

## YES TRANSACT: ON-THE-GO

### Frequently Asked Questions

- 1. Why am I getting error as “Failed to connect to server. Please check your internet connection/Settings.”?**  
Telnet 443 and 442 ports from local machine, e.g. -  
Open cmd > Type command > Telnet 123.136.19.86 443  
Go to Setting > Proxy Setting > Uncheck the “Use System Proxy” and save.
- 2. The error “File Transfer is not running” is showing on the YES TRANSACT: ON-THE-GO screen.**  
Please check whether port 442 in your system is open or not, e.g. -  
Telnet 123.136.19.86 442
- 3. After Successful Login tiles are not displayed.**  
Please check that the version of YES TRANSACT is above 4.3.0.10-4 and also check if your operating system is Window XP or above.
- 4. While sending the file, notification is not displayed.**  
Please restart YES TRANSACT: ON-THE-GO service by following the steps below -  
Go to Send/Receive File > Click on Stop Service > Then Click Start Service
- 5. While sending the file, I am getting the error notification “Duplicate File names not allowed. Rename and resend.”**  
Please rename the file with appropriate naming convention e.g.  
A2A\_Filename. For more file naming conventions, click on Help Desk.
- 6. What will I do if I am getting the message “USER is SUSPENDED”?**  
You must have your Secret Answer to reset your pin. If you have forgotten your secret question, you need to contact YES TRANSACT: ON-THE-GO support to reset you pin.
- 7. What will I do if my User ID is blocked?**  
If your ID is blocked, then you need to contact YES TRANSACT: ON-THE-GO support team to reset the PIN from backend.
- 8. What do I do if I forget my PIN?**  
Please click on “Click here to LOG IN” > Provide the User ID > Click on Forgot PIN> You will receive an OTP on your registered mobile no. > Provide the Secret Answer > Set New Pin.

**9. How do I authorize my File?**

After the inputter sends the file, he checks the status of the file in E-Payment portal. If the file status is PENDING then authorizer needs to login through YES TRANSACT: ON-THE-GO > Go to E-Payment portal > Click on File Name to verify the file as correct > Click on Tick (Authorize) > OTP SMS will be sent to your registered mobile number > Provide the OTP and your file will be processed further.

**10. How do I send a Payment File through YES TRANSACT: ON-THE-GO?**

Please click on Send /Receive File > Send Files > Click on Browse > Select the Payment file which you want to send > Click on Open > Select the user such as YBL E-PAY, YBLA2A etc. > Submit > You will receive a Notification “File reached at server”.

**11. What do I do if my system is formatted?**

If the system is formatted then you need to reinstall YES TRANSACT: ON-THE-GO application from the link

<https://www.yesbank.in/downloads/YesTransact.msi>

**12. Where do I check the status of my file?**

File status can be checked on E-Payment Portal.

**13. What do I do in case the Salary File format is incorrect?**

After sending a Payment file, you can get following errors in notification “Invalid header length”, “Invalid footer length”, “The file content does not adhere to file validation policy”. For resolution of such errors, you need to check the file format shared with you and resend the file in correct format.