

WELCOME

The Paragon MLS Desktop 3.1 Installation Guide



Welcome to the Paragon MLS Desktop Installation guide. This install guide will provide you with the steps and procedures you will need to upgrade your desktop application to the latest version of Paragon MLS Desktop 3.1.

Version #: 1.0

Update Date: 07/14/2005

3.1 TRIGGER INSTALLATION UPGRADE

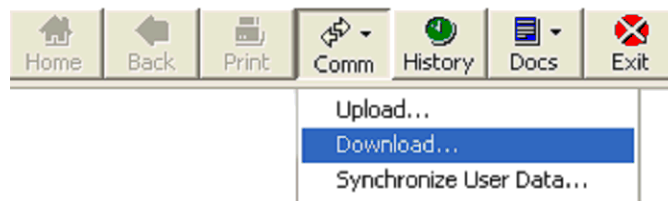


Introduction

This document will outline the steps involved with upgrading your Paragon MLS™ Desktop 3.x to the latest version of Desktop. The procedures below are not dependent upon any operating system installed. This upgrade will not delete or modify any of the data that is currently stored on your computer and you will not need to perform another initial download.

Upgrading Desktop 3.0

1. Before you begin your installation of Paragon MLS Desktop 3.1 you must disable your Antivirus software. If you need additional information on how to disable this software please contact your system administrator or application vendor.
2. Open Paragon MLS™ Desktop 3.x and login using your username and password.
3. Click on **Comm** button and select **Download...**



4. Click on the **Yes** button to begin the download.
5. A message box will open displaying the upgrade version number. Click on the **Continue** button. The message box will close and Paragon will open the Paragon MLS Desktop Welcome screen. See **Figure B8**

