



## Welcome To Paragon 3.0

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Paragon MLS is the next generation of web-based services designed by FNIS specifically for agents, brokers, and MLS administrators. Paragon MLS is an amazingly flexible online system that uses the architecture of Microsoft .net to increase efficiency and productivity.

State-of-the-art navigation provides instant transportation to anywhere within the application. Paragon users may tailor views, searches and reports, add or subtract fields from the database, personalize default menu options and instantly pull and combine a variety of customizable MLS listing data.

By leveraging FNIS technology, real estate brokers, agents, transaction managers and MLS executives can seamlessly access FNIS' services, as well as those of other vendors, and standardize their internal business practices to deliver premier customer service, from contact to contract and contract to close.



# Configuring Your Computer

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## Configuration

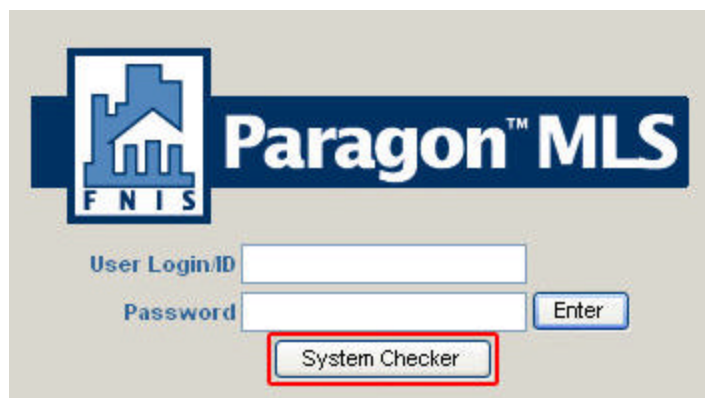
### Browser/System Checker

#### ABOUT THE BROWSER/SYSTEM CHECKER

The Paragon System Checker is a support and maintenance enhancement primarily used by the MLS Staff and Paragon support personnel to validate if the end-user's computer system complies with Paragon MLS requirements. In cases where the hardware is not in compliance, the System Checker will provide a link to an appropriate Web site to upgrade your system to be in compliance or make the appropriate correction automatically. In addition, each MLS may set a standard printer setting that will work best for the standard printed reports. The System Checker will automatically set these for each individual user.

#### TO UTILIZE THE SYSTEM CHECKER

1. Open **Internet Explorer** and open the Paragon 3.0 login page. (i.e. <http://yourmls.fnismls.com>)
2. The Paragon Login screen will be displayed.
3. Click on the **System Checker** button below the login form.



## Paragon 3.0 Online Help

4. Paragon will display a page asking you if you would like to check your browser settings. Click **Yes** to open the System Checker to insure your PC is configured for optimal Paragon MLS performance.



You are about to run a Paragon application that will check your browser settings to ensure they are configured for optimal Paragon MLS performance. This is a Support program to help improve your user experience with the system.

This program must download to your PC. Therefore, certain settings must be established before the program can download. You must click the YES button in order to check your system. If you wish to manually check your settings now, you may [click here](#) or you may proceed and the program will verify that your settings are correct.

Note: Depending on your settings, you may be prompted to accept the ActiveX control several times.

Do you wish to continue and Check Your Browser Settings?

- Click yes to proceed

- Click no to stop and return to Paragon MLS.

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*Note: If you receive a message that asks you to modify your Active X controls go and do this now. Then continue to step 5.*

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5. The System Checker will open displaying your current components and the minimum requirements needed to run Paragon MLS 3.0. If your current system's components do not meet the minimum requirements the System Checker will place a red **Unacceptable** message in the status column next to the component that does not meet the minimum requirements.
6. If you receive an **Unacceptable** status read the correction comments next to the component. It will provide you with directions on how you can modify your system to meet the requirements established.

Component	Functionality Affected	Status	Correction/Comments
<b>Operating System</b> Current: MS Windows 5.1.2600 Min. Required: MS Windows 4.10.2222	core site functionality	Acceptable	
<b>Browser</b> Current: IE 6.0.2800.1106 Min. Required: IE 5.50.4807.2300	core site functionality	Acceptable	
<b>Java Virtual Machine</b> Current: 5.0.3810.0 Min. Required: 5.0.3809	menus, grid	Acceptable	Test MS JVM
<b>MS XML</b> Current: 3.0 Min. Required: 3.0	reporting, multiple printing	Acceptable	
<b>Printer Margins</b>  Recommended: .25;.5;.25;.25;	reporting, custom views	Unknown	Optimize Printer Settings
<b>Adobe Acrobat Reader</b>	document repository	Acceptable	
<b>Rich Text Editor</b>	email, prospecting, cma		Optimize Rich Text Editor

