



Knowledge Base Article

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Article ID: 4231
Subject: How to Check the Status or Reset an Automatic (Unattended) MLS Import Feed (Type C Feeds)
Last Modified: July 27, 2009
Applies to: Pro Gold i2 3.xx

Summary: The Pro Gold i2 MLS Feed brings information from the local MLS board into Pro Gold i2. This feed can be run manually or setup to run unattended where it will automatically bring the updated information from the MLS into Pro Gold i2. This is only available for Type C MLS feeds. In cases where the import does not appear to be running or bringing data into Pro Gold, the status of the scheduled MLS Import should be checked to make sure it is scheduled to run as normal. Sometimes, the Import can get hung up and will need to be reset.

Procedure: Actions to check the status of the unattended MLS feed and reset the feed (if necessary) are explained below:

Step 1: Open Task Scheduler:

- a. Right click on the **Pro Gold Utilities** icon (**Red Paper clip**), located in the **System Tray** in the bottom right corner of your screen
- b. Select the **Launch Utilities** option to open the **Pro Gold Utilities** screen
- c. Select the **MLS Interface** option
- d. Select **Task Scheduler** icon

Step 2: Check the status of the MLS Import Task:

- a. An **MLS Import Task** should already be in the task schedule (Make sure you don't have more than one task scheduled at the same time)
- b. Look at the **Current State** field on the far right for the status of the **MLS Import Task**
- c. If the status of the **MLS Import Task** is "Running" or the status is "Idle" and the **Next Run** date is NOT tomorrow, then the MLS Import routine is hung and needs to be reset
- d. **Note:** The MLS Data Import can take several hours to run (It is not uncommon for an import to take 3-4 hours to complete bringing information into Pro Gold)
- e. If the import is OK, click the "X" in the upper right corner of the screen to close the **Task Scheduler**
- f. Click the "X" in the upper right corner of the screen to close the **Pro Gold Utilities** screen

Step 3: Reset the MLS Import Task:

- a. Click on the task to select it from the list
- b. Click on the **Set Task Idle** button
- c. Click "**Yes**" to the confirmation prompt to set the status to Idle
- d. Click on the **Edit Existing Task** button
- e. Click on the **Save and Exit** button to reset the **Next Run** date to tomorrow
- f. Click the "X" in the upper right corner of the screen to close the **Task Scheduler**
- g. Click the "X" in the upper right corner of the screen to close the **Pro Gold Utilities** screen
- h. If the import was hung and had to be reset, you should do a manual import since the automatic will not run until tomorrow AM

Additional Information: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, 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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