Knowledge Base Article

Article ID: **4191**
Subject: **Crest Error Code -2 "Missing Error Information from Crest"**
Last Modified: **June 10, 2008**

Applies to: **Pro Gold i2 3.0**

Issue: A -2 error appears on the Realogy Export report for an entry in the Agents/Employees section. Error reads "Missing Error Information from Crest. Possible solutions: If this is an agent, delete blank profile from Crest Website." This occurs when an agent record has a blank paragraph in their profile in Crest EDG that must be deleted.

Resolution: Follow the steps to delete the blank profile in Crest EDG.

- Log into Crest EDG.
- Navigate to the "Person Update" screen.
- Search for the Agent that needs the profile deleted.
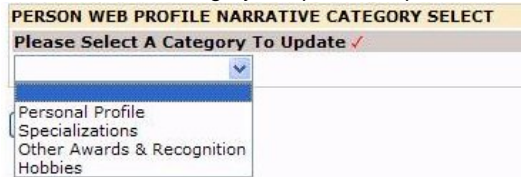- Click on the "Person Profile" link.

  CONTACT INFO   PERSON PROFILE

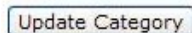- Click on the "Web Preview" link.

  LICENSES & INS   LANG & DESIG   AWARDS   WEB PREVIEW   BASIC INFO   HELP

- Click on the "Narrative" link.

  MEDIA   NARRATIVE   UPDATE PERSON   SEARCH RESULTS   HELP

- In the "Select a Category to Update" drop-down, select "Personal Profile".

  PERSON WEB PROFILE NARRATIVE CATEGORY SELECT
  Please Select A Category To Update ✓

  Personal Profile
  Specializations
  Other Awards & Recognition
  Hobbies

- Click "Update Category".

  Update Category

- Navigate to the last paragraph of the profile by using the ">|" button.

  Add |<   <<   paragraph 1 of 4   >>   >| Remove

- If the last paragraph is empty, click the "Remove" link to delete the paragraph.
- Click "Finish" to save the changes.

  Reset   Finish

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: Crest Error Code - 2, SingleEntry, Agent, Missing Information, Blank Profile, 4191