



July 2007

## Steps to determine connectivity issues with Paragon.

Sometimes issues with Paragon Online and Paragon Desktop are actually the result of connectivity issues. Connectivity issues can occur either with how the user's computer connects to the Internet, or on the Internet itself in the connections somewhere between the user's ISP (Internet Service Provider) and Fidelity's connection to the Internet.

If problems with connectivity occur outside of where the Paragon Servers are located, there is often very little that can be done by Paragon Support to correct the problem.

The most basic test for connectivity issues is if the computer you are using is able to access other Internet sites such as Google.com or MSN.com. If the computer cannot see these other sites then the problem is with the how the computer connects to the Internet.

Things you can check if your computer is not connecting to the Internet:

- With High Speed Internet: Is the Network cable between the computer and the local network or DSL/Cable modem connected? Sometimes carefully unplugging and re-plugging the network cable will fix a bad connection.
- Can other computers on the same Internet connection access the Internet? If not, the problem is probably with your connection to your Internet provider
- With Dial-up Internet is the phone cord plugged into the computer's Modem?
- With Dial-up Internet, are you able to make a regular call from a phone plugged into the phone jack the computer is using?

If you still cannot connect to the Internet you should contact your Internet Provider's service department.

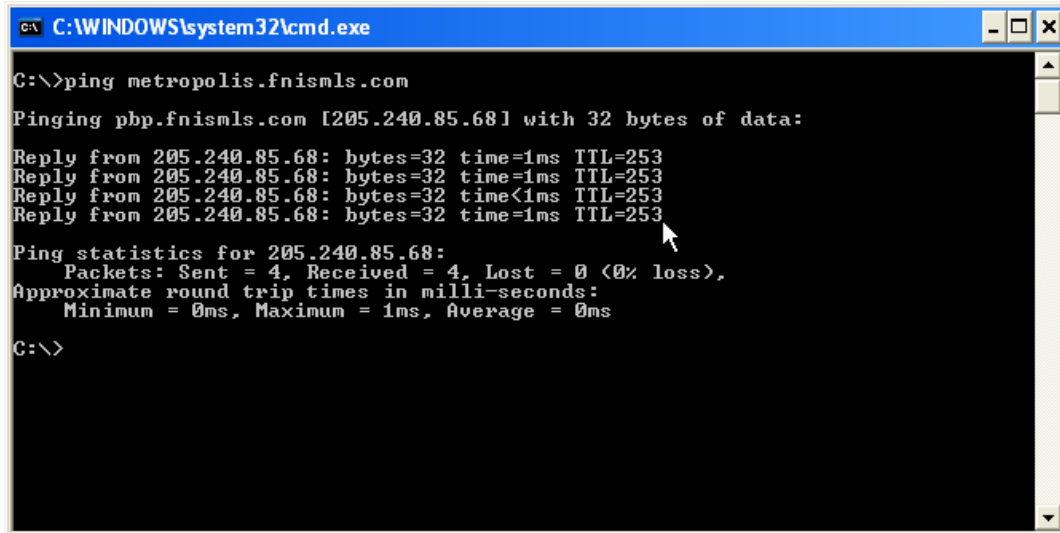
If your computer is connecting to the Internet OK, then the problem is either with something blocking communication between your computer and the Internet or there may be a problem on the Internet itself somewhere between where you are and the Paragon servers.

There are two simple tests that can be run to determine if the problems encountered with Paragon are the result of connectivity issues. These test the ability for your computer to talk to the Paragon servers.

## PING

Can your computer 'see' and 'talk to' the Paragon Servers?

1. Click 'START'
2. Click 'RUN'
3. In the white line, type 'CMD' and click 'OK'
4. Type 'ping \_\_\_\_\_fnismls.com' and then hit the 'ENTER' key. Fill in the blank with your Board ID. You can find your Board ID by looking at the Internet Explorer Address bar or by calling your board or Fidelity Technical Support.



```
C:\WINDOWS\system32\cmd.exe

C:\>ping metropolis.fnismls.com

Pinging php.fnismls.com [205.240.85.68] with 32 bytes of data:

Reply from 205.240.85.68: bytes=32 time=1ms TTL=253
Reply from 205.240.85.68: bytes=32 time=1ms TTL=253
Reply from 205.240.85.68: bytes=32 time<1ms TTL=253
Reply from 205.240.85.68: bytes=32 time=1ms TTL=253

Ping statistics for 205.240.85.68:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms

C:\>
```

If everything is connecting properly you will notice in your 'Ping statistics' section there will be 'Packets: Sent = 4, Received = 4, Lost = 0'.

