

## PARAGON Desktop Problems

When Paragon launched version 4.1.5 the Desktop version encountered problems that prevented the program from synchronizing. To correct this problem please follow one of the following procedures. The update will take a long time (6 to 8 hours). It is recommended that you perform this upgrade during non-working hours.

### Paragon Desktop 4.

Do the following to correct:

1. Open Paragon Desktop 4
2. Login
3. Go to Preferences on the tool bar and open Communications Setup.
4. Delete the Sequence number (right hand side of the box) and then enter the following number 20090216000000000.
5. Click OK and do a download.
6. Synchronize once the download is complete.

### Paragon Desktop 3

Do the following to correct:

1. Open Desktop 3
2. Close the box that asks for login information.
3. Go to preferences / User / Initial Download.
4. The site ID is OBARMLS
5. The Address is obarmls.fnismls.com