Realist Technical Support

Assessors Map Viewer Does Not Load

Symptoms: In Realist, the preferences to use map viewer is checked, but in IE the Assessor Map file is opening as a .tiff in a different image viewer.

Solution: Add to the compatibility view settings "**mls.realist.com** "and Reload the Map Viewer if needed.

Note: The full featured Browser based map viewer is only available through Internet Explorer. If you are using a different browser, you will need to locate a standalone .tiff file viewer.

IE needs to display the website in Compatibility View. To do this, in IE:
1. Click on Tools.
   Note: If the "Tools" menu option is not displayed on the top of Internet Explorer press the "alt" key (on your Keyboard) to show or hide those menu options.
2. If available, on the list of menu options Click "Compatibility View". This will add the URL for Realist to the list on the Compatibility View settings.
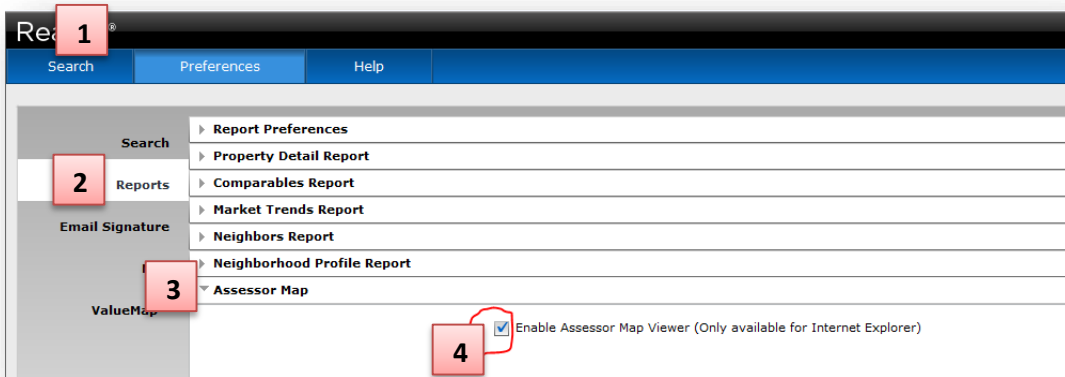
   or

   Click "Compatibility View Settings" and manually add the Realist URL, "mls.realist.com".
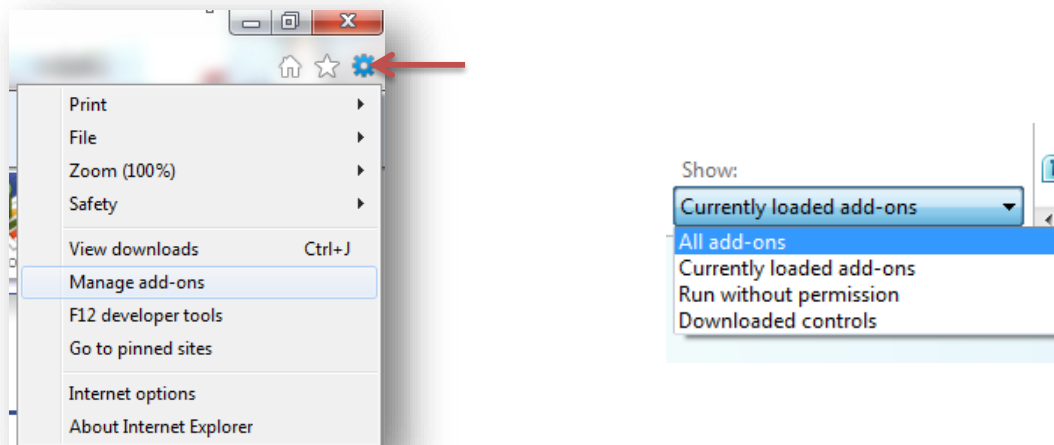
Ensure that the Map Viewer option is enabled

