Attention Disbursing Officers and Supply Officers

NAVY CASH® FLASH!

Naval Supply Systems Command

Navy Family Support Mechanicsburg
Code 56
5450 Carlisle Pike
P.O. Box 2050
Mechanicsburg, PA 17055-0791

Navy Cash® Flash 10-013 **11 Jun 2010**

Attention: Disbursing Officer/Supply Officer

Subject: Hot List Issue

A recent occurrence may have impacted the devices on your ship. It displayed a message on the devices which reads "Hotlist Add Error". The result of this error does not allow transactions to be processed. While Navy Cash Technical Support works diligently to develop a permanent fix to the solution, we are asking that all ships ensure they have turned off the Hot List on the Navy Cash Server until further notice. If you have not done so already, please follow the instructions below to disable the Hot List that needs to be completed on both server nodes.

1. Log into your Navy Cash Server Nodes 1 and 2 to complete steps 2 and 3 (one at a time).
2. Select Start → Run, type cmd in the box and press enter to open a command prompt window.
3. At the command prompt type: e:\ncservice\ncservice -HotListDisabled true (case sensitive).
4. In the Cluster Administrator take nc service offline and bring back online again.
5. Restart all K22 and K-80 devices that display hot list error to clear the error.
6. You may need to reboot your server if all devices are not back online.

Notify Navy Cash Technical Support at navy.cash.technical.support@jpmchase.com once you have completed the instructions on both server Nodes.

If you have any issues with the instructions, please contact the CSC (navycashcenter@ezpaymt.com) to open a case and engage Navy Cash Technical Support for further troubleshooting.

If you have any questions, please contact Edie Johnston. Thank you for your support.
POC: edie.johnston@navy.mil or (717) 605-2771 or DSN 430-2771

Marlene Higgins
MARLENE HIGGINS
Director, Navy Disbursing

Please route immediately to the Supply Officer and Disbursing Officer