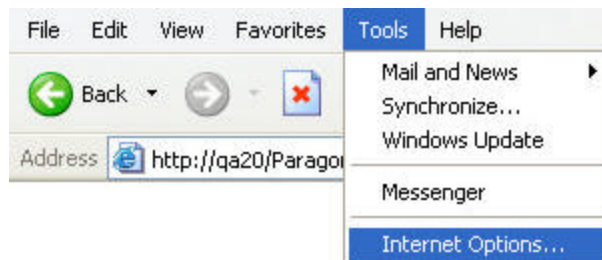
## ActiveX Controls

### ABOUT ACTIVE X CONTROLS

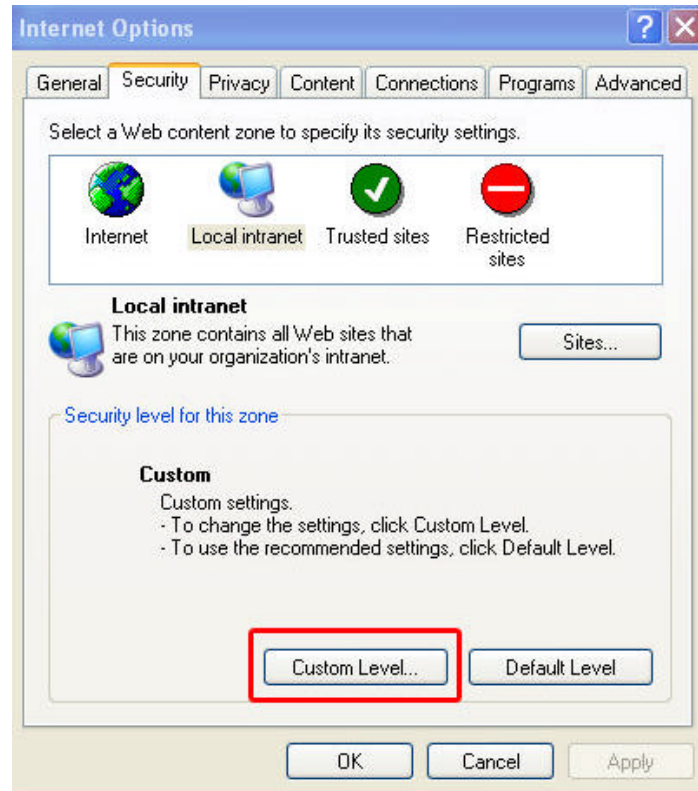
ActiveX controls are a reusable software technology used to add specialized functionality, such as animation menus to Web pages, desktop applications, and software development tools. ActiveX Controls can be written in a variety of programming languages, including C, C++, Visual Basic, and Java. Paragon MLS uses ActiveX controls throughout the system and they must be configured correctly in order for the user to fully utilize the Paragon MLS system.

### CONFIGURING ACTIVE X CONTROLS

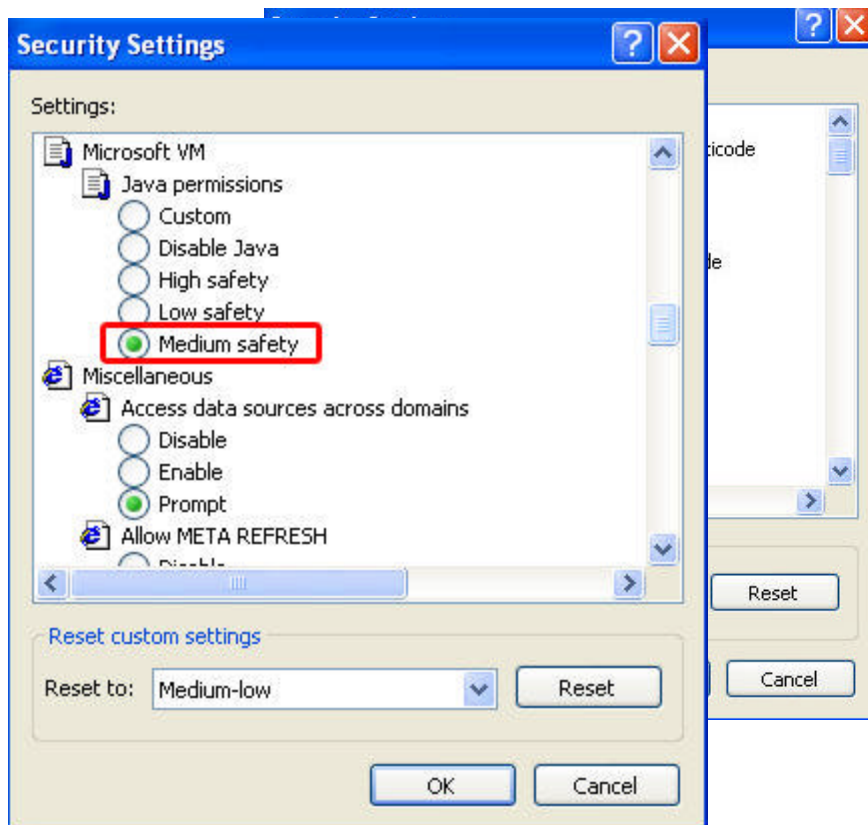
1. In Microsoft Internet Explorer, click on **Tools > Internet Options**.



