

NAVY CASH®
SOP CHANGE NOTICE
NAVSUP PUB 727

Navy Cash Fleet Support Groups
NAVSUP Fleet Logistics Centers
Norfolk
San Diego
Yokosuka

Navy Cash SOP Change Notice 2021-003

25 Oct 2021

Subject: Navy Cash System Healthcheck Tool

Attention: Supply Officers/Disbursing Officers/Navy Cash Accountable Officers/Navy Cash Deputies

1. **Background.** Disbursing Officers lacked the ability to quickly assess the on-line/off-line status, proper configuration and current patching status of their Navy Cash systems. This information is useful when DOs contact the CSU to report an issue. The Federal Reserve Bank of Kansas City – Omaha Branch level three support team has developed a new tool created with PowerShell to provide a dashboard that automatically scans the system and provides a health status.
2. **Disbursing Officer Action.** Use this Healthcheck tool prior to calling the CSU if the Navy Cash System appears to not be operating properly.
3. **Official Change to Navy Cash SOP.** This Navy Cash SOP Change Notice represents an official change to the Navy Cash SOP (NAVSUP PUB 727). Each DO/Navy Cash Accountable Officer shall retain a copy of all effective Navy Cash SOP Change Notices on file for inspection with the current version of the SOP (*see list of effective Navy Cash SOP change notices immediately below*).
4. **List of Effective Navy Cash SOP Change Notices.** This table identifies all change notices issued in the publication year of the rewrite of NAVSUP Pub 727 dated 18 May 2020. An “N/A” in the Issued column identifies that those changes were incorporated in the new SOP. They are listed only to avoid confusion regarding the change notice numbering sequence.

<i>CHG #</i>	<i>Issued</i>	<i>Change Title</i>	<i>SOP Version</i>
2020-001	N/A	Ship’s Store Profits Transfer to MWR Merchant Procedures	v1.15v2
2020-002	N/A	Cardstock Reordering Procedures	v1.15v2
2020-003	N/A	Barge Move Procedures	v/1.15v2
2020-004	21 Aug 20	Navy Cash Card Issuance Requires a Linked U.S. Bank Account	18 May 20
2020-005	16 Oct 20	Procedures for Missing or Deceased Members	18 May 20
2020-006	13 Nov 20	Fraud-Related Navy Cash Accounts Information Requests	18 May 20
2021-001	23 Feb 21	Temporary Transaction Increase Authorization for Retail Spending	18 May 20
2021-002	3 Aug 21	Additional Procedures for Deceased Cardholders	18 May 20

5. **Points of Contact.** If you have any questions, please contact:

Hugh Chin at NAVSUP FLC Norfolk
hugh.chin@navy.mil
(757) 443-1189 DSN: 646-1189

Andy Yager at NAVSUP FLC San Diego
andrew.yager@navy.mil
(619) 556-6493 DSN: 526-6493

VACANT at NAVSUP FLC Yokosuka
Position currently vacant
DSN: (315) 243-7324

6. **General Changes to Procedures.** Provides guidance to disbursing officers regarding proper procedures for referring individuals and officials not authorized access to Navy Cash cardholder’s information for Navy Cash cardholder transactions or related records.

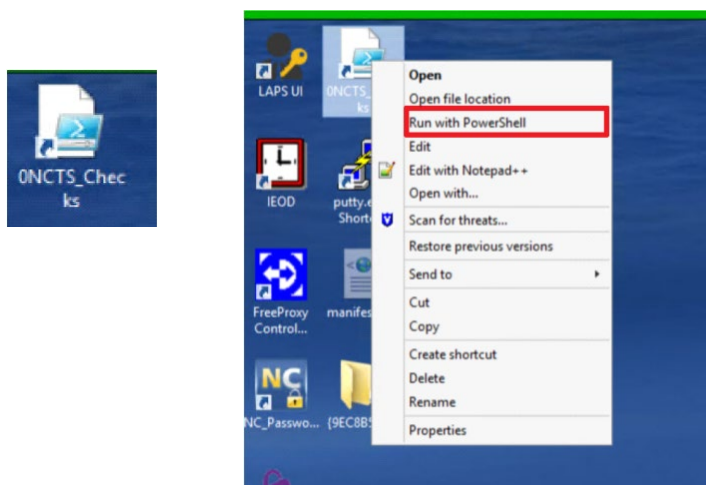
7. **Specific Changes to Procedures.** Part 1, Section 1, Para 2.5 is added as shown below:

