eCONNECT

The latest news and updates on MLS tech and services.

Resolved and outstanding issues

Hello! Here's your day 5 post-Upgrade update. We're breaking today's email into parts – see important information on all things Paragon below.

Register for a webinar the week of 9/28 - 10/2.

Paragon Updates Webinar
Monday - Friday at 12PM

REGISTER HERE

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 Zoom Support

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.

Paragon Live Support via Zoom

TODAY – 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
- **RESOLVED** – Contacts
- **RESOLVED** – Days on Market calculations
- **IN PROGRESS** – Listing distribution
- **IN PROGRESS** – Coming Soon showing as Withdrawn
- **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.**

Contacts

A small set of users have reported issues with their contacts not coming over to the new system. Known issues are now **RESOLVED**.

Days on Market calculations

Days on Market calculations are now up-to-date, and this issue is **RESOLVED**. If you're still having trouble, please [contact our support team.](#)

Listing distribution

We've received reports that listings are either not going out from Paragon to third-party websites or going out with errors. **UPDATED 9/25.**

- **com:** Listings from prior to 9/21 are visible on [Homes.com](#); however, new listings are currently not showing up. We are in contact with the vendor and are working to resolve ASAP.
- **RESOLVED – Zillow, [Realtor.com](#), and [Redfin.com](#):** All listings are now visible on these websites.
- **RESOLVED – Homesnap:** We saw intermittent issues with duplicate listings appearing on Homesnap. This issue is now resolved.

Coming Soon showing as Withdrawn

Earlier in the upgrade, Coming Soon listings coming from the rest of CRMLS and SDMLS into your system were shown as "Withdrawn." As of 9/25, all new listings are coming over correctly; we're working on getting older listings updated to the correct status.

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. <u>You will need to edit and reactivate these searches.</u>

[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