



## Resolved and outstanding issues

We have good news! One of the most-requested documents for the Paragon Upgrade is now available.

[Click here to view the CRMLS Paragon Field Descriptions document.](#)

The document contains descriptions for most of your fields – old and new. If you come across an unfamiliar field, refer to this document.

Need help with the Paragon Upgrade? In addition to the usual channels, we're offering Zoom support all day today. Drop in whenever it's convenient for you.

**Wednesday September 23**

**8:30AM – 5PM**

[Click here to join](#)

Finally, here's a "table of contents" for the most pressing outstanding and resolved issues we've been working through.

- **RESOLVED** – Listing input and modification
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## Listing input and modification

On day one (9/21), we had hiccups with listing input and listing modification. All reported

issues are now RESOLVED; however, some unreported issues may yet crop up. If you're still having trouble, please [contact our support team](#).

## Listing distribution

We've received reports that not all listings are going out from Paragon to third-party websites.

- **Zillow and [Realtor.com](#)**: All listings are now visible on Zillow and Realtor.com.
- **Redfin and [Homes.com](#)**: Listings from prior to 9/21 are visible on these platforms; however, new listings are currently not showing up. We are in contact with the vendors and are working to resolve ASAP.

## Power Search

Due to the high volume of older listings being loaded into the system, Power Search has been mostly unavailable since the Upgrade took place on 9/21. We're working to ensure all listings are in place and your search capability is fully restored ASAP.

## Contacts

A small set of users have reported issues with their contacts not coming over to the new system.

**UPDATE 9/23:** Most affected users have seen their issue resolved. We're working on the last few remaining users with this issue and are targeting today for full resolution.

## Hotsheets and Market Monitor

Hotsheets and your Market monitor may "time out" due to the large volume of data they're processing. We expect this issue to be resolved as we progress through the week.

## Delayed data

Because our systems are loading so much data to complete the upgrade, you may experience a data delay in some areas within Paragon; for instance, some photos or listing data coming from other systems may not appear right away. We are working to get everything caught up ASAP.

## Saved Searches

Most saved searches carried over with no issues. However, some saved searches have mismatched fields between the old system and the new system. You will need to edit and reactivate these searches.

[Here's a guide on how to edit these saved searches.](#)

In the interest of transparency, and to give you a better idea of what searches will change, here is some info on searches in the old system that may not have transferred over:

- **Residential Styles = All Other Attached** in your old system doesn't exist in the new system. You'll have to review the property sub types in the new system to fit what you had in the old system. [Here's a guide to property sub types.](#)
- **Features** – If you're searching by any property features and one or more of them don't have a parallel in the new system, the search will be incomplete. Make sure to look at your ZZ searches and check for relevant features in the new system.
- **Lookups** – Like features, if one or more lookup values fail, the search will be incomplete. Review your ZZ searches to see if any lookups did not transfer over.
- **Private Remarks values** – Some data has been retained in Private Remarks in your new system but was not factored into saved search transfer. Check for information in Private Remarks in any ZZ searches to see what did not come over.

## Preference Wizards

IMPORTANT – Be sure to go through your preference wizards! **As a reminder, not all user preferences carried over into your new system.** [Here's a guide to updating your preference settings.](#) Going through the wizards now may take a few minutes, but it will save you valuable time down the road.

Thanks for reading, and thanks for your prompt attention to these issues.

CRMLS

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### Support

We've got you covered. If you are in need of technical support, please click the button below to submit a support request. A California Regional MLS customer care representative will be happy to assist you during regular business hours.

[Get Help](#)

### Education

We've got resources. CRMLS offers classroom training and online videos, webinars, and text reference guides to educate you on the products and services available to you. Click the button below to visit the CRMLS training center.

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