

## Having problems since the upgrade ?

The following is a list of things to do to make MLXchange work properly for you, and make your browser work better for you. First of all, AOL's browser **IS NOT** compatible with MLXchange. If you choose to use AOL for your Internet Service



Provider, that's fine. However, once connecting to AOL you must minimize it and look for Microsoft Internet Explorer and launch it. Once you do this, type in the address field <http://las.mlxchange.com> which will take you to the log in page.

### \*\*\* IMPORTANT \*\*\*

**If you are using Windows 95, please disregard below. Windows 95 is no longer compatible with MLXchange, because Windows 95 will not let you meet the minimum requirement of Internet Explorer Version 6. Your only option is to upgrade your version of Windows to at least Windows 98 or higher.**

Be sure to have the latest version of Internet Explorer. (6.0 SP1) To do this: Go to <http://windowsupdate.microsoft.com/> Once there, click on "Scan for Updates" and follow the instructions. Make sure you get all the Critical Updates. (This may take several attempts as after updating, your newer version may require additional updates.) This will take longer on a dial-up connect.

When this is done follow these steps:

- Close all applications.
- Click on the Start button.

For Win 98, ME, and 2000 users: (For Windows XP users, scroll down)

- Click on settings then Control Panel.
- Double Click on Internet Options
- Click on Delete Cookies---answer Yes
- Click on Delete Files. A popup screen appears (make sure to check on "Delete all offline content") and click OK. This may take a few minutes depending on how many files there are.
- When its done, click on Settings.
- Make sure where it says "check for newer versions of stored pages:" that "every visit to the page" is selected.
- Click on View Objects.
- Another screen appears. You should see a list of Downloaded Program Files.
- Find the two files with the MLX logo (Interealty MultiSelect, and MLXchange Client Utils) right click on each one and remove them. (Don't worry these will all be downloaded again the next time you log into MLXchange)
- Close the Downloaded Program Files with the "X" at the top right corner.
- Click "OK" on the Settings window.
- The next tab across the top should be "Security". (Click it)
- In the middle of the screen you should see "Security level for this zone". If below in bold your security level does not say **Medium**, click on "Default Level" to change it.
- Next across the top, the last tab should say "Advanced". (Click it)
- Under the Browsing heading look for an entry that says "Enable third-party browser extensions (Requires restart)" if it has a check in it, take it out. (If it had the check in the box, close everything and restart now)
- Connect to the Internet and open up Internet Explorer, and log into MLXchange. These steps should have taken care of the problem, however if you're still having problems, continue with the steps below.
- Click on this link to download all of the MLXChange files.  
<http://las.mlxchange.com/tools/axinstall/axinstalltool.asp> and click the "Install" button and wait until all the components have been installed. (You will see a check mark next to the component if it installed successfully)
- Logon to MLXChange: <http://las.mlxchange.com/>

#### Windows XP users:

- Click on Control Panel
- On the left side click on "Switch to Classic View" if it says "Switch to Category View" don't do anything.
- Look on the Right side now.
- Double click on Internet Options
- Click on Delete Cookies---answer Yes
- Click on Delete Files. A popup screen appears (make sure to check on "Delete all offline content") and click OK. This may take a few minutes depending on how many files there are.
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If you have any further questions or problems, call your account representative @ 735-0478