The recent Upgrade, outstanding issues, and what we're doing to fix them

Full details below

Your upgraded Flex system launched on 8/31. If you haven't already, please visit your Flex Upgrade Resources page to learn all about the changes:

Pasadena-Foothills Flex Resources page: https://go.crmls.org/flexmls-upgrade-pfar/
Ventura County Coastal Flex Resources page: https://go.crmls.org/flexmls-upgrade-vccar/

We've been hard at work on wrapping up all the outstanding technical details to make sure your system runs as smoothly as possible. Now that your new system has been live for a few weeks and most of the dust has settled, we thought we'd update you on a few issues you may still run into.

Here's a "table of contents" for the most pressing outstanding issues we've been working through.

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Missing Selling Agent in Closed listings

Some Closed listings are missing their Selling Agent information. We are aware of the issue and working with the vendor to resolve ASAP.

City and Area naming differences leading to inaccurate results

There are some differences in the naming conventions for some Cities and Areas between "native" (i.e., CRMLS Flex listings) and "imported" (i.e., listings coming in from other systems) listings. Because of these differences, some searches may not turn up accurate results. This only affects a subset of Cities and Areas. We're working with the vendor to normalize the naming of affected Cities and Areas ASAP.

Listing distribution

We've received reports that not all listings are going out from CRMLS Flex to **Homes.com.** Early in the Upgrade, you may have seen issues with other third-party sites like Zillow and Realtor.com. As of this writing, all other third-party sites are up-and-running. We're working with Homes.com to ensure all listings you choose to distribute appear on their website.

zipForm ML# handling

zipForm and its MLS Connect product are unable to handle ML numbers with hyphens. Your Upgraded system assigns ML numbers with hyphens to listings.

Thankfully, there's an easy work-around for this! Simply put quotation marks around your ML#. For example, the ML# V0-22000012345 should be expressed in zipForm as "V0-22000012345" – quotation marks included. This is a temporary fix until the vendor resolves the issue completely.

Missing search fields.

When selecting all MLSs in a search, users are experiencing issues with searching certain fields due to the different naming conventions each system has. Fields we've seen reported so far are:

- Property Attached/Detached
- Number of Units in Community
- Senior Community
- (RESOLVED) View/View Type

We're working with the vendor to line up these fields and any others we see reported in the future.

Flexmls Pro app missing filters

The Flexmls Pro app is not currently showing all property types within the filter. We're in contact with the vendor and working on a resolution.

Look forward to more updates soon. In the meantime, if you have questions regarding your Flex system, please click on the Support button below.

Thanks for reading, and thanks for your continued support!

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.

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