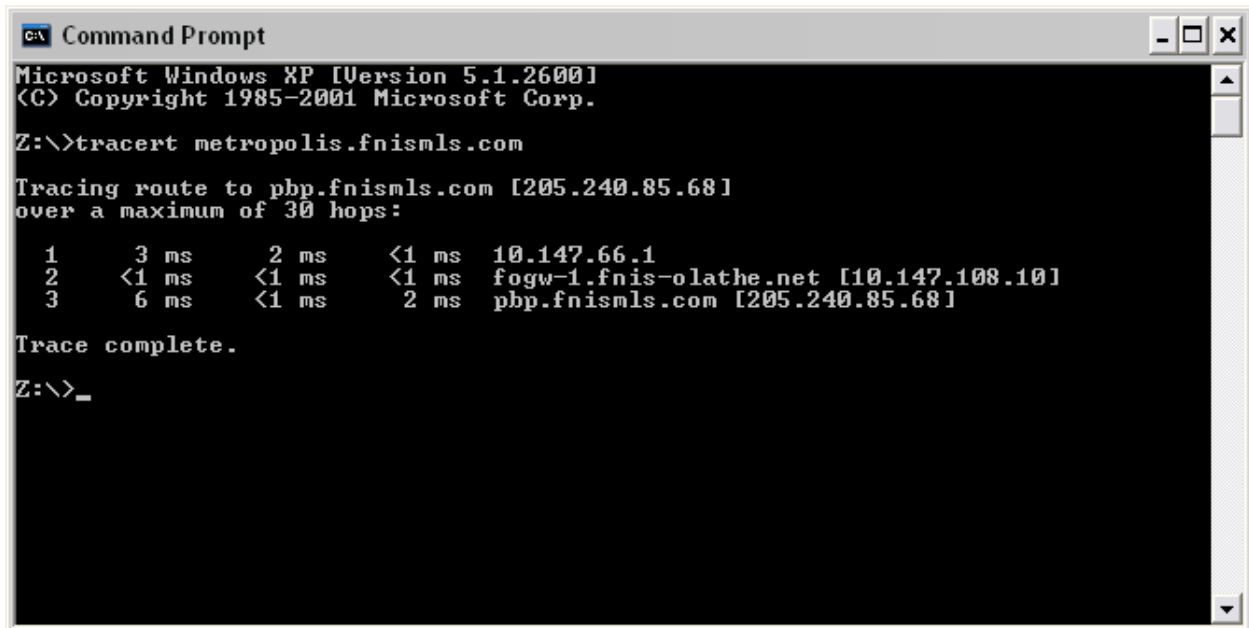
If Lost Packets is more than "0", then the problem is somewhere on the Internet.

Another thing to check is the times on each reply. Anything over 100ms indicates a very slow connection between your computer and the Paragon server. You may be able to run Paragon, but you may get "Server not Responding" errors.

## Trace Route

How long does it take to 'talk to' the Paragon Servers?

1. Click 'START'
2. Click 'RUN'
3. In the white line, type 'CMD' and click 'OK'
4. Type 'tracert \_\_\_\_\_.fnismls.com' and then hit the 'ENTER' key. Fill in the blank with your Board ID. You can find your Board ID by looking at the Internet Explorer Address bar or by calling your board or Fidelity Technical Support.



```
Command Prompt
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

Z:\>tracert metropolis.fnismls.com

Tracing route to pbp.fnismls.com [205.240.85.68]
over a maximum of 30 hops:

  1    3 ms    2 ms    <1 ms   10.147.66.1
  2    <1 ms   <1 ms   <1 ms   fogw-1.fnis-olathe.net [10.147.108.10]
  3    6 ms    <1 ms   2 ms    pbp.fnismls.com [205.240.85.68]

Trace complete.

Z:\>_
```

Your MS (milliseconds) will vary based on the number of 'jumps' you have, but this screen will allow you to identify any problems with specific IP numbers or addresses. If there are any 'jumps' that have a particularly larger MS value, you may have found a trouble spot.

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### Fidelity MLS Systems Division

If you have a suggestion for Tips & Tricks, please email [mlsinfo@fnis.com](mailto:mlsinfo@fnis.com) or call 877-657-4357.

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