



## Resolved and outstanding issues

Hello! Here's your day 4 post-Upgrade update. We're breaking today's email into parts – see important information on all things Paragon below.

### CRMLS Paragon – Search by Postal Code

We've received reports of some issues searching by the MLS Area field. Some MLS Areas are returning fewer results than expected. **To avoid this issue, search by postal (ZIP) code in CRMLS Paragon.** This way, you'll see all the results you're looking for. We are working diligently to resolve the issue with MLS Area and will update you on the next communication.

### CRMLS Paragon Field Descriptions

Reminder: 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.

# CRMLS Paragon Webinars & Zoom Support

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

## [Paragon System Updates Webinar via Zoom](#)

TODAY – Thursday September 24 at 2 PM:

[Click here to join](#)

## [Paragon Live Support via Zoom](#)

Friday September 25:

8:30AM – 5PM

[Click here to join](#)

## Outstanding & Resolved Issues

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
- **RESOLVED** – Power Search
- **RESOLVED** – Hotsheets and Market Monitor
- **NEW** – Coming Soon showing as Withdrawn
- **NEW** – Days on Market calculations
- **IN PROGRESS** – Listing distribution
- **IN PROGRESS** – Contacts
- **IN PROGRESS** – Delayed data
- **REMINDER** – Saved Searches
- **REMINDER** – Preference Wizards

## 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](#).

## Power Search

Due to the high volume of older listings being loaded into the system, Power Search was mostly unavailable for the first few days of the Upgrade. Power Search is now operational, and all reported issues are **RESOLVED**; however, some unreported issues may yet crop up. If you're still having trouble, please [contact our support team](#).

## Hotsheets and Market Monitor

At the beginning of the Upgrade period, Hotsheets and Market Monitors would "time out" due to the large volume of data they're processing. This issue is now **RESOLVED**.

## Coming Soon showing as Withdrawn

Coming Soon listings coming from the rest of CRMLS and SDMLS into your system are currently being shown as "Withdrawn." This is a top priority issue for us; we're working to resolve ASAP.

## Days on Market calculations

Days on Market calculations are currently inaccurate, mirroring the Listing Contract Date instead of the On Market Date. We're in contact with the vendor and working on a fix ASAP.

## Listing distribution

We've received reports that listings are either not going out from Paragon to third-party websites or going out with errors.

- **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.
- **RESOLVED – Homesnap**: We saw intermittent issues with duplicate listings appearing on Homesnap. This issue is now resolved.

## 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.

## 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

---

## **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.

**View List**



Connect with us

[Unsubscribe](#) | [Privacy Policy](#) | [Get in touch](#)

Copyright © 2020 CRMLS. All rights reserved.

15325 Fairfield Ranch Road, Suite 200,  
Chino Hills CA 91709  
909.859.2040