



## Resolved and outstanding issues

### Full details below

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

#### **CRMLS Paragon Compliance Webinars**

We've given Paragon users like you a period of relaxed Compliance enforcement while you've transitioned to the Upgraded system. To ensure the integrity of data in your new system, CRMLS Compliance will soon ramp up enforcement of the CRMLS Rules and Regulations for CRMLS Paragon users.

To help make sure everyone's prepared – and our data is clean! – CRMLS Compliance will present a series of online webinars on Top Compliance Violations and how to avoid them **Thursdays this month at 10 AM and 1 PM.**

[Click here to register for a 10 AM session](#) - (Thursdays, 10/8, 10/15, 10/29)

[Click here to register for a 1 PM session](#) - (Thursdays, 10/15, 10/22, 10/29)

#### **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.

### **Outstanding & Resolved Issues**

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

- **IN PROGRESS** – "CRMLS Fill Agent" appearing on reports/displays
- **IN PROGRESS** – Missing photos from SDMLS listings
- **RESOLVED** – Listing input and modification
- **RESOLVED** – Power Search
- **RESOLVED** – Hotsheets and Market Monitor
- **RESOLVED** – Contacts
- **RESOLVED** – Days on Market calculations
- **RESOLVED** – Listing distribution
- **RESOLVED** – Coming Soon showing as Withdrawn
- **RESOLVED** – Delayed data
- **REMINDER** – Saved Searches
- **REMINDER** – Preference Wizards

#### **"CRMLS Fill Agent" appearing on reports/displays**

In some cases, "CRMLS Fill Agent" appears on the List Agent ID or Buyer Agent ID on listing reports/displays. We're treating this issue with the highest priority and will update you once we have a resolution.

#### **Missing photos from SDMLS listings**

We have received reports that some older SDMLS listings are appearing with missing photos in other systems. We are back-filling the affected records and plan to have this completed by end of day today.

#### **Listing input and modification**

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

#### **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**.

#### **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**.

### **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/RESOLVED 10/2**.

- **RESOLVED – Zillow, [Realtor.com](#), [Redfin.com](#), and [Homes.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.” This issue is now **RESOLVED**.

### **Delayed data**

Because our systems were loading so much data to complete the upgrade, you may have experienced a data delay in some areas within Paragon; for instance, some photos or listing data coming from other systems may not have appeared right away. In particular, listing flow between CRMLS’s system and SDMLS’s system saw some delays. These issues are now **RESOLVED**; if you are still seeing delayed data, please [contact our support team](#).

**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.

[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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