Knowledge Base Article

Article ID:	**4099**
Subject:	**Troubleshooting Multiple Listing Service (MLS) Import Issues**
Last Modified:	**July 23, 2009**
Applies to:	**Pro Gold i2 3.xx**

Purpose: MLS imports involve file transfer processes that are either a data push (MLS provider/vendor transmits MLS data to a client File Transfer Protocol [FTP] site) or a data pull (MLS provider/vendor maintains MLS data on their site for export). Either method requires internet access and security of the information involved. The MLS import is designed to find, extract and import the data needed based on the information provided when it is initially setup. Thus, there are several critical components: the web address or Uniform Resource Locator (URL) of the internet sites (MLS FTP site or local user FTP site), the FTP logon user name and password, while some imports employ a user name and password on the data file itself. A few sites actually reset the user name and password periodically. The most typical failure of an MLS import is password related. There are two steps to perform to accomplish an MLS import in Pro Gold: 1) Retrieve Data 2) Import.

Procedure: The import will fail if any of the following conditions occur or information changes:

- **Step 1: Retrieve Data**
    - No internet access
    - Internet traffic is heavy causing the MLS vendor site to be temporarily unavailable
    - MLS FTP or Local FTP site URL not valid (e.g., changed)
    - FTP logon user name and/or password are not valid
    - The MLS data feed is inactive
    - MLS provider/vendor changes the format of the data files
        - May change the name of the file
        - May change the file type (e.g., .zip, .txt, etc…)
        - May not generate file (i.e., no file at all available)
        - **Note**: a few MLS providers require users to schedule date and time the file is to be generated

- **Step 2: Import**
    - The default data path on the import tab is not C:\Program Files\Pro Gold Enterprise (Got switched)
    - May change the structure in the file (e.g. add a new field; add a new code, etc…)

Resolution: Action steps to follow:

- **Step 1: Retrieve Data**
    - Verify internet access
    - Retry import a few minutes later
    - Verify URL/FTP logon user name and/or password are valid
    - Verify the file name or type did not change
        - **Note**: The MLS import process in Pro Gold i2 will generate an MLS Data Feed Error message at the end of the Retrieve Data step if the retrieval is not successful
        - The data feed error screen will list possible causes similar to the list above
        - It will also identify if there any import files that did not successfully download
        - It will also provide contact numbers for MLS provider/vendor

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- **Step 2: Import**
    - Monitor import process for error messages
        - Could not open file:
            - ✓ Verify the default data path on the import tab is C:\Program Files\Pro Gold Enterprise (If not, use the **Browse** button to reset it)
        - ADO Error
            - ✓ Contact Taro Systems, Inc.

Related articles: MLS Import implementation article. Each MLS import has an article published containing the implementation procedures and specific technical data regarding the import. This article can be accessed from the help item on the import screen in Pro Gold i2. Listed below are the steps needed to access the article within Pro Gold:

- At **Main Menu**, select the **MLS Interface** option
- Select **Import/Export Utility** icon
- Select your MLS import in the **Select From Below** screen
- Click the **Open** button
- Select the **Help** button in the upper left corner of the **MLS Import** screen
- The implementation article will display in PDF format
- View/print as needed

References: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

http://secured.progoldi2.com/webcast.aspx

- The Enhancement HelpNet links are located on the right side of the web page.

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