

## **Attention Disbursing Officers and Supply Officers**

**NAVY CASH<sup>®</sup> FLASH!**  
Naval Supply Systems Command

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**Navy Cash<sup>®</sup> Flash 10-016**

**6 Jul 2010**

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Subject: **Hot List Issue**  
Attention: Disbursing Officer/Supply Officer

Reference (a) get-hlf.txt (Will be forwarded by Senior Chief Gervase separately)

Many ships have already been impacted by the recent Hot List issue which caused all devices on the ship to display the message "*Hotlist Add Error*" and prevented transactions from being processed. Navy Cash Flash 10-013 was sent out asking all ships to turn off the Hot List on the Navy Cash Server while the team developed a permanent solution. The instructions below are the permanent solution.

It is imperative that all ships perform the below instructions to correct the Hot List issue and re-enable the Hot List on your devices. Please note that this task also requires a manual re-flash effort, as outlined below, for all CAD, K22 and K80 devices.

### **Perform Hot List Fix - MUST COMPLETE SUCCESSFULLY prior to flashing devices:**

1. Ensure that both Node-1 and Node-2 are powered on and accessible (login screen is visible).
2. Log into Node-1 as 'nc-admin' and ensure that it is in control of the cluster administrator.
3. Save the attached file " get-hlf.txt " into folder **E:\ncsetup**
4. Click START, then click RUN
5. In the Run window, type: **CMD**
6. Click OK button (a command prompt window will appear)
7. In the command prompt, type: **CD /D E:\NCSETUP**
8. Press ENTER
9. In the command prompt, type: **REN GET-HLF.TXT GET-HLF.VBS**
10. Press ENTER
11. In the command prompt, type: **CSCRIPT GET-HLF.VBS**
12. Press ENTER
13. Await completion message - a success or error message will be displayed
14. Send an email to Navy Cash Technical Support at [navy.cash.technical.support@ipmchase.com](mailto:navy.cash.technical.support@ipmchase.com) to inform them that the Hot List Fix has completed. Please mention your **UIC** in the email's subject line. This will allow the team to quickly review the result of the Hot List Fix and get back to you.
15. Stand by for Navy Cash Technical Support's email response, as a confirmation of the Hot List status.

### **Flashing all CAD, K22 and K80 devices:**

Note that the Hot List Fix process created a folder on the server's desktop, as discussed below.

**Please route immediately to the Supply Officer and Disbursing Officer**

## **Attention Disbursing Officers and Supply Officers**

1. Please close any open windows and look for a folder named "**Flash-Assets**" on the desktop.
2. Copy the "Flash-Assets" folder to a floppy disk, and then copy the "Flash-Assets" folder from the floppy disk onto the desktop of your Disbursing Workstation to be used in performing device flashes.
  - a. As a reminder, CADs can only be flashed using the disbursing desktop workstation. In other words, Laptops cannot be used to flash CADs.
3. Once the folder is restored on the workstation, open the "Flash-Assets" folder and double-click the file "**Unzip-Flash-Assets.bat**".
4. The "Flash-Assets" folder now contains the files needed for flashing CAD, K22 and K80 devices.
5. Proceed as outlined below:

### **CADs:**

Please note that there are two different model of CADs; COINCO and EASEL. Please ensure that the appropriate flash file is applied, as follows:

**COINCO:** The faceplate reads "*SmartCAD by Coin Acceptors, Inc.*"

The flash file to apply is: CADv1347-Coinco.C19

The instructional document is: CAD Flash Procedures - Coinco.doc

**WARNING:** Ensure device has NO TRANSACTIONS before flashing or the transactions will be lost.

**EASEL:** The faceplate reads "*SmartCAD by SmartMove*"

The flash file to apply is: CADv1356-Easel.C19

The instructional document is: CAD Flash Procedures- Easel.doc

**WARNING:** Ensure device has NO TRANSACTIONS before flashing or the transactions will be lost.

### **K22:**

The instructional document is named K22 Flash Procedures.doc

**WARNING:** Ensure device has NO TRANSACTIONS before flashing or the transactions will be lost.

### **K80:**

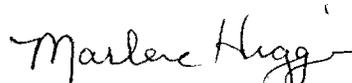
The instructional document is named K80 Flash Procedures.doc

If you have any issues with the instructions, or receive an error message, please contact the CSC ([navycashcenter@ezpaymt.com](mailto:navycashcenter@ezpaymt.com)) to open a case and engage Navy Cash Technical Support for further troubleshooting.

Once all equipment has been flashed please notify Navy Cash Technical Support (NCTS).

The following ships have already been confirmed as having successfully run the script: USS CAPE ST GEORGE, USS GREEN BAY, USS HALSEY, USS IWO JIMA, USS LABOON, USS STOCKDALE, and USS THACH. These ships need to perform the flashing of all equipment and report back to NCTS.

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

  
MARLENE HIGGINS  
Director, Navy Disbursing

**Please route immediately to the Supply Officer and Disbursing Officer**