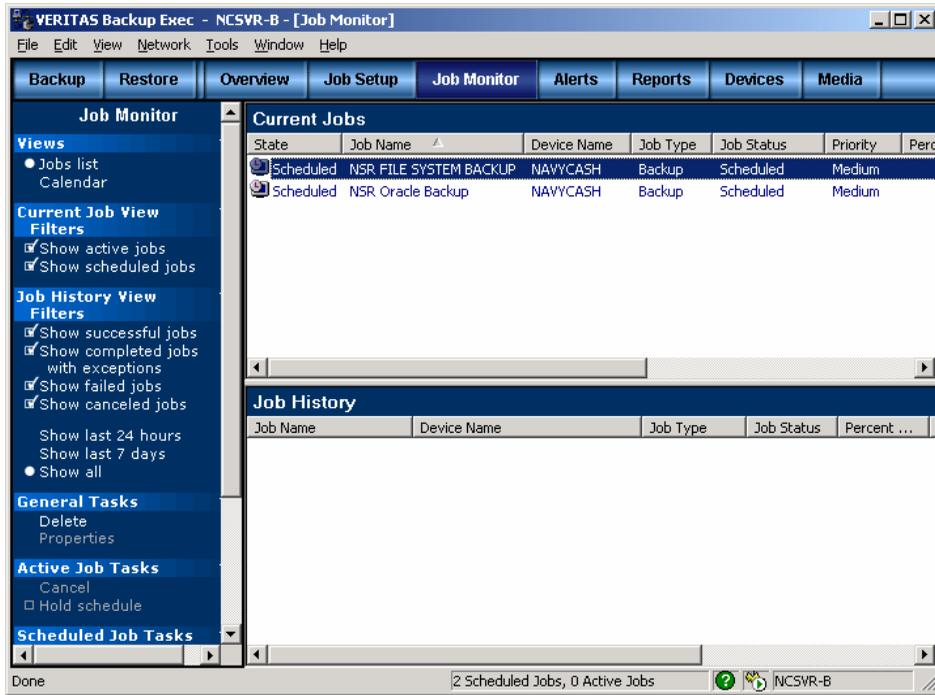




Verify Backup Completion *(continued)*

STEP 4

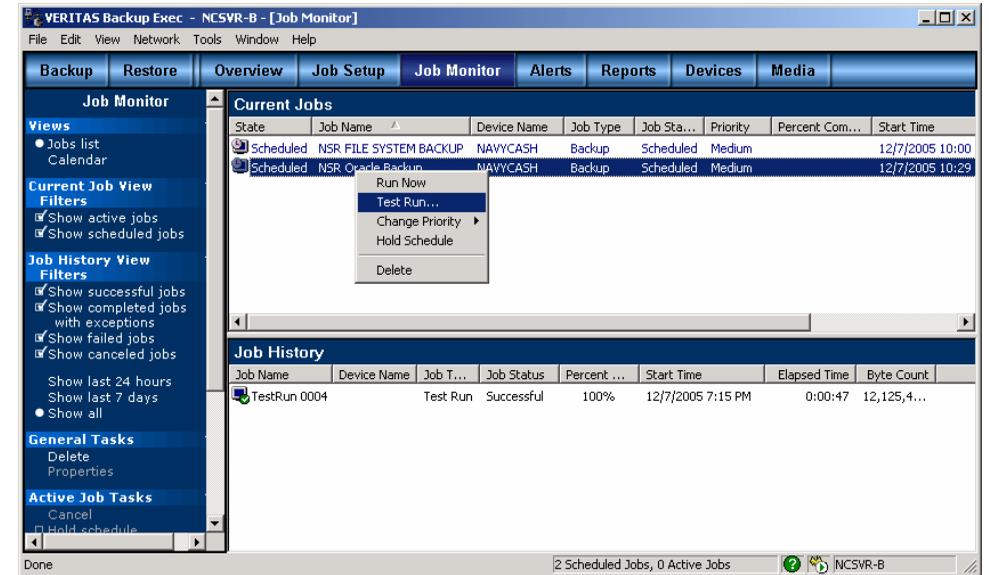
- Under the JOB MONITOR tab, you should see two job definitions as listed below.



Verify Backup Completion *(continued)*

STEP 9

- Highlight NSR Oracle Backup and right mouse click and select TEST RUN.

