

TEMPO™ Outstanding Items (as of January 5, 2010)

Category	Full Description
Problems with Printing, Searching, Prospecting, Upload Photos	Most of the problems/glitches with TEMPO™ printing, searching, prospecting and uploading photos has to do with making sure the TEMPO™ Active X Controls are installed along with other browser settings. Once logged into TEMPO™ on the left side of the window click on the thin bar called "My Sidebar". Once the sidebar is open click on the link for "TEMPO™ PC Settings". We recommend ALL users go through this document to ensure Internet Explorer is optimized for TEMPO™.
Login Page	If the login page is not accepting your username and password and you are not getting any error messages, close all Internet Explorer windows (including the one you are using) then start a new Internet Explorer session and retry logging into TEMPO™/MLS
Inventory Watch/Co-Listing Agents	Co-listing agents are not able to see their co-listed listings under inventory watch or add/edit. The listings are available when the "Show:" option has My Office selected, at this time co-listing agents will not be able to update any listing they are co-listed on. Co-Listing Agents will have to identify share with the Listing Agent to edit the listing.
CMA Wizard	If you add your own PDF file into the CMA Wizard tool currently, you will not be able to remove it from the list of available reports.
Archive/History Search	Days On Market may be reported incorrectly. Contact the CMLS Help Desk with the MLS# and/or address for further trouble shooting.
Archive/History Search	If you are using the Activity Date under the History Search (Search -> History Search – Additional Fields) the system is ignores the dates entered. The full history of the listing is displayed instead.
Archive History	Missing for some listings. Contact the CMLS Help Desk with address and MLS#
Virtual Tour	Currently there is no way to determine if a listing sent by email has a virtual tour unless the client clicks on the media or photo. We are working to have a marker on the report to identify Virtual Tours.
Virtual Tour	Viewing Virtual Tours from clicking on the camera icon then clicking on the tab Virtual Tour/Links brings up the Virtual Tour in a window that does not have a scroll bar.
Images/Photos	Photo dimensions are too large and not uploading. File size conforms to 6MB or less but the dimensions are too large 2000 x 2000. To resolve in the interim you can resize your photo. Contact the CMLS Help Desk for more information.
Agent/Member Photos	Member Info - Member Search – Click on an agents name – Agent photos are not appearing on the member records as they did in T4.
BIC/Member Participant	Member Info - Member Search or Office Search – Click on the agent name or the office name. BIC name does not appear, the head office id (firm id) appears instead.
Data Download	The download function in TEMPO 5 is in a different format than TEMPO 4. This is causing issues for Subscribers who export data into third-party software applications. CMLS is working with MarketLinx® to create an additional download.
Client Gateway	Updated listings (New, Back on Market, Price Changes and Photo updates) are not appearing at the beginning of Client Gateway search when using Sort by Match Date (which is sorting by listing date). We recommend that your prospects "mark" each property in the gateway as a favorite possibility or reject this way it will help new/updated listings to appear first.
Some installs of AVG 2011 security and McAfee Security	Reset Errors when searching or trying to save a search. There are ways to stop AVG and McAfee from running. (We have seen mainly AVG 2011 having problems)
Internet Explorer 9	Internet Explorer 9 is currently in Beta (not a full release) and it does not work with TEMPO™ If you have IE 9 you will have to uninstall and this will take you back to IE 8