



Service Bulletin Adaptor Connection

Background:

The Rynoh component that facilitates communication between Rynoh and your settlement software is called the “adaptor”. If the adaptor loses contact with your settlement software, you will likely experience the following:

- Your Rynoh reports, including the Morning Report, will not be accurate
- If you utilize Rynoh to automate your positive pay file submission, the will not be submitted
- Rynoh will not be able to match transactions automatically

It is important to prevent the adaptor from losing connection, and if it does, it is important to get it back up and running as soon as possible.

How Do You Know if the Adaptor Loses Connection?:

If the adaptor loses connection, each Morning Report will display the following message until connectivity is restored: “Warning! The book date is not current through XX/XX/XXXX.” In addition, you may notice that transactions do not appear to be updating from your bank or the settlement software.

What Should You Do if the Adaptor Loses Connection?:

There are two main reasons the adaptor may lose connection, as follows:

- 1) Power interruption to the host computer or server for the settlement software
- 2) You’ve made a change to your technical operating environment. This change could be one of the following:
 - a. New host computer or server for the settlement software
 - b. New settlement software, or upgrade to a newer version
 - c. New anti-virus software, or upgrade to a newer version

If your adaptor has lost connection due to a power interruption to the host computer or server, first make sure power has been restored and the host computer is running again. Once power has been restored, the adaptor should restart automatically. If it does not restart after fifteen minutes, you can manually restart if by opening Rynoh, and then selecting “Actions” > “Start”.

If your adaptor has lost connection for any other reason, iTracs will have to remap your adaptor. If you need us to remap your adaptor, or if you are having difficulty restarting your adaptor, please contact us using either of the following methods:

- Telephone (800) 326-4842
- Email iTracs@invtitle.com