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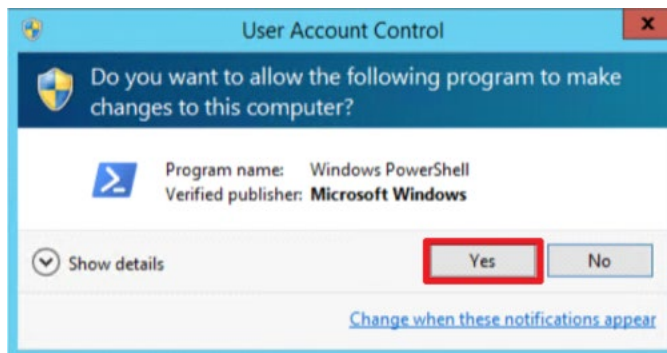
2.5. NAVY CASH SYSTEM HEALTHCHECK TOOL.

2.5.1. If your Navy Cash System appears to be offline, locate the shortcut on the server desktop titled “0NCTS_Checks.”

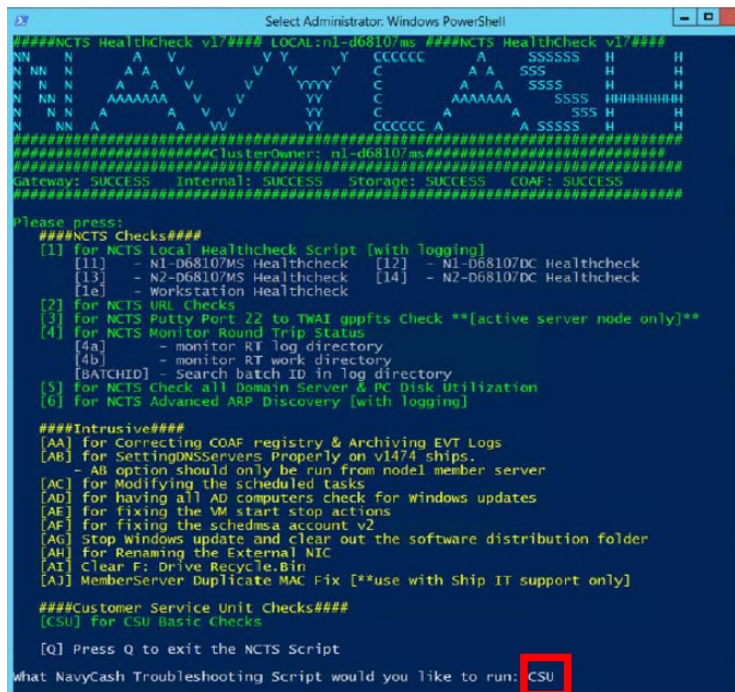
Step 1 - Right-click on the shortcut and select “Run with PowerShell**” (see screenshots):**



Step 2 – Acknowledge the User Account Control – **Click Yes**



Step 3 – A new window titled “Select Administrator: Windows PowerShell” will appear and run a script (pictured below). At the bottom of that screen, the script will prompt you for a response to the question “What NavyCash Troubleshooting Script would you like to run:” - **type CSU**



Step 4 - If the Healthcheck tool shows “FAIL” on ANY portion of the systems tests, please follow the suggested troubleshooting steps listed to remediate the issue. Example: If the result is "FAIL" on the "System Last Reboot Check" take the action listed below "Rebooting your system may help resolve your issue." (see screenshot example).

```
Select Administrator: Windows PowerShell

#####
#####Starting - CSU Checks#####
#####

Gateway Ping Test:
Success

Snap server Test - From Host #1:
SUCCESS

Internal Ping Test - From Host #1:
SUCCESS

COAF Test:
SUCCESS

System Last Reboot Check:
FAIL
Suggested troubleshooting steps:
- It has been more than 24 hours since your last system reboot
- Rebooting your system may help resolve your issue.

#####
#####Completed - CSU Checks#####
#####

Press any key to close out CSU Checks.
```

After following all recommended troubleshooting steps for any system check failure, if the Healthcheck tool still shows a FAIL, please contact the CSU to open a case. Be prepared to provide the customer service representative with details about the health check results, what remediation steps you took, and the result of those steps when opening a case. This information is critical to helping the Navy Cash Technical Support (NCTS) team troubleshoot the Navy Cash system.

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