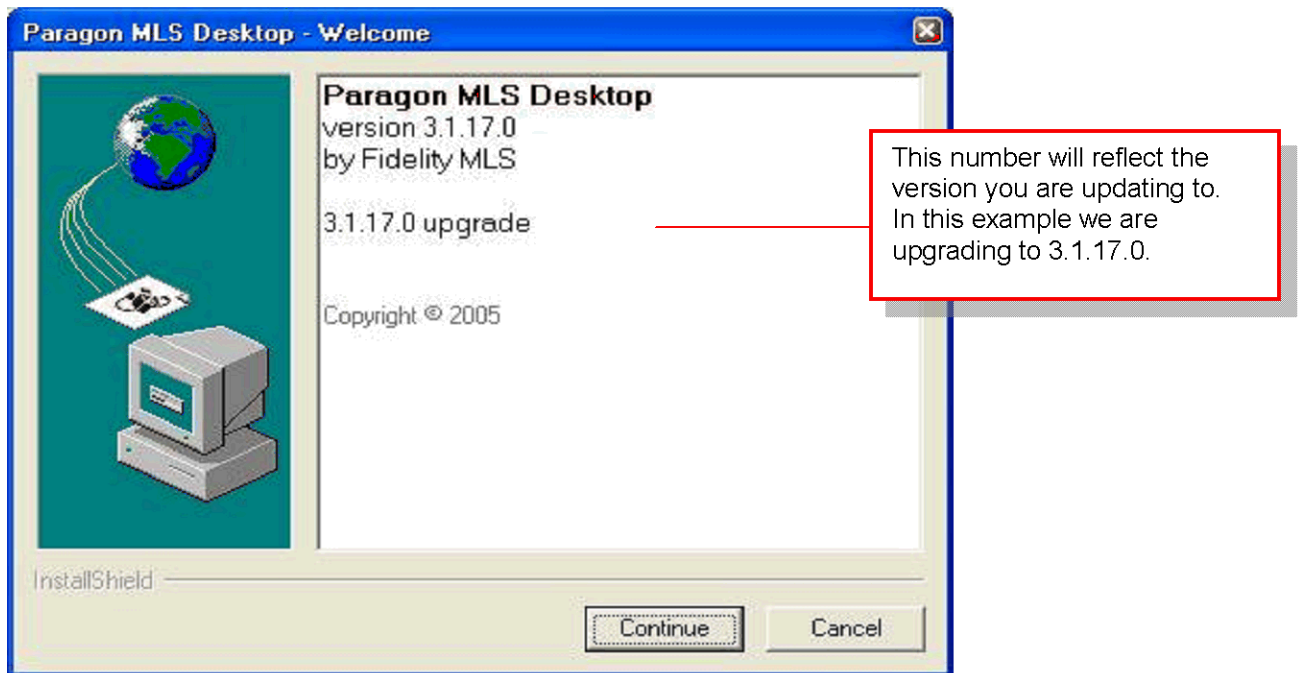


Figure B8 (This is just an example screen)

6. Click **Continue**
7. A message box will open stating "You have received an update for Fidelity Paragon MLS Desktop. This service pack will update your program files now." Click on the **Ok** button to begin the installation. See **Figure B9**
8. The install will then bring up a welcome box asking if you would like to install the update. Click **NEXT**.

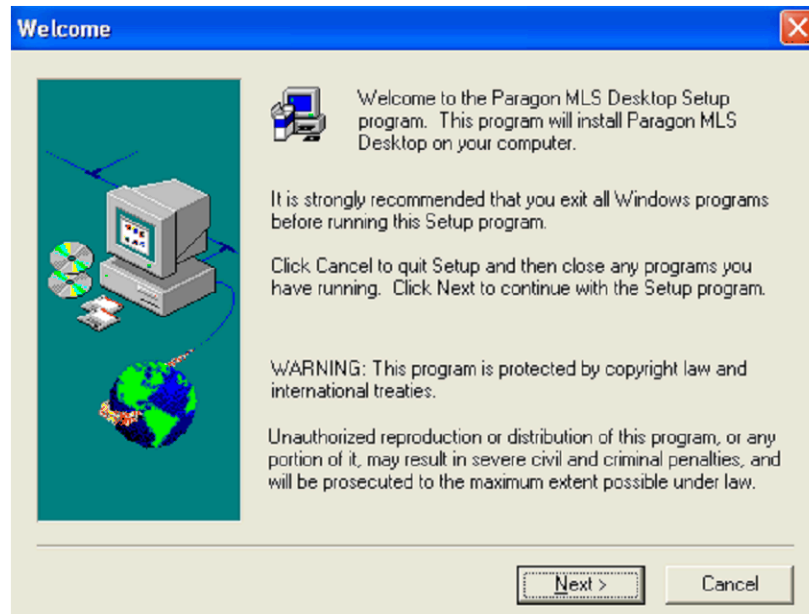


Figure B9

9. A Choose Destination Directory box will open. The default location should be displayed. Click the **Next** button to continue. See **Figure B10**

