



Knowledge Base Article

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Article ID: 4235
Subject: Realogy Single Entry Error 6027: Cannot Find Corresponding Media Image in FTP Server
Last Modified: February 3, 2009
Applies to: Pro Gold i2 3.xx

Purpose: Property images are part of the information that is sent to Crest as part of the Realogy export. These images can come from the MLS Import (if provided by the MLS as part of the Data Feed) and will export to Crest along with the property information. Sometimes, the link to the images is disrupted, causing error 6027 to appear which states "Cannot find corresponding media images in FTP server".

Procedure: Actions required address the error and resubmit the images to Crest are listed below.

Step 1: Log into Pro Gold.

Step 2: Delete the Images from an affected property.

- a. Select the **Properties Tab**, select the "Work with Properties" icon.
- b. Use the Search screen that appears to locate and select a particular property.
- c. Select the **Property Tab** at the top of the screen.
- d. Click on the "Images" button along the right bottom area of the screen.
- e. Click on an image and click on the red "X" to delete the image.
- f. Select "Yes" to the prompt that appears.
 - i. Follow the steps above to delete all of the pictures in the Images area for that property.
- g. Click the "X" in the upper right of the screen to close the Images screen.

Step 3: Click the "Find" button in the upper right area of the screen to select another property. Repeat **Step 2** for all properties that received the 6027 error.

Step 4: When all of the images have been deleted from all affected properties, click the "Done" button in the upper right area to close the property screen.

Step 5: Manually run the MLS Import.

- a. Select the **Setup Tab** and click on "Import/Export Utility".
- b. Click on the appropriate MLS Import to highlight it.
- c. Click "Open" to open the MLS Import screen.
- d. If the MLS Import screen shows an option to enter a date for the feed, enter the listing date of the oldest property that you deleted the photos on.
- e. Begin the MLS Import.

Step 6: Once the MLS Import has finished running, go back into Work with Properties and verify that photos were imported on each of the properties that were affected with the error. They will submit to Crest when the next Realogy Export is run.

Additional Information: 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: Realogy Single Entry Error 6027, Cannot Find Corresponding Media Image in FTP Server, MLS Import, Images, Not Found, 4235

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