

FIDELITY MLS SYSTEMS & SOLUTIONS

End of Support for Windows XP SP1 and XP SP1a

How Fidelity customers will be affected by this change in the Support Policy

As of October 10, 2006 Microsoft will discontinue their support of Windows XP Service Pack 1 (SP1) and (SP1a). This includes retiring public and technical support and security updates for these products. The information provided in this document will outline how this change will affect your MLS.

Version: #1.0

Date: July 10, 2006

Fidelity Support

Due to the change in Microsoft's support policy, Fidelity MLS Systems and Solutions will no longer provide technical support on Windows XP Service Pack 1 (SP1) and Service Pack 1a (SP1a). Microsoft typically ends support for a service pack 12 months after a new service pack is released.

Currently Windows Service Pack 2 (SP2) released in September 2004, is the latest service pack supported by Microsoft. This service pack (SP2) has been made available under the Microsoft Update page and any machine set to retrieve automatic updates should already have this service pack installed. Also any new Windows XP machine purchased from a vendor will contain the latest service pack (SP2).

This **only** affects users with the following operating systems:


- **Microsoft Windows XP SP1**
- **Microsoft Windows XP SP1a**

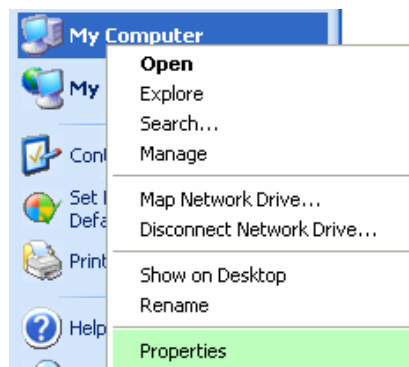
Customers using any of these service packs may still receive technical assistance from the Fidelity Accelerated Support Team (F.A.S.T.). However if it is determined by our staff that an issue is caused by one of these service packs we will not be able to continue further support until the operating system is upgraded to a service pack that is supported by both Microsoft and Fidelity MLS Systems and Solutions. This is necessary as there may be issues that would require assistance from Microsoft to receive a resolution. Since Microsoft no longer supports these operating systems we would not be able to receive technical assistance from Microsoft to resolve the issue.

For further support information [click here](#) to visit the Fidelity MLS Systems and Solutions Support and Resources page or copy and past the following URL into your Internet browser.

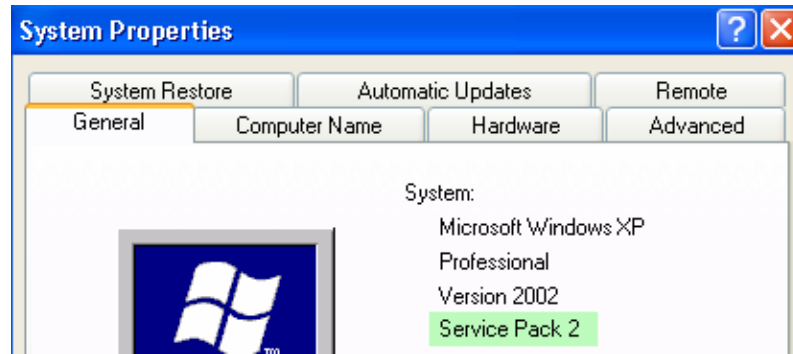
Checking Your PC

To check to see what service pack is currently installed on your PC follow the instructions below:

1. Click on the **Start button**  in the lower left hand corner.
2. Go to the **My Computer** icon and Right click on this icon.
3. Click on **Properties** from the right click drop down menu.



4. Under the System Information you will find the service pack running on your machine.





Updated July 10, 2006

Minimum and Recommended Hardware and Software Requirements

The following "Minimum" PC configurations are the lowest configurations that are required to run the Paragon MLS Systems and Software. The "Recommended" PC configurations are suggested by Fidelity MLS for optimum performance of the System and Software. Fidelity MLS shall not be responsible for System performance when User equipment does not meet at least the "Recommended" configurations as specified below.