2. Click on the **Security** tab and click **Custom Level**.



3. Select **enable** for all items under the **ActiveX controls and plug-ins**.
4. Select **Low Safety** under Microsoft VM.



5. When you are done click **OK**.

## Hardware and Software Requirements

### MINIMUM AND IDEAL REQUIREMENTS

The following hardware and software requirements will ensure optimum performance of our products. If you do not meet the requirements below, you may experience poor system performance. FNIS shall not be responsible for system performance when user equipment does not meet at least the "Minimum" configurations as specified below.

Paragon MLS 3.0		
	Minimum	Ideal
Operating System	<ul style="list-style-type: none"> <li>o Windows 98se, ME, 2000, or XP</li> <li>o Internet Explorer 5.5.4807.2300</li> </ul>	<ul style="list-style-type: none"> <li>o Windows XP</li> <li>o Internet Explorer Version 6.0</li> </ul>
Processor	IBM or compatible PC: <ul style="list-style-type: none"> <li>o Pentium or compatible Processor</li> <li>o 600 MHz or greater</li> </ul>	IBM or compatible PC: <ul style="list-style-type: none"> <li>o Pentium III or compatible Processor</li> <li>o 1000 MHz or greater</li> </ul>
Memory	<ul style="list-style-type: none"> <li>o 256 MB RAM</li> </ul>	<ul style="list-style-type: none"> <li>o 512 MB RAM</li> </ul>
Java Virtual Machine	<ul style="list-style-type: none"> <li>o Virtual Machine: 5.0.3809</li> </ul>	<ul style="list-style-type: none"> <li>o Virtual Machine: 5.0.3810.0</li> </ul>
MS XML	<ul style="list-style-type: none"> <li>o MS XML 3.0</li> </ul>	<ul style="list-style-type: none"> <li>o MS XML 3.0 or higher</li> </ul>
Monitor	<ul style="list-style-type: none"> <li>o 15" Color Monitor capable of 800 x 600 resolution.</li> </ul>	<ul style="list-style-type: none"> <li>o 17" Color Monitor capable of 1024 x 768 resolution (or better)</li> </ul>
Printer Margins	<ul style="list-style-type: none"> <li>o Recommended: .25; .5; .25; .25</li> </ul>	<ul style="list-style-type: none"> <li>o Recommended: .25; .5; .25; .25</li> </ul>
Internet Connection Speed and Modem	Dialup Internet Access: <ul style="list-style-type: none"> <li>o 56kbps hardware error correcting modem</li> </ul>	High Speed Internet Access: <ul style="list-style-type: none"> <li>o Cable, DSL, T1-Line.</li> </ul>

## Using Windows Update

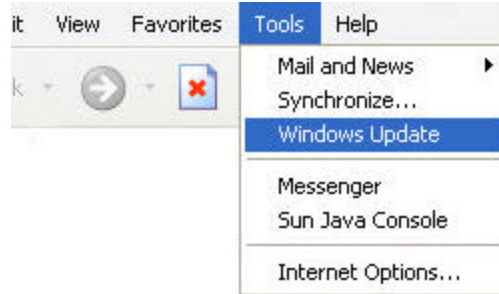
### HOW TO UPDATE YOUR OPERATING SYSTEM

If you update your computer using the Windows Update/Update Wizard included with your system, you will get all necessary fixes, patches, updates, etc. If you try to update your system manually by downloading programs individually, you may not receive the full benefit of an update. Be sure that you are using the Microsoft Virtual Machine (See [Microsoft Virtual Machine](#)). If you use a Virtual Machine provided by another company, it may not be compatible with Windows and/or Paragon MLS.

