Attention Disbursing Officers and Supply Officers

NAVY CASH® FLASH!

Naval Supply Systems Command

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

Navy Cash® Flash 11-005

Subject: **NC v1.4.6 WSUS Extension Pack Update**

Attention: Disbursing Officer/Supply Officer

Background: Navy Cash v1.4.6 currently has the ability to update the Microsoft Windows Operating System using the Windows Server Update Services (WSUS) Server. The instructions below will install a newer version of this process to patch third party applications in addition to Microsoft applications.

THIS UPDATE MUST BE CONDUCTED IMMEDIATELY UPON RECEIPT OF THIS DISC.

Please refrain from using a computer while it is being updated. This update will take approximately 30 minutes on each machine.

NOTE: Logs associated with this update will be automatically sent to NCTS for review, regardless of success or failure, unless otherwise stated during the update process.

STEP 1 - NODE-1 – Must be processed *first.*

1. Log into **Node-1** as *NC-ADMIN.*
2. Using Cluster Administrator, ensure **Node-1** is the owner and that resources are fully online.
3. Insert the "1463 UPDATE" CD into **Node-1**.
4. Using *My Computer*, select the CD-ROM to view the disc's content.
5. Double-click ***UPDATE-N1.bat*** to begin processing.
    a. NOTE: While the majority of this update is fully automated, **some manual intervention** will be required, as outlined below.
    b. The update will run inside a CMD prompt window with a black background.
6. When prompted for the Domain Password, type the password used by nc-admin on the server.
7. If WinZip version 9 is located, you will be prompted to assist with uninstall.
    a. Click YES, YES, OK, when prompted, to complete the process.
8. WinZip version 14 will be installed, prompting you to accept the license.
    a. Click YES, OK, when prompted, to complete the process.
9. If prompted that Recycle Bin is corrupt, click ***YES*** button to repair.

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10. The ***Certificates*** window will appear, at some point. **Do not engage** the window – it closes on its own.
11. If the update was **SUCCESSFUL:**
    a. The final message will read "**Process complete -- UPDATE WAS SUCCESSFUL for NCSVR-N1**".
    b. Click OK button to close the message window.
    c. Remove the CD.
    d. Reboot **Node-1.**
    e. Wait for node to fully reboot (logon prompt appears), before continuing.
12. If the update **FAILED:**
    a. An error message will be displayed to identify the specific issue.
    b. Click OK button to close the message window(s), after noting the issue.
    c. The final message will read "**Process complete -- ERRORS WERE DETECTED on NCSVR-N1**".
    d. The log will automatically open for review within Notepad.
    e. If a separate message appeared stating "**Reboot Needed**", at the first opportunity:
        i. Make note of the error.
        ii. Remove the CD.
        iii. Reboot **Node-1**.
        iv. Wait for the node to fully reboot (logon prompt appears), before continuing.
        v. Return to step-1 of this section to reapply the update. It will automatically resume at the point of previous failure.
    f. Attempt to resolve the error. If the error cannot be resolved, please contact CSC (see bottom of this document) and include **UIC#**, specifying that **NCSVR-N1** experienced errors during the update.
    g. Do not proceed to the next section, until the update was successful.

STEP 2 - NODE-2 – Must be processed *second.*

1. Wait for Node-1 to fully reboot – until logon prompt is displayed.
2. Log into **Node-2** as *NC-ADMIN.*
3. Using Cluster Administrator, ensure **Node-2** is the owner <u>and</u> that resources are fully online.
4. Insert the "1463 UPDATE" CD into **Node-2**.
5. Using *My Computer*, select the CD-ROM to view the disc's content.
6. Double-click ***UPDATE-N2.bat*** to begin processing.
    a. NOTE: While the majority of this update is fully automated, **some manual intervention** will be required, as outlined below.
    b. The update will run inside a CMD prompt window with a black background.
7. When prompted for the Domain Password, type the password used by nc-admin on the server.
8. If WinZip version 9 is located, you will be prompted to assist with uninstall.
    a. Click YES, YES, OK, when prompted, to complete the process.
9. WinZip version 14 will be installed, prompting you to accept the license.
    a. Click YES, OK, when prompted, to complete the process.

