



# Knowledge Base Article

Free Download Real Estate Software - ProGold i2 web site: [www.progoldi2.com](http://www.progoldi2.com)  
Real Estate Search Engine - ViewMyListing.com web site: [www.viewmylisting.com](http://www.viewmylisting.com)  
Search Local Classifieds – [www.viewmylisting.com/buy-sale-trade](http://www.viewmylisting.com/buy-sale-trade)  
Agent Tools web site: [www.viewmylisting9ae.com](http://www.viewmylisting9ae.com)

**Article ID:** 4214  
**Subject:** What is File Maintenance  
**Last Modified:** July 31, 2009  
**Applies to:** Pro Gold i2 3.xx

**Purpose:** File Maintenance is an option located in the Properties Menu that allows for the deletion of property and contact records. It also updates the status of listing property records to “**Expired**” status when the expiration date has passed and the status is “**Listed**”. It will delete properties and/or contacts subject to the rules noted below and set the property status to “**Expired**”. When the File Maintenance option is selected, these changes will be made together without prompting. **Note: Once a record is deleted, it cannot be restored.**

**Procedure:** Actions required to run File Maintenance:

- **Step 1: Set Contact/Property Status:**
  - **Property Record**
    - Select the property record in **Work with Properties** and set the status to “**Deleted**”.
    - For more information, refer to [Knowledge Base Article 4136](#)
    - **Note:** A property will not be deleted if there is any Escrow, Marketing, or Showing activity in the property record
  - **Contact record**
    - Select the contact record in **Contact Manager Professional** and set the status to “**Delete**”.
    - For more information, refer to [Knowledge Base Article 4142](#)
    - **Note:** A contact will not be deleted if the contact record is linked to a property via the Buyer/Seller Tab
  - **Note:** Pro Gold will set a property record to “Expired” when the expiration date has passed and the current status is “**Listed**” (This change only occurs when File Maintenance is run)
- **Step 2: How to Run File Maintenance:**
  - **Note:** When File Maintenance is run, it will delete contact and property records per rules above and set properties to status “**Expired**” at the same time without any prompting (Once a record is deleted, it cannot be restored)
  - At **Main Menu**, select the **Transactions** option
  - Select **File Maintenance** icon
  - Verify the date displayed is today’s date, if it is, select **Yes**
  - Select **Yes** to the **Sync to VML** prompt
  - System will display a **Maintenance Complete** screen with results how many Contact and Property records were deleted, if any records failed to delete, and how many properties were set to “**Expired**”
  - Click the **OK** button to close the screen
  - **Note:** Use the Property Inventory Report to monitor for properties about to expire

**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:** Prospect, Maintain, Expire, File Maintenance, Delete Property, 4214

Information deemed reliable, but not guaranteed. Taro Systems, Inc. makes every reasonable effort to ensure its accuracy. Proprietary Information Protected by Taro Network of Companies, Copyright © 2007 Taro Systems, Inc.