



Common Problems

Problem – The Menu Bar at the top of the screen is blank

Solution 1 – Java isn't installed / configured correctly. **Run the Autofix Program.**

Solution 2 – Norton Internet Security settings and ad blocking are not configured correctly. **Call Bay East System Support to have a technician configure your settings.**

Problem – When performing a search, Paragon freezes with a “Loading” message displayed

Solution – Java isn't installed / configured correctly. **Run the Autofix Program.**

Problem – A window opens that displays the message “You currently have a contact manager window open”

Solution – A pop up blocker is preventing Paragon from working correctly. **Run the Autofix program to configure popup blocking applications so that Paragon runs properly.**

Problem – There is no option to LogOut in the top right hand corner of the screen

Solution – The screen resolution is too low. **Change the screen resolution so it is at least 1024 x 768 by right clicking on the Desktop, selecting Properties, then clicking on the Settings tab.**

Problem – Unable to find the name of the selling agent when changing the status to Pending

Solution – If the selling agent is not a Bay East member, **enter 99999 into the Search field on the Select an Agent dialogue box and click Search. This will bring up the Out of Area - Non Member option. Click the radio button on the left then click on Save in the top right hand corner of the dialogue box.**

Problem - Listings are not printing correctly. Reports are being cut off and / or blank pages are being printed

Solution - The Print Margins are incorrectly set. **Click on File > Page Setup and change the values for Margins to 0.25**

Problem – Message appears says “Your current security settings don't allow running of Active X controls

Solution – Paragon site not added as a trusted site. **Run the Autofix Program**

Common Errors when Entering Listings

Error Message – Is this the correct list price

Solution – Click on the **Accept** button, then click **Save**

Error Message – Area has Invalid Relational Value or correct area is not showing up

Solution – An existing value for another field is limiting the options presented. Delete any values for school districts (**School District / Elementary School / Middle School / High School**), **District Neighborhood Subdivision**, and **HOA Name**, then re-check the **Area** field to see if more options are available

Error Message – Association Fees Include is required if HOA is set to “Yes”

Solution – Select a value in Available Features for **B – HOA Fees Include** then click **Add ->** to add it to Selected Features

Error Message – Association Amenities is required if HOA is set to “Yes”

Solution – Select a value in Available Features for **A – HOA Amenities** then click **Add ->** to add it to Selected Features

Error Message - HOA Docs is required if HOA is set to “Yes”

Solution – Select a value in Available Features for **Q – HOA Documents** then click **Add ->** to add it to Selected Features

Error Message – HOA Transfer Fees is required if HOA is set to “Yes”

Solution – Select a value in Available Features for **P – HOA Transfer Fees** then click **Add ->** to add it to Selected Features

Error Message – Unit Features is required if Building Type is set to Condo/Townhome

Solution – Select a value in Available Features for **ZG – Unit Features** then click **Add ->** to add it to Selected Features