	Paragon Online 3.X		Paragon MLS Desktop	
	Minimum	Recommended	Minimum	Recommended
Operating System	<ul style="list-style-type: none"> Windows 2000 or XP SP2 Internet Explorer 6.0 	<ul style="list-style-type: none"> Windows 2000 or XP SP2 Internet Explorer 6.0 	<ul style="list-style-type: none"> Windows 2000 or XP SP2 Internet Explorer 6.0 	<ul style="list-style-type: none"> Windows XP SP2 Internet Explorer 6.0
Processor	IBM or compatible PC: <ul style="list-style-type: none"> Pentium II or compatible Processor 400 MHz or greater 	IBM or compatible PC: <ul style="list-style-type: none"> Pentium III or compatible Processor 1000 MHz or greater 	IBM or compatible PC: <ul style="list-style-type: none"> Pentium III or compatible Processor 1000 MHz or greater 	IBM or compatible PC: <ul style="list-style-type: none"> Pentium IV or compatible Processor 2000 MHz or greater
Memory	<ul style="list-style-type: none"> 128 MB RAM 	<ul style="list-style-type: none"> 256 MB RAM 	<ul style="list-style-type: none"> 256 MB RAM 	<ul style="list-style-type: none"> 512 MB RAM
Internal Drive	<ul style="list-style-type: none"> Hard Drive space for temporary file storage 	<ul style="list-style-type: none"> Hard Drive space for temporary file storage 	<ul style="list-style-type: none"> CD-ROM Drive for program installation Hard Drive Free Disk Space¹ 	<ul style="list-style-type: none"> CD-ROM or DVD Drive for program installation Hard Drive Free Disk Space¹
Video	Integrated Graphics: <ul style="list-style-type: none"> 1024X768 resolution 16-bit (16.8 million) color support 	PCI, AGP or PCIExpress Graphics Card: <ul style="list-style-type: none"> 1280x1024 resolution 16-bit (16.8 million) color support 	Integrated Graphics: <ul style="list-style-type: none"> 800x600 resolution 16-bit (16.8 million) color support 	PCI, AGP or PCIExpress Graphics Card: <ul style="list-style-type: none"> 1280x1024 resolution 16-bit (16.8 million) color support
Monitor	<ul style="list-style-type: none"> 15" Color Monitor capable of 1024X768 resolution 	<ul style="list-style-type: none"> 17" Color Monitor capable of 1280x1024 resolution (or better) 	<ul style="list-style-type: none"> 15" Color Monitor capable of 800x600 resolution 	<ul style="list-style-type: none"> 17" Color Monitor capable of 1280x1024 resolution (or better)
Flash Player	Macromedia Flash Player 8.0 – Internet Explorer	Macromedia Flash Player 8.0 – Internet Explorer	Macromedia Flash Player 8.0 – Internet Explorer	Macromedia Flash Player 8.0 – Internet Explorer
Internet Connection ²	Dialup Internet Access <ul style="list-style-type: none"> 56kbps hardware error correcting modem 	High Speed Internet Access: <ul style="list-style-type: none"> DSL Cable T-1 	Dialup Internet Access <ul style="list-style-type: none"> 56kbps hardware error correcting modem 	High Speed Internet Access: <ul style="list-style-type: none"> DSL Cable T-1

1. To calculate the required disk space: (Number of listings x 3k) + (Number of photos x 32k) + 150 MB for the Paragon Desktop program + 150 MB for the Microsoft® .NET framework (110 MB for framework + 40MB to install) + 44MB for Microsoft® Desktop Engine (MSDE).
2. Paragon MLS Desktop users will need their Internet Service Provider (ISP) login information (ID, password, and dial-up number) to complete the Paragon MLS Desktop installation. You may contact your ISP to obtain this information.