

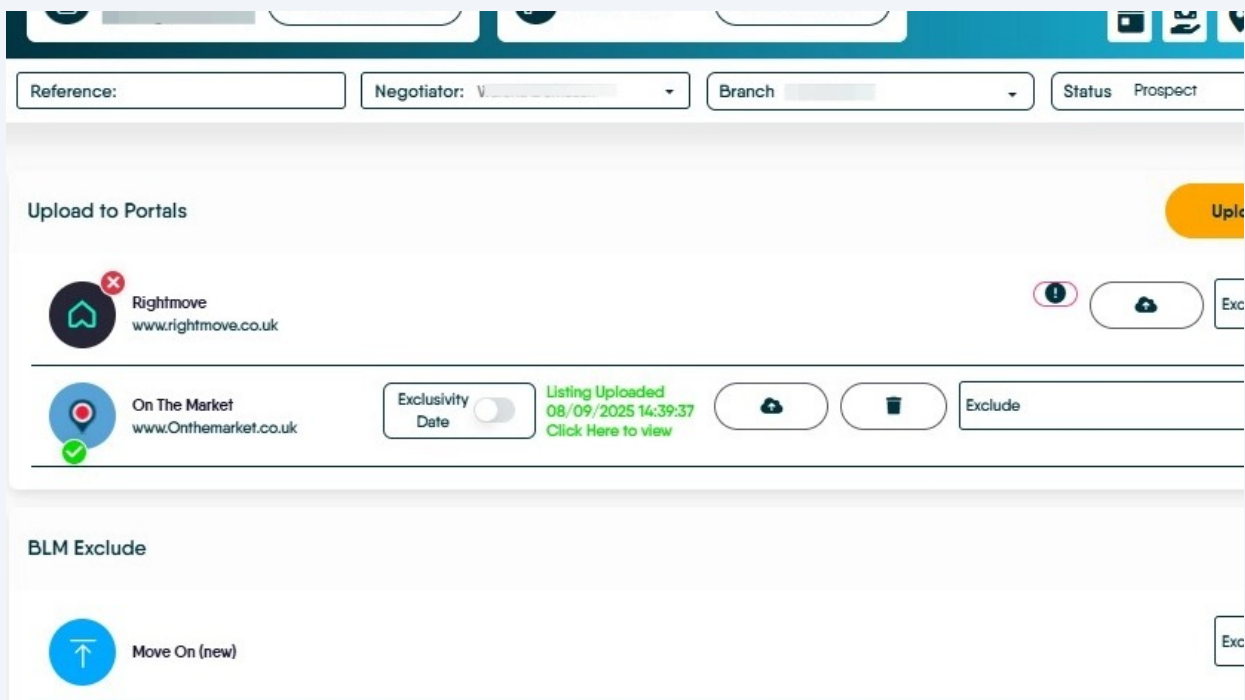
Addressing the Error 'Invalid Element' When Marketing a Property?