The Windows Update feature should fix any issues caused by previous updates that may have been incompatible with your system. If you have questions about updating your operating system, refer to the Windows help menu or go to <http://support.microsoft.com/default.aspx> for help. If you have questions about Paragon MLS, please contact technical support at 1-877-MLS-HELP or send your request to [paragonsupport@fnis.com](mailto:paragonsupport@fnis.com).

### HOW TO UPDATE YOUR OPERATING SYSTEM

1. **Double-click** the Internet Explorer icon to launch the Internet Explorer web browser.
2. Click on **Tools > Windows Update**.



3. The windows update page will open. You will have **two options** to select from. There is the **Express** Install and the **Custom** install. Use the Express install for the defaults, only select the Custom install if you want to select individual components, either option is acceptable. To insure Paragon runs smoothly on your Operating System you need to make sure you have all critical and high priority updates installed on your Operating System.

A screenshot of the Windows Update website. The page features the Microsoft Windows logo at the top left and a search bar at the top right. Below the logo is the text 'Windows Update'. A navigation bar includes links for 'Home', 'Windows Family', 'Windows Catalog', and 'Office Family'. The main content area has a 'Welcome update your computer' banner with a photo of a person. Below the banner, there is a section titled 'Get the latest updates available for your computer's operating system, software, and hardware. Windows Update scans your computer to see what updates are required and provides you with a list of updates tailored just for you.' Two installation options are listed: 'Express Install (Recommended): High Priority Updates for Your Computer' and 'Custom Install: High Priority and Optional Updates for Your Computer'. A left sidebar contains links for 'Install updates', 'View installation history', 'Settings', 'Restore hidden updates', 'Administrator options', 'Help and support', and 'Frequently asked questions'.



## XPS2 and Trusted Sites

### WINDOWS XP SERVICE PACK 2

Windows XP Service Pack 2 is the latest service pack released by Microsoft. It only affects users running the Windows XP Operating System. This new service pack includes a variety of new enhancements including protection of the network, increased protection for memory, handling of e-mail more safely, and the ability to browse the Internet more securely.

Paragon 3.0 will be affected by this latest service pack. Specifically, the new popup blocker added to this service pack will prevent separate window modules from opening. To eliminate this problem users need to simply add their Paragon website to the trusted sites list found in your local internet settings.

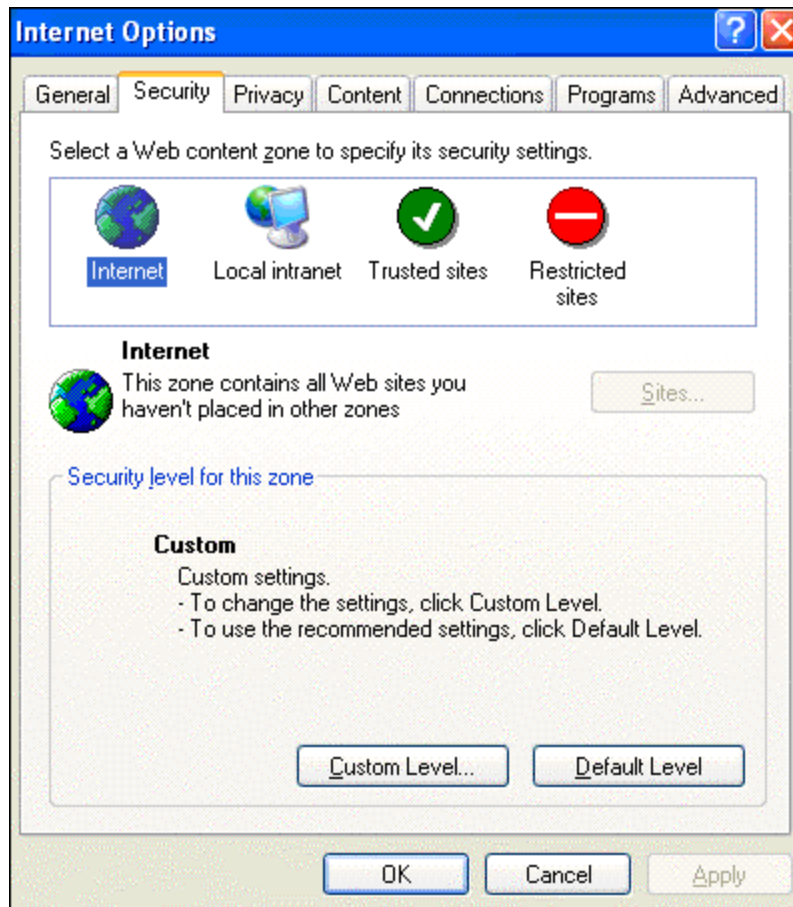
### AFFECTED AREAS

The primary area that is affected with the service release will be the Contact module and the CMA module. Both of these modules will open in a new window for the users to enter information. However with the pop-up blocker installed, Microsoft will treat these new windows as pop-ups and prevent the window from opening. When you attempt to add a new contact or CMA presentation you will receive the following message.

