



Knowledge Base Article

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Article ID: 4093
Subject: Pro Gold i2 3.0 Media Error 6017 on Crest SingleEntry Reporting
Last Modified: December 6, 2007
Applies to: Pro Gold i2 3.0

Issue: An error code, 6017, with the description "Media error go to property open image and click the save button. Validate property status in Crest (Must be active or pending to accept images.);" appears on the Crest Submission Results Report.

Cause: This behavior may occur when the following conditions are true:

- The save button has not been clicked in the Images area to validate the media information.
- The agent record is not being sent with the media information.

Resolution: Follow the steps below to validate the images and submit the agent record with the media.

- Validate the Images
 - Go to the main **Properties** tab.
 - Select **Work with Properties**.
 - Search and Retrieve the property receiving the media error.
 - Click on the **Images** button.
 - Click the **Save** icon to save the images and validate the information.
 - Close the images screen.
 - Click **Save** on the property to ensure no business rule violations appear.
 - Click **Done** to exit the property and return to the main Properties menu.
- Submit the Agent record.
 - Go to the main **Properties** tab.
 - Select **Work with Properties**.
 - Search and Retrieve the property receiving the media error.
 - Select the **Agent** tab and locate the listing agent for the property.
 - Click **Done** to exit the property and return to the main Properties menu.
 - Select **Agent Information**.
 - Click **Find** and select the record of the listing agent.
 - Click on the **Notes** button to open the Notes area.
 - Make a change to the Notes field (For example, add a period to the field.)
 - Click **Save** to save the agent record.
- When the Realogy Export is run again, the images and agent record will be part of the transmission.

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.

Related articles: N/A

Keywords: Single Entry, Error 6017, Media, 4093

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