

Paragon Update

March 19, 2009

Dear MLS Partner,

In an effort to provide a high level of communication regarding issues as it relates to your Paragon 4 MLS system, we are making you aware of the following:

A. Microsoft Internet Explorer 8

As of March 19th, 2009 Microsoft released Internet Explorer 8 for download via the Microsoft download website. Microsoft is planning to push IE 8 to users via its automatic updating mechanisms, but has yet to set a date as to when it will do so.

Additionally, on March 5th Microsoft released Vista Service Pack 2 as a Release Candidate.

At this time, FNRES strongly recommends that users DO NOT upgrade to IE 8 or Vista SP2 until further notice from their Association or MLS. Note that Paragon 4.1.6 will include compatibility for these upgrades.

B. AOL and Paragon Email

As of March 4th, 2009 several Paragon users began reporting that their customers were no longer receiving Prospecting Notifications sent to their AOL accounts. After further investigation, we were informed that e-mails being sent from Paragon servers for supporting Paragon functionality were being blocked by AOL and the Paragon IP's that provide the e-mails were subsequently "black listed." There are several reasons why an e-mail/internet provider (AOL) can "black list" an e-mail IP (Paragon e-mail Server).

- A customer requested that AOL "black list" the e-mail sender by clicking on the "This is Spam" button.
- Too many requests sent from said IP.

We'd like to thank Paragon Users and their clients for your help in contacting AOL regarding the recent email issue. As of March 13th, Paragon e-mails being sent to AOL accounts were removed from the "Blacklist" status.

In an effort to help avoid AOL blacklisting in the future, a change has been made to the headers for e-mails sent via Paragon. On March 13th this change was applied to e-mails manually sent via Paragon. On Wednesday, March 25th, the change will be applied to Prospecting Auto-

Notification e-mails. As a result, email headers will display as either "From: ParagonUser@emailaddress.com" (where ParagonUser@emailaddress.com is the e-mail address of the Agent as it is stored in Paragon) OR "From: mail@ParagonMessaging.com on behalf of ParagonUser@emailaddress.com."

Please be aware that in order to help with communication of these issues, a message will be posted to all Paragon customer sites via the Paragon System Alert message functionality.

As always, we thank you for your continued support in our partnership and strive to continue to deliver enhanced communication regarding issues that may affect your usage of the Paragon Online MLS system.

Sincerely,

Fidelity MLS System Support