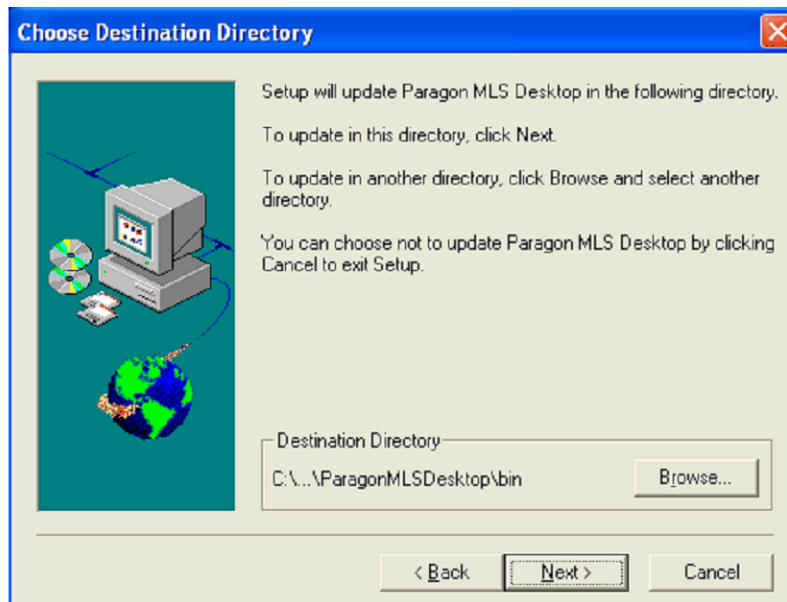


Figure B10

10. The Start Copying Files dialog box will open. Click on the **Next** button to begin the copying of Files. See **Figure B11**

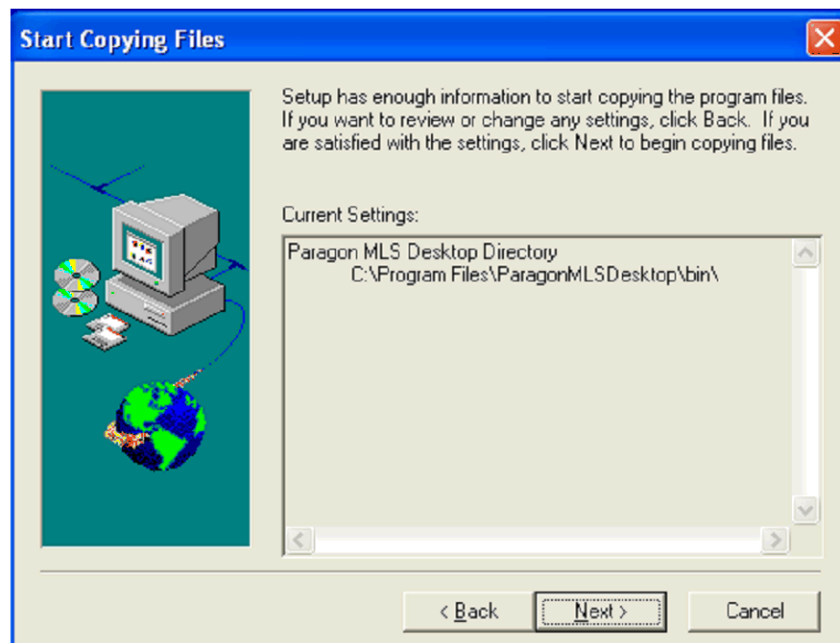


Figure B11

11. Files will begin to copy over to your local drive. When completed the Setup Complete dialog box will display. See **Figure B12**



Figure B12

12. Click **Finish** to close the setup window
13. Paragon MLS Desktop should now be upgraded and ready for use. You may now enable your Antivirus software.
14. If you run into any [installation issues](#) please see below for additional information regarding your new Paragon MLS Desktop 3.1.

Installation Issues

Microsoft SQL Server Desktop Engine (MSDE) Issues

There are a number of different software applications that may utilize MSDE as their database engine. These applications may cause conflicts with how Paragon MLS Desktop operates. If you need additional information on how to troubleshoot these issues please contact your network/system administrator or software application vendor.

Internet Accelerator

Internet accelerator applications will compress photos into a format unusable by the Paragon MLS Desktop application. This also causes display problems with the views and reports in the Desktop application. It is strongly recommended that you uninstall the internet accelerator application if not needed. If you choose not to uninstall this application, you must disable the internet accelerator application while using Paragon MLS Desktop.

F.A.S.T. Support Hours: (Central Standard Time)

Weekdays – 6:00 A.M. to 8:00 P.M.

Saturday – 9:00 A.M. to 3:00 P.M.

Sunday – 11:00 A.M. to 3:00 P.M.

Phone Numbers: 1-877-MLS-Help (657-4357) or 1-877-Help-MLS (435-7657)

E-mail Address: paragonsupport@fnis.com

When contacting support by e-mail, please include your name, phone number, MLS, and a detailed description on your problem or question.