Realist®
Trouble Shooting Guide
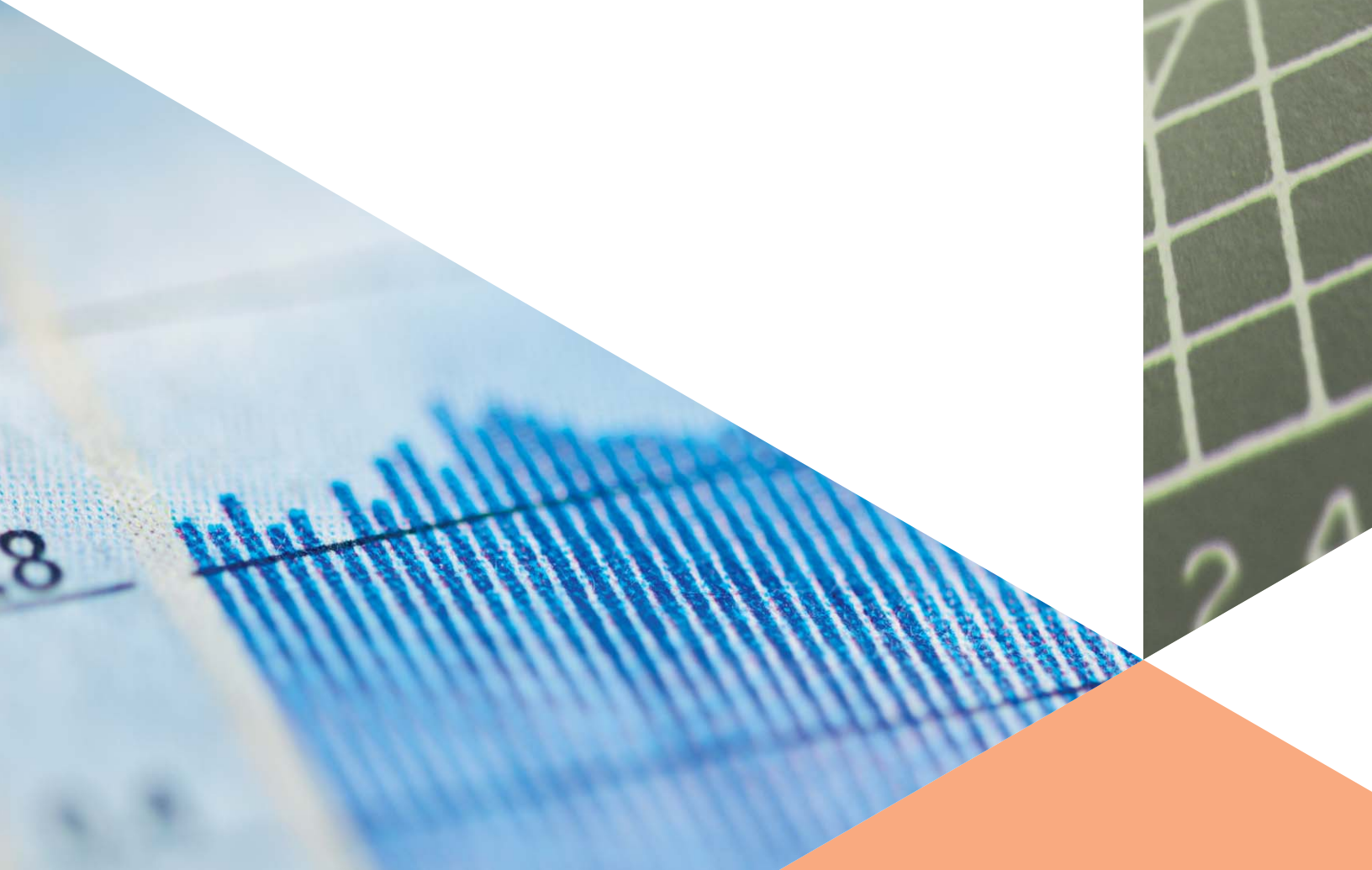
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Introdcution

The Realist® II is a Flex application which runs on the client's computer using the Adobe Flash Player.   The initial application download is a SWF file (which is currently close to 3MB in size) and can take time to complete, depending on your internet connection. It can also take time to display depending on your computer's available RAM resources. The first step is to verify that the user's system requirements are met.

User System Requirements

Check Adobe Flash player version (verify version at http://www.adobe.com/software/flash/about/)

Windows Requirements:

Operating Systems and Browsers

▶ Windows 7; Microsoft Internet Explorer 8.0, Mozilla Firefox 3.6

▶ Windows Vista; Microsoft Internet Explorer 7.0, Mozilla Firefox 3.6

▶ Windows XP; Microsoft Internet Explorer 7.0, Mozilla Firefox 3.6

Minimum

▶ 3 GHz Intel Pentium 4 (single core) or equivalent processor

▶ 1 GB of RAM if using Windows XP

▶ 2 GB of RAM if using Windows 7 or Vista

Recommended

▶ 1.8 GHz Intel Core Duo, AMD Athlon 64 X2 4200, or equivalent processor

▶ 3 GB of RAM if using Windows XP

▶ 4 GB of RAM if using Windows 7 or Vista

Other

▶ Adobe Flash Player 10.1 or later

▶ Adobe Reader 9.0 or later

▶ 1024x768 display (1280x1024 recommended)

Macintosh Requirements:

Operating Systems and Browsers

▶ Mac OS X v10.6; Safari 4.0, Mozilla Firefox 3.6

▶ Mac OS X v10.4 (PowerPC); Safari 3.0, Mozilla Firefox 3.6

▶ Mac OS X v10.4 (Intel); Safari 3.0, Mozilla Firefox 3.6

Minimum

▶ 500 MHz PowerPC G3, 1.33 GHz Intel Core Duo, or equivalent processor

▶ 2 GB of RAM

Recommended

- ▸ 2.66 GHz Intel Core Duo or equivalent processor

- ▸ 4 GB of RAM

Other

- ▸ Adobe Flash Player 10.1 or later

- ▸ Adobe Reader 9.0 or later

- ▸ 1024x768 display (1280x1024 recommended)

General Tips

Browser "Tools" Options: (written mainly for IE)

INTERNET OPTIONS:

General tab:

- ▸ Recommend Browsing History for temporary files setting to be *"Automatic"*.

- ▸ Avoid enabling the *"Delete browsing history on exit"* option in Internet Options - General.

- ▸ Delete *"Temporary Internet files"* and *"Cookies"* in Delete Browsing History dialog to try and resolve an issue.

Security tab:

- ▸ If Protected Mode is enabled, then add http://mls.realist.com and https://mls.realist.com to "Trusted Sites". (Recommend doing this even if Protected Mode is not enabled because ActiveX and some scripting permissions must be enabled.)

- ▸ Avoid disabling *"File download"* to be able to export to CSV and create labels.

- ▸ Make sure to enable *"Run ActiveX controls and plug-ins"* setting so Flash, PDF, and Assessor Map Viewer can run.

- ▸ Avoid disabling *"Download signed ActiveX controls"* in Internet Options or Assessor Map Viewer won't be installed successfully if user does not already have it installed before.

- ▸ Avoid disabling *"Submit non-encrypted form data"* so that user can register for Mobile.

- ▸ Enable *"Active scripting"* under Scripting section and

- ▸ Enable *"Script ActiveX controls marked safe for scripting"* so that K2 can detect Flash Player version.

Advanced tab:

- ▸ Avoid enabling the *"Empty Temporary Internet Files folder when browser is closed"* in Internet Options – Advanced.

OTHER "TOOLS" OPTIONS:

- ▸ Avoid the *"InPrivate Browsing"* options.

- ▸ In Manage Add-ons and show "All add-ons", make sure "First American Res MapActiveX Control", "Adobe PDF Reader", and "Shockwave Flash Object" Add-ons are enabled if Assessor Map Viewer, or PDF, or Flash is not working.

- ▸ Allow pop-up for "mls.realist.com" because it needs to open a new window or tab for pages such as Help page or Realist Mobile page, and to be able to export and create labels.

- ▸ (IE9) Avoid enabling "ActiveX Filtering" option from Internet Explorer – Tools so Flash can run. Or, if enabling "ActiveX Filtering" option, then remember to disable "Allow ActiveX Filtering" in Internet Options – Security Setting for the zone that MLS is in run.

FLASH PLAYER:

- ▸ Local Storage Settings: Do not block mls.realist.com from storing information on the computer.

- ▸ Avoid deleting the Flash cache unless a last measure.

VERIFY PC RESOURCES:

- ▸ Check Task Manager. Compare your available RAM to the RAM being used.

- ▸ Make sure User System Requirements are met. The less amount of RAM, the slower the application can run.

- ▸ Realist should only have one active browser process running to minimize resources being used.

- ▸ Restart pc, if needed, and try again if any issues.

PDF DISPLAY:

- ▸ Make sure to enable "Display PDF in browser" in PDF Preferences otherwise PDF will open outside of K2 PDF Viewer.

ASSESSOR MAP VIEWER:

- ▸ Make sure to enable "Display PDF in browser" in PDF Preferences otherwise PDF will open outside of K2 PDF Viewer.

First-time users get a blank screen

The initial download of the 3MB file should expect a longer time to appear, depending on the internet connection speed. This could take 30-60 seconds on slower DSL type connections or a WiFi connection being shared in an office.

After the initial download, there could still be a slight delay when linking over to Realist 2 with a slower connection.

Realist was working, but now it's showing a blank screen:

Realist will periodically have new application releases. When we do a release, the new version must be downloaded to the client's pc again. Expect a longer initial download after a new release.

- ▸ If you get a blank screen, try the F5 button to refresh the browser page.

Realist was working, but now it's saying I don't have Flash installed:

Verify Browser Security Settings for the Zone that mls.realist.com is run:

- ▸ "Run ActiveX controls and plug-ins" should not be disabled.

- ▸ "Script ActiveX controls marked safe for scripting" should not be disabled.

- ▸ "Active scripting" should not be disabled.

Verify "ActiveX Filtering" is not enabled in Tools menu. If it is enabled, then "Allow ActiveX Filtering" should be disabled in Browser Security Settings for the Zone that mls.realist.com is run.

Try using these two links to see if they detect correct Flash version:

http://www.bobbyvandersluis.com/swfobject/testsuite_2_2/test_api_getflashplayerversion.html
http://www.bobbyvandersluis.com/flashembed/testsuite/15_nested_iecc.html

Last Measures:

▶ Clear Flash cache.
http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html

  ◆ Delete one site: mls.realist.com

▶ Uninstall Flash Player and reinstall it.
http://kb2.adobe.com/cps/141/tn_14157.html

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