

Can't log in to MLXchange, keep getting a message that Pop Ups are Blocked.

The Print Dialog Box or the Email Dialog Box will not display.

Reset Errors.

Pop up blockers can cause any of the above issues. To access MLXchange, you must disable all pop up blockers, or configure your pop up blocker to allow pop ups on MLXchange. [Click here for instructions on how to disable/configure pop up blockers.](#)

After disabling or configuring your pop up blockers, open Internet Explorer (IE). From the main menu bar, click on Tools/Internet Options, and delete cookies, and temporary Internet files. After deleting cookies and files, click on the Advanced Tab, scroll down the list of items until you see "Enable third-party browser extensions", uncheck that item, click Apply at the bottom of the panel, and then OK. Close out of IE, re-open it, login to MLXChange and see if your problem has been resolved.

Some users are receiving a message stating "Thank You for Your Interest in MLXchange the application requires Internet Explorer 6.0 or higher", and they have Internet Explorer 6.0 or higher installed on their system.

You will receive this message if you attempt to access MLXchange with any web browser other than Internet Explorer. You may not access MLXchange with the AOL browser, the MSN browser, Firefox, or any other third party browser. Click on the Start Button at the bottom left of your display device, and select All Programs. Look for Internet Explorer in the program list and click on it.

When printing the Results Grid, there is no option to print in landscape mode and the printed report is in very small font.

Printed reports in MLXchange are cutting off information at the right margin or the bottom of the report.

MLXchange is printing blank pages.

If you encounter any of these printer issues, install the MLXchange Active X Components. Go to our web site, www.rmlsfl.com, click on Help Desk, then select MLXchange information. Under the heading Help Documents and Downloads, click on Active X Component Manager. On the next page click on install, you should get a check mark in the status column for each of the components listed. If you get RED X's, look at the information bar at the top of the screen for a security warning, click on the warning and allow the active x component to install.

Listing images do not load; they just keep processing and eventually time out.

This problem can occur if the image size exceeds 6MB.

If the image size is too large you need to resize it using any photo editor, or VSO Image Resizer. Regional MLS does not offer support for VSO Image Resizer, but it is available to download and it's free. [Click here for instructions on how to download and use, VSO Image Resizer.](#) [Click here for our How to Resize an Image document.](#) Also, most digital cameras have an option to resize images; check your instruction booklet. To avoid this issue, when you take digital images set the image size to less than 2 mega pixels. A photo size of 640 x 480 pixels will provide an acceptable quality image on MLXchange.

Can't see the Images being added to the listing in the browse window.

Sign-out of MLXchange. Open Internet Explorer (IE), from the IE main menu bar, click on Tools/Internet Options, click on the Security tab, select the Trusted Sites Zone, click the sites button, uncheck the box at the bottom next to require server verification for all sites in this zone. Add the following web site address to the zone: <http://rmlsfl.mlxchange.com>. Click on close, then ok. Log back in to MLXchange, and try adding images again. If you still can't see the image, the image is too large (more than 6mb), and will need to be re-sized.

Can't Print the Map View.

This is a known issue with Internet Explorer 8. Marketlinx is working on a solution.

Can't Search by Map as the Map is "grayed out".

This is an intermittent problem with a small percentage of users. Marketlinx has been unable to determine the exact cause of the issue. However, the problem resolves itself within 24 hours or less.

All the "Push Pins" which represent property addresses are not displaying on the Map View.

This issue occurs when properties have the same address, but different unit numbers, such as Condominiums. Marketlinx is researching the problem.

When attempting to Find a Client, MLXchange displays the following message "your criteria did not return any records".

First or last name will work, but first name, a space, and any other character(s) will return the above message, and your entire client list will be displayed.