Make sure the map viewer options are enabled: Click Preferences>Reports>Assessor Map>and make sure the check mark is in the box for the option "Enable Assessor Map Viewer…"
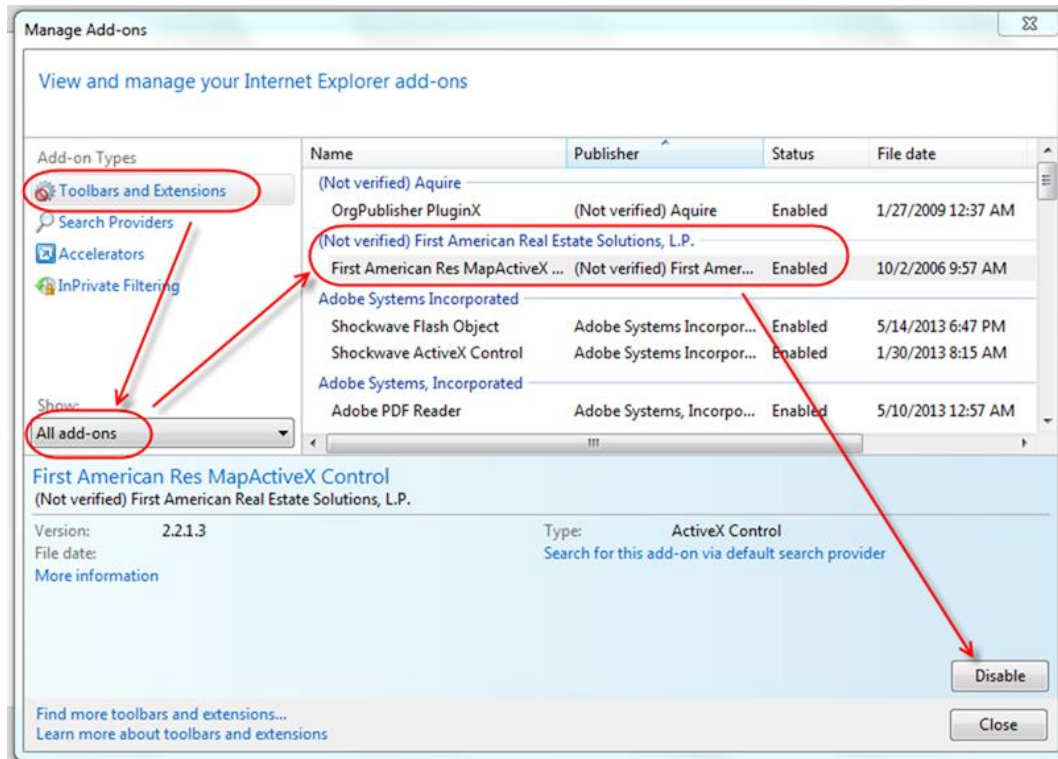

The Tiff file option continues to display
To resolve, uninstall and auto-reinstall the Internet Explorer Map Viewer plugin.

After launching IE, click the "Tools" main menu option and locate "Manage Add-ons". The screen below will appear. Select "Toolbars and Extensions" Change the Show: section from "Currently loaded add-ons" to "All add-ons"

Locate the "FirstAmerican Res MapActiveX" component, highlight it, then click "Disable". Close out and restart Internet Explorer. The next time you log into Realist and access assessor maps it will prompt you to install the Active-X control files. Let this process install and complete.

In the event that does not correct the issue, then you have the option to manually download the add-on.

See if MapViewer was fully downloaded and uninstall:

1. Click on Internet Options in IE Menu: Tools => Internet Options
2. Click Settings button in General tab
3. Click View objects button
4. Is there a mapviewer.ocx there? If it is not there, try the following steps to install it (If it is there try to delete that file and then the next time you try to view Assessor Map, it will ask you to install Map Viewer)

Install MapViewer ActiveX manually:

1. Go to http://mls.realist.com/mapviewer/mapviewer.cab
2. Click Save on File Download dialog to save the file somewhere on your desktop
3. Double-click that file and you should see mapviewer.ocx
4. Put mapviewer.ocx in the location shown in step 4 above (C:\Windows\Downloaded Program Files)
5. Now try to view Assessor Map again and it should launch the Map Viewer without prompting for installation