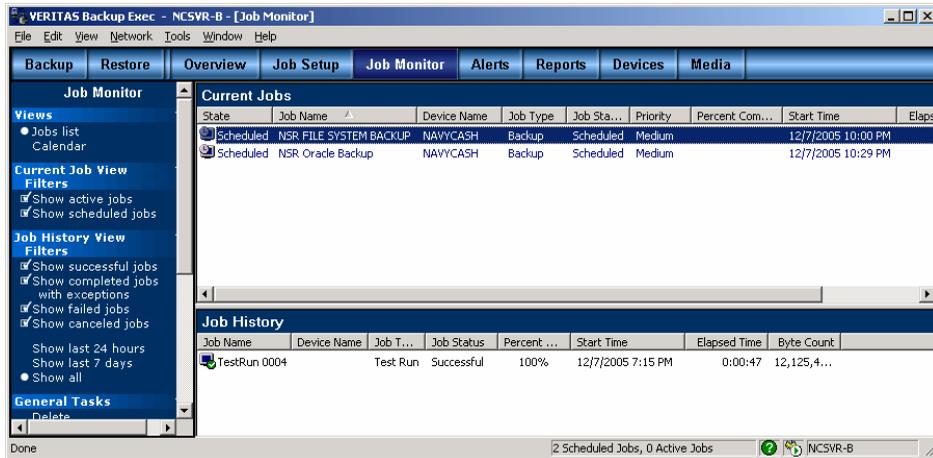




Verify Backup Completion *(continued)*

STEP 8

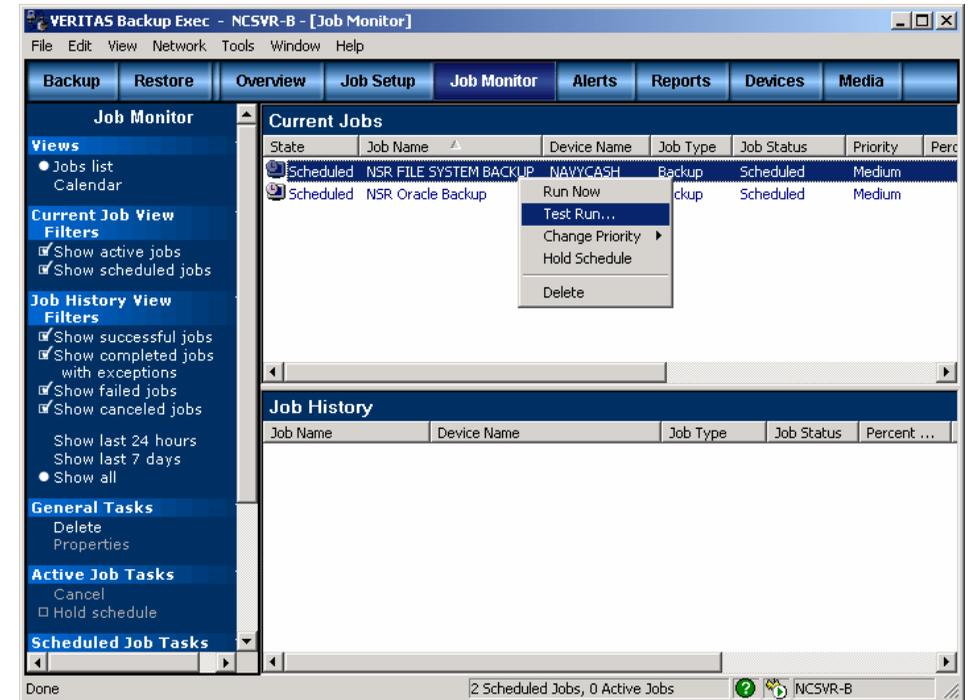
- The TestRun should complete in less than 2 minutes. If it is successful it will be displayed under Job History as successful.



Verify Backup Completion *(continued)*

STEP 5

- Highlight NSR FILE SYSTEM BACKUP.
- Right mouse click and select TEST RUN.

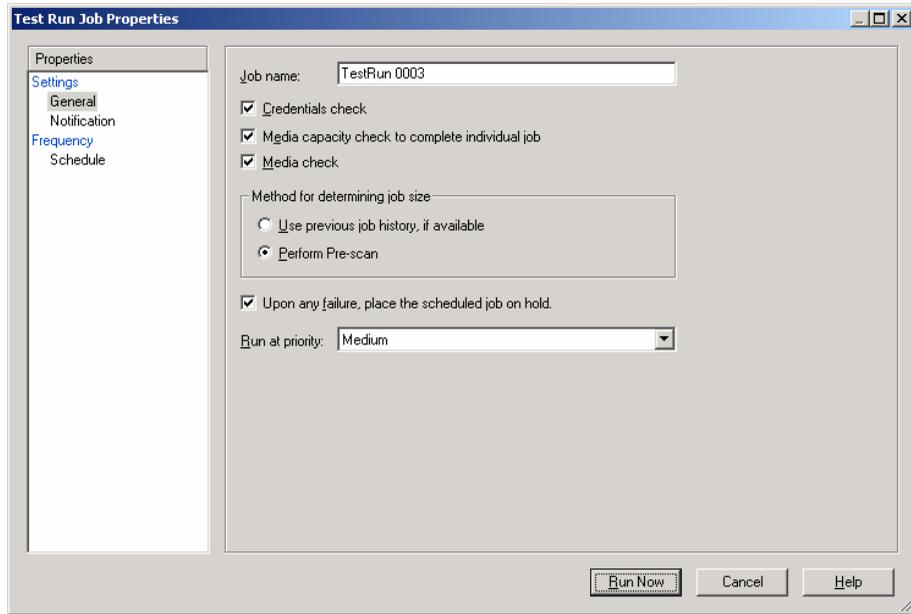




Verify Backup Completion *(continued)*

STEP 6

- Select RUN NOW.



Verify Backup Completion *(continued)*

STEP 7

- You should see Active TestRun appear under Current Jobs as shown below.