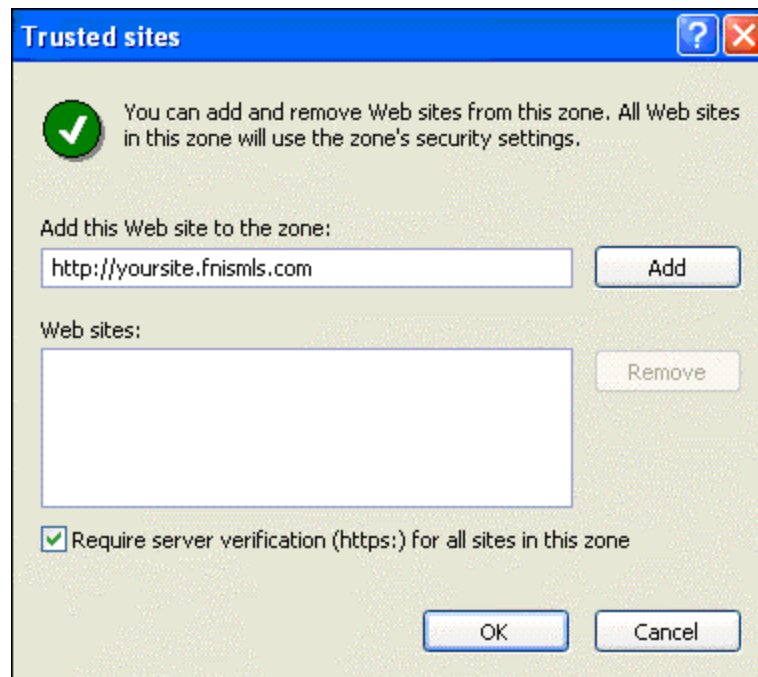


### HOW TO ADD PARAGON AS A TRUSTED SITE

1. Open **Internet Explorer**
2. From the top menu bar select **Tools > Internet Options**
3. Click on the **Security** Tab
4. There will be four icons displayed. Click on the **Trusted Sites** icon, this is the icon with the green circle with a white check mark in the center.
5. Click on the **Sites...** button.



6. Make sure the check box that states "Require server verification (https)..." is **unchecked**.
7. Enter the following **URL** into the "Add this Web site to the zone:" section: (**\*.fnismls.com**) and click **Add**.



8. Click **Ok** and then **Ok** once more.
9. For the changes to take effect you must **close** your web browser and then **open** a new web browser. Paragon will be ready for use.

## Installing Java Virtual Machine

### Microsoft Virtual Machine (VM)

#### ABOUT MICROSOFT VIRTUAL MACHINE

Paragon™ MLS requires the most current version of the Microsoft Virtual Machine. The install process may be somewhat confusing; depending on your computer's operating system (Windows 98, 98SE, ME, 2000, or XP). The installation process is different for each version of Microsoft Windows, and each process will be explained individually. For more information, go to <http://support.microsoft.com/default.aspx?id=kb:en-us:Q299672>.

If you update your computer using the Windows Update/Update Wizard included with your system, you will get all necessary fixes, patches, updates, etc. If you try to update your system manually by downloading programs individually, you may not receive the full benefit of an update. Be sure that you are using the Microsoft Virtual Machine. If you use a Virtual Machine provided by another company, it may not be compatible with Windows and/or Paragon™ MLS.



The most common problem with not having Microsoft Virtual Machine installed on your system is the main menu bar will not load correctly. If you see a red x instead of the menu items it is most likely due to your system not having Microsoft Virtual Machine installed or having the incorrect version. This is a common issue especially with users who purchase new machines.

To determine if your system has the right version of Microsoft Virtual Machine installed refer to your system checker. The system checker is located on the Paragon login screen.

