



ISSUE RESOLVED



June 5, 2018

Early yesterday morning Black Knight received reports of users experiencing errors when attempting to log in to Paragon. Shortly thereafter, select users received emails notifying them that their Collab Center contact or site was disabled or in specific cases were asked to verify their email address.

We determined these issues were related to a small number of LDAP servers that had become unresponsive. LDAP is a key component of Paragon involved with common functions such as login/logout procedures, CAN-SPAM, Auto Notifications and Collaboration Center (CC) email updates.

Late in evening last night, we resolved the instability affecting those servers and corrected wrongly disabled notifications or LDAP server entries resulting in email Auto Notifications or CC Notifications being re-enabled.

If any user is still experiencing an issue, please reach out to your designated System Support Manager. Further updates, as to root cause, will be sent at a later date.

Thanks for your patience and understanding and we apologize for the inconvenience this caused.

Black Knight MLS Solutions

TM SM ® Trademark(s) of Black Knight IP Holding Company, LLC, or an affiliate.

© 2018 Black Knight Financial Technology Solutions, LLC. All Rights Reserved.

601 Riverside Avenue, Jacksonville, FL 32204, United States

[Black Knight Data & Analytics](#) | [Black Knight](#) | [Privacy Statement](#) | [Unsubscribe](#)

If you wish to receive Black Knight emails to your inbox, please whitelist this IP address: 216.41.143.216.