



Knowledge Base Article

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

Article ID: 4237
Subject: Realogy Single Entry Error 51163: Person with Same Name Already Exists in Crest
Last Modified: November 2, 2009
Applies to: Pro Gold i2 3.xx

Purpose: Error message 51163: Person with Same Name Already Exists in Crest is received on the Crest Submission Results Report when a new agent record is being submitted to Crest but Crest already has the agent recorded in Crest. This occurs when the agent record in Pro Gold does not have a Crest ID at the time Pro Gold is initialized with Crest (during the blackout) which results in the agent record not being initialized.

This typically happens when an agent was manually entered into ProGold rather than imported from the Crest EDG Import process.

Procedure: The steps to initialize an agent in Pro Gold are somewhat technical in nature and should be completed by Taro Systems or an intermediately knowledgeable SQL database technician. For Taro Systems to initialize the agent record(s) it is considered an Out-of-Scope issue and a fee of \$80.00 is required for a Level 3 incident. You may use the following link to access the Level 3 authorization form:

<http://tkb.progoldxp.com/ShowArticle.aspx?tkbid=40001>

Actions required to initialize an agent record in Pro Gold for Realogy Single Entry are explained below:

- Step 1:** The Client must contact Crest at 888-828-7325 and request an UP-To-Date **Persons.xml** initialization file that contains the agent(s) that need to be initialized
 - a. If Taro Systems is performing the initialization, then the **Persons.xml** file must be provided
- Step 2:** Perform a backup of the Pro Gold database
- Step 3:** Use **SQL Manager Express** to edit the **Agents Table** in the Pro Gold database
- Step 4:** For each agent that must be initialized, change the value in the **CrestAgentID** column to the **PersonID** for that agent provided in the **Persons.xml** file
 - a. Note: The **PersonID** is an 8-digit number labeled Person **PersonID**
- Step 5:** Create a new folder and copy the **Persons.xml** into the new folder
- Step 6:** Right-click on the **Red Paper clip (Pro Gold Utilities)** in the system tray
- Step 7:** Select **Crest** and **Initialize**
- Step 8:** Browse to the file mentioned in **Step 5**, select the folder that contains the **Persons.xml** file, and click **Continue**
 - a. Note: Wait for the initialization process to complete before moving to **Step 9**
- Step 9:** Log into Pro Gold i2
- Step 10:** At **Main Menu** => **Transactions** option => **Agents and Offices** option => **Agent Information** icon
- Step 11:** Use the **Find** button at the bottom of the screen to locate and select one of the agents just initialized
- Step 12:** Click the **Save Agent** button at the bottom of the screen to save the agent record and trigger the record to submit to Crest (Do this for all agents that were just initialized)
- Step 13:** Click the **Done** button to close the **Agent Information** screen
- Step 14:** Perform the **Realogy Export** (Crest Submission) and monitor the **Crest Dashboard** to ensure the submitted agents were successfully accepted by Crest

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.

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 © 2009 Taro Systems, Inc.



Knowledge Base Article

Article ID: 4237

Subject: Realogy Single Entry Error 51163: Person with Same Name Already Exists in Crest

Related articles: N/A

Keywords: Agent Record, Error 51163, Same Name, Already Exists in Crest, Initialize, Not Initialized, Person, 4237