Follow the instructions provided. When finished, the System Checker will display a list of requirements that must be met in order for Paragon to run correctly on your machine. In the list you will find a section called Java Virtual Machine. If your PC has the correct version installed the status of the Java Virtual Machine will be set to acceptable. It will also give you the current version and minimum requirements needed for your system. Click the Test MS JVM to test you Java Virtual Machine settings



**Java Virtual Machine**  
Current: 5.0.3810.0  
Min. Required: 5.0.3809

menus\_grid

Acceptable

Test MS JVM

Paragon is not limited to just Microsoft Virtual Machine. Paragon has the ability to run both Sun Java 2 Runtime 1.4 and Microsoft Virtual Machine. In order for Paragon to function correctly users must be running Sun Java 2 Runtime 1.4 or higher. Although Paragon has the ability to run both Microsoft Virtual Machine and Sun Java 2 Runtime 1.4 it is recommended that users run Microsoft Virtual Machine due to some slower performance issues with the Sun Java 2 Runtime.

The Windows Update feature should fix any issues caused by previous updates that may have been incompatible with your system. If you have questions about updating your operating system, refer to the Windows help menu or go to <http://support.microsoft.com/default.aspx> for help. If you have questions about Paragon™ MLS, please contact technical support at 1-877-MLS-HELP (1-877-657-4357) or send your request to [paragonsupport@fnis.com](mailto:paragonsupport@fnis.com).

### Installing Microsoft VM on Windows XP

## INSTALLING MICROSOFT VM

The Microsoft Virtual Machine is available for Windows XP (Home and Professional) in an update known as Windows XP Service Pack 1. Microsoft explains why you should update your operating system:

*Microsoft continually works to improve its software. As part of this effort, we develop updates and fixes to recognized issues and release them for customers. On a regular basis, we combine many of these fixes into a single package and make the package available for you to install on your computers. These packages are called Service Packs. Windows XP Service Pack 1 (SP1) provides the latest security and reliability updates to the Windows XP family of operating systems. Windows XP SP1 is designed to ensure Windows XP platform compatibility with newly released software and hardware, and includes updates that resolve issues discovered by customers or by Microsoft's internal testing team.*

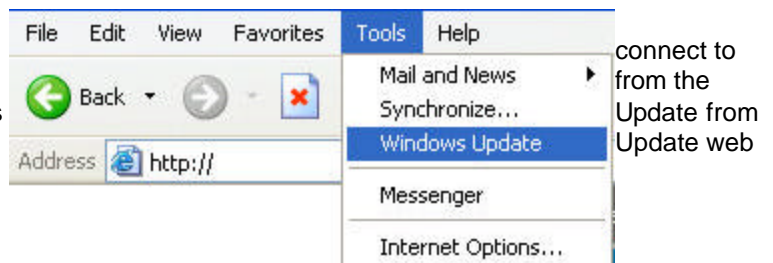
There are two ways that users of Windows XP can install Windows XP SP1 and update their operating system. The easiest method is to use the automatic update feature included in Windows XP. However, you must be connected to the Internet to use the Windows Update feature. By default, Windows XP puts a shortcut to the Windows Update feature in your Start menu.

### Method 1:

To launch the update feature from the Start menu, click the Start button in the lower left-hand corner of the desktop. When the start menu appears, select All Programs from the menu. All the programs installed on your computer will be listed in this menu. You should find a program named Windows Update at the very beginning (top) of this menu. Clicking this program will load the Windows Update web site.

### Method 2:

The other way to update your system is to the Internet. Once you are connected, click Tools Internet Explorer menu bar. Next, select Windows the Tools menu. You will be taken the Windows site. The URL for this web site is



<http://v4.windowsupdate.microsoft.com/en/default.asp>.

Click Scan for Updates and the web site will scan your computer and let you know what updates are necessary. Follow the directions provided to download all necessary updates. For system and hard disk space requirements for the update, go to <http://support.microsoft.com/default.aspx?scid=kb:en-us:Q326583>.

## Installing Microsoft VM on Windows 2000

### INSTALLING MICROSOFT VM

On Windows 2000, installing the Microsoft Virtual Machine for Java will require administrator access. Microsoft Internet Explorer 4.01 or later must be installed in order to use this version of the Microsoft Virtual Machine. Windows 2000 Service Pack 1 must also be installed prior to installing the Microsoft JVM.

PLEASE NOTE: Once you have installed the updated Microsoft VM it cannot be uninstalled. The Microsoft VM is included with the Windows 2000 operating system and can only be updated with a Windows 2000 hot fix or service pack release.

