



REAL ESTATE INFORMATION TECHNOLOGY

MarketLinx Alert on MLXchange/TEMPO System Internet Explorer 8 Compatibility

Internet Explorer 8 Compatibility with MarketLinx MLS Systems

Microsoft released Internet Explorer 8 to the general public on March 23. During the months leading up to the public release, MarketLinx spent hundreds of hours testing each Beta and Release Candidate version of Internet Explorer 8 to ensure maximum compatibility with its MLS systems. We are pleased to report that most incompatibilities have already been resolved, and we are now working to correct the few remaining issues—see below for system-specific information.

MLXchange and TEMPO 5

TEMPO 5 and MLXchange users are experiencing the following issues under Internet Explorer 8:

1. When drawing a shape to perform a map search, the shape is not visible.
2. Manually plotting a property's map location puts the pin in the wrong spot.
3. There is a small chance that a reset error may occur when scrolling through comparable properties in a CMA.
4. Some users cannot login and are erroneously instructed to "Configure the Microsoft XML parser." Following the instructions to install the latest version of MSXML3 does not solve the problem.

MarketLinx will deploy permanent solutions to these issues in the next Hot Fix software release, which will begin rolling out to customers in April. Until your system has been updated, we recommend your members do not access the MLS using Internet Explorer 8.

Users who have already installed Internet Explorer 8 can work around issue #1 by running the browser in Compatibility Mode. This is done by clicking the button to the right of the address bar when viewing the MLS system login page.

Internet Explorer 8 users can resolve issue #4 by following these steps:

- a. Save the file located at <http://www.mlxhelp.com/dl/axtool.zip> to your computer. Extract and run the program it contains.
- b. Select **Remove MLXchange IE Zone** and click **Clean**.
- c. Close all Internet Explorer 8 windows and restart the browser.
- d. Login into MLXchange and reinstall the ActiveX controls when prompted.

For users having problems with issues #2 and #3, MarketLinx recommends temporarily uninstalling Internet Explorer 8.

We appreciate your patience and understanding as we complete these compatibility updates.

Sincerely,
The MarketLinx Team