10. If prompted that Recycle Bin is corrupt, click ***YES*** button to repair.
11. The ***Certificates*** window will appear, at some point. **Do not engage** the window – it closes on its own.
12. If the update was **SUCCESSFUL:**
    a. The final message will read "**Process complete -- UPDATE WAS SUCCESSFUL for NCSVR-N2**".
    b. Click OK button to close the message window.
    c. Remove the CD.
    d. Reboot **Node-2**.
    e. Not required to wait for reboot to complete before continuing.
13. If the update **FAILED:**
    a. An error message will be displayed to identify the specific issue.
    b. Click OK button to close the message window(s), after noting the issue.
    c. The final message will read "**Process complete -- ERRORS WERE DETECTED on NCSVR-N2**".
    d. The log will automatically open for review within Notepad
    e. If a separate message appeared stating "**Reboot Needed**", at the first opportunity:
        i. Make note of the error.
        ii. Remove the CD.
        iii. Reboot **Node-2.**
        iv. Wait for the node to fully reboot (logon prompt appears), before continuing.
        v. Return to step-1 of this section to reapply the update. It will automatically resume at the point of previous failure.
    f. Attempt to resolve the error. If the error cannot be resolved, s please contact CSC (see bottom of this document) and include **UIC#**, specifying that **NCSVR-N2** experienced errors during the update.
    g. Do not proceed to the next section, until the update was successful.

STEP 3 - RETURN TO NODE-1 – At this point, ensure Node-1 and Node-2 were successfully updated.

1. Log into **Node-1** as *NC-ADMIN*
2. Using Cluster Administrator, ensure **Node-1** is the owner <u>and</u> that resources are fully online

STEP 4 - WORKSTATION and LAPTOPS – Must only be processed *after* Node-1 and Node-2 were successfully updated. It is permissible to simultaneously update multiple workstations/laptops.

1. Once **Node-1** is the owner in Cluster Administrator <u>and</u> all resources are fully online, proceed with the following steps on **all** Navy Cash Workstations and Laptops <u>including</u> those in storage / on standby.
    a. NOTE: It is permissible to simultaneously perform this update on multiple workstations/laptops, provided the "1463 UPDATE" CD can be duplicated.

2. Log into **Workstation / Laptop** as *NC-ADMIN.*
3. Insert the "1463 UPDATE" CD into the **Workstation / Laptop**.
4. Using *My Computer*, select the CD-ROM to view the disc's content.
5. Double-click ***UPDATE-WS.bat*** to begin processing.
    a. NOTE: While the majority of this update is fully automated, **some manual intervention** will be required, as outlined below.
    b. The update will run inside a CMD prompt window with a black background.
6. If prompted that Recycle Bin is corrupt, click ***YES*** button to repair.
7. The ***Certificates*** window will appear, at some point. **Do not engage** the window – it closes on its own.
8. If the update was **SUCCESSFUL**:
    a. The final message will read "**Process complete -- UPDATE WAS SUCCESSFUL for ___**"
    b. Click OK button to close the message window.
    c. Remove the CD.
    d. Reboot **Workstation / Laptop**.
    e. Not required to wait for reboot to complete before continuing.
9. If the update **FAILED**:
    a. An error message will be displayed to identify the specific issue.
    b. Click OK button to close the message window(s), after noting the issue.
    c. The final message will read "**Process complete -- ERRORS WERE DETECTED on ___**".
    d. The log will automatically open for review within Notepad.
    e. If a separate message appeared stating "**Reboot Needed**", at the first opportunity:
        vi. Make note of the error.
        vii. Remove the CD.
        viii. Reboot **Workstation / Laptop**.
        ix. Return to step-1 of this section to reapply the update. It will automatically resume at the point of previous failure.
    f. Attempt to resolve the error. If the error cannot be resolved, please contact CSC (see bottom of this document) and include **UIC#**, specifying that **W# / L#** experienced errors during the update.
10. Repeat this process for all Navy Cash Workstations and Laptops <u>including</u> those in storage or standby.

STEP 5 - FINAL STEP

1. Once all Navy Cash computers (N1, N2, all Workstations and Laptops) have been **successfully** updated:
    a. Please send a courtesy email to CSC and include **UIC#**, specifying that the "*1463 Update Flash*" was fully completed on all Navy Cash computers.
    b. Store the 1463 Update CD in a vault, for safekeeping, or securely destroy the CD.

Please route immediately to the Supply Officer and Disbursing Officer

CONTACTING CSC FOR ASSISTANCE

If you have any issues implementing this Flash, IMMEDIATELY contact the CSC (navycashcenter@ezpaymt.com) or 1-866-6NAVYCASH (1-866-662-8922) and open a case to engage Navy Cash Technical Support for further troubleshooting.

:::: END OF INSTRUCTIONS ::::

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