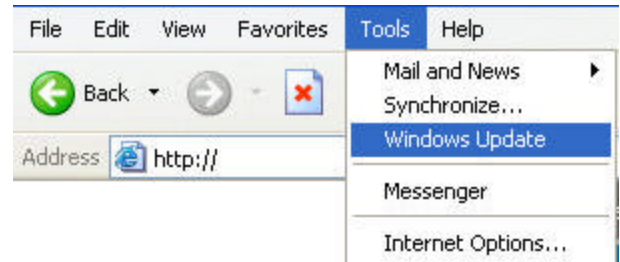
### Method 1:

The easiest method is to use the automatic update feature included in Windows 2000. However, you must be connected to the Internet to use the Windows Update feature. By default, Windows 2000 puts a shortcut to the Windows Update feature in your Start menu. To launch the update feature from the Start menu, click the Start button in the lower left-hand corner of the desktop. From the start menu, select Programs from the menu. All the programs installed on your computer will be listed in this menu. You should find a program named Windows

Update at the very beginning (top) of this menu, clicking this program will load the Windows Update web site.

**Method 2:**

The other way to update your system is to connect to the Internet. Once you are connected, click Tools from the Internet Explorer menu bar. Next, select Windows Update from the Tools menu. You will be taken the Windows Update web site. The URL for this web site is <http://v4.windowsupdate.microsoft.com/en/default.asp>. Click **Scan for Updates** and the web site will scan your computer and let you know what updates are necessary. Follow the directions provided to download all necessary updates.



## Installing Microsoft VM on Windows 98, 98SE, or ME

### INSTALLING MICROSOFT VM

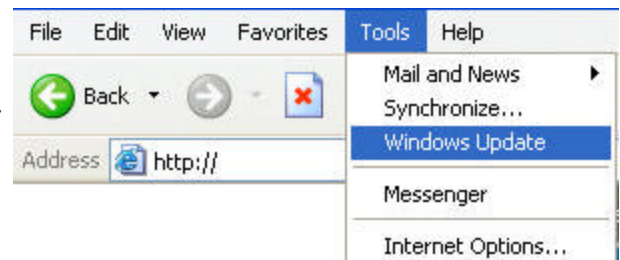
There are two ways that users running Windows 98, 98SE, or ME operating systems can install Microsoft Virtual Machine. The easiest method is to use the Update Wizard included in 98, 98SE, or ME. However, you must be connected to the Internet to use the Update Wizard. By default, Windows puts a shortcut to the Update Wizard in your Start menu.

**Method 1:**

To launch the update feature from the Start menu, click the Start button in the lower left-hand corner of the desktop. When the start menu appears, select Program Files from the menu. All the programs installed on your computer will be listed in this menu. You should find a program named Update Wizard in this menu. Clicking this program will load the Windows Update web site.

**Method 2:**

The other way to update your system is to connect to the Internet. Once you are connected, click Tools from the Internet Explorer menu bar. Next, select Windows Update from the Tools menu. However, you must have at least Internet Explorer 4.0 installed on your system. You will be taken the Windows Update web site. The URL for this web site is <http://v4.windowsupdate.microsoft.com/en/default.asp>.



Click Scan for Updates and the web site will scan your computer for any updates needed. It will inform you of any updates that you need to download. Follow the directions provided to download the needed files.

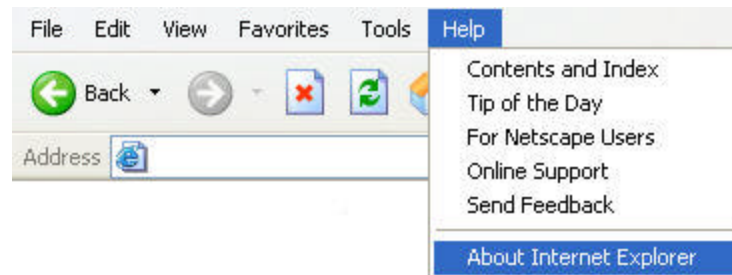
## Internet Explorer Settings

### Internet Explorer Settings

#### TO DETERMINE THE CORRECT VERSION OF INTERNET EXPLORER

You must have Microsoft Internet Explorer 5.5 SP2 or higher. We recommend upgrading to version 6.0 to take full advantage of the features it provides. You can also check your system checker as well. See [System Checker](#) for more information.

1. **Double-click** the Internet Explorer icon to launch the Internet Explorer web browser.
2. Click **Help > About Internet Explorer** from the Internet Explorer menu bar.

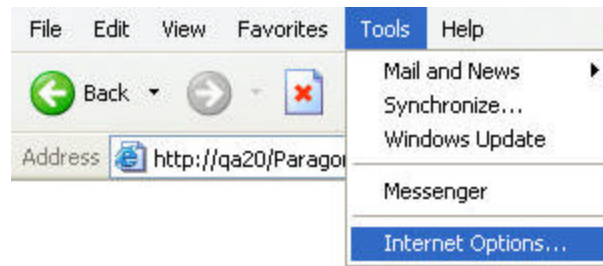


3. The version of Internet Explorer will be displayed. If you do not have a compatible version, there are many places you can go to upgrade to a newer version of IE. The best location is Microsoft's download site at <http://www.microsoft.com/downloads>. Internet Explorer upgrades can be downloaded free of charge.

