

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 07-007

10 July 07

Purpose: WHAT'S UP GOLD

Discussion: The maintenance contracts will not be renewed for the What's Up Gold feature on the Navy Cash Server. The feature will not be removed, however, maintenance assistance will not be available in the future. In lieu of this feature, you can perform a manual "ping" to the devices with the following instructions:

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 the start menu and click on start – run – in the dialog box that opens, type CMD and press okay. This will open up a black DOS-style window.

Step 3

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

These steps are also described on page 65 of the Troubleshooting Guide.

Should you need assistance please contact the Customer Service Center at navycashcenter@ezpaymt.com or 1-866-662-8922.


MARLENE HIGGINS
Director, Navy Disbursing

Please route immediately to the Supply Officer and Disbursing Officer