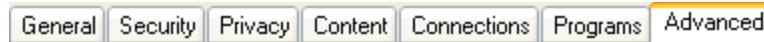
## Internet Explorer Settings

### TO TURN ON BACKGROUND PRINTING IN INTERNET EXPLORER

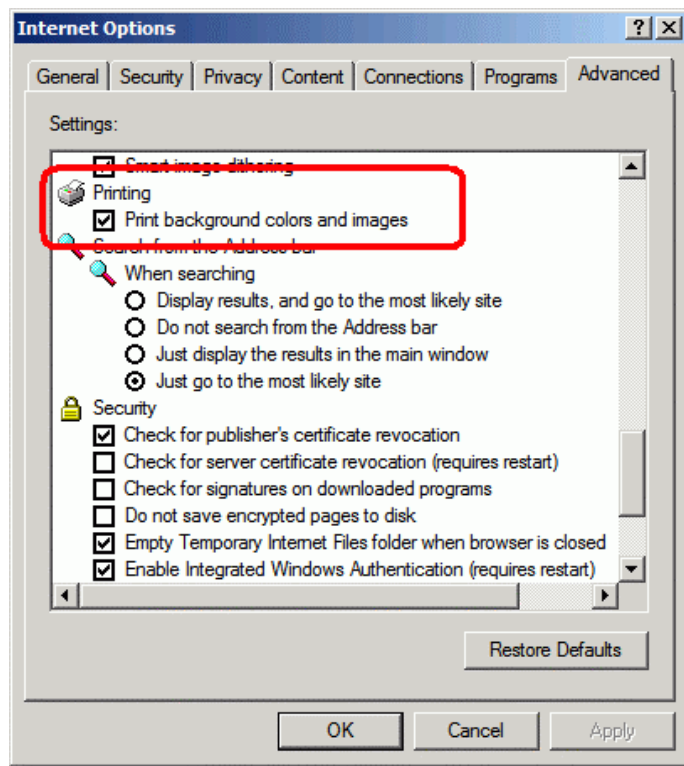
1. **Double-click** the Internet Explorer icon on your desktop to launch the Internet Explorer web browser.
2. Click **Tools > Internet Options...** to display the Internet Options window.



3. Click the **Advanced** tab.



4. Scroll down until the section named **Printing** appears.
5. Select **Print background Colors and images**.
6. Click **OK** to save this change.



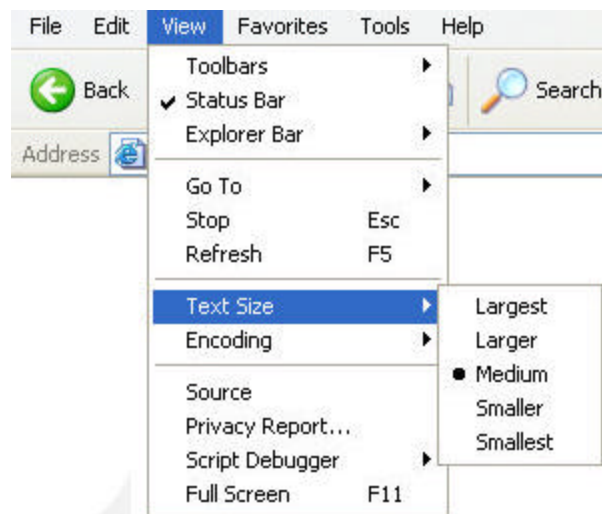
## Changing Text Size

### TEXT SIZE IN INTERNET EXPLORER

Depending on your monitor's resolution some text displayed on a web page may appear too small to read. Using Internet Explorer's built in features users can adjust the size of the text displayed on the screen.

### TO CHANGE THE TEXT SIZE IN INTERNET EXPLORER

1. **Double-click** the Internet Explorer icon to launch the Internet Explorer web browser.
2. Click **View > Text Size** from the Internet Explorer menu bar.
3. Try different settings (**Larger, Medium, etc**) to see how they look.
4. Press the **F11** key to toggle between a regular size screen and a full screen.



5. This will give you more screen area to view Paragon MLS. Pressing **F11** again brings back the regular screen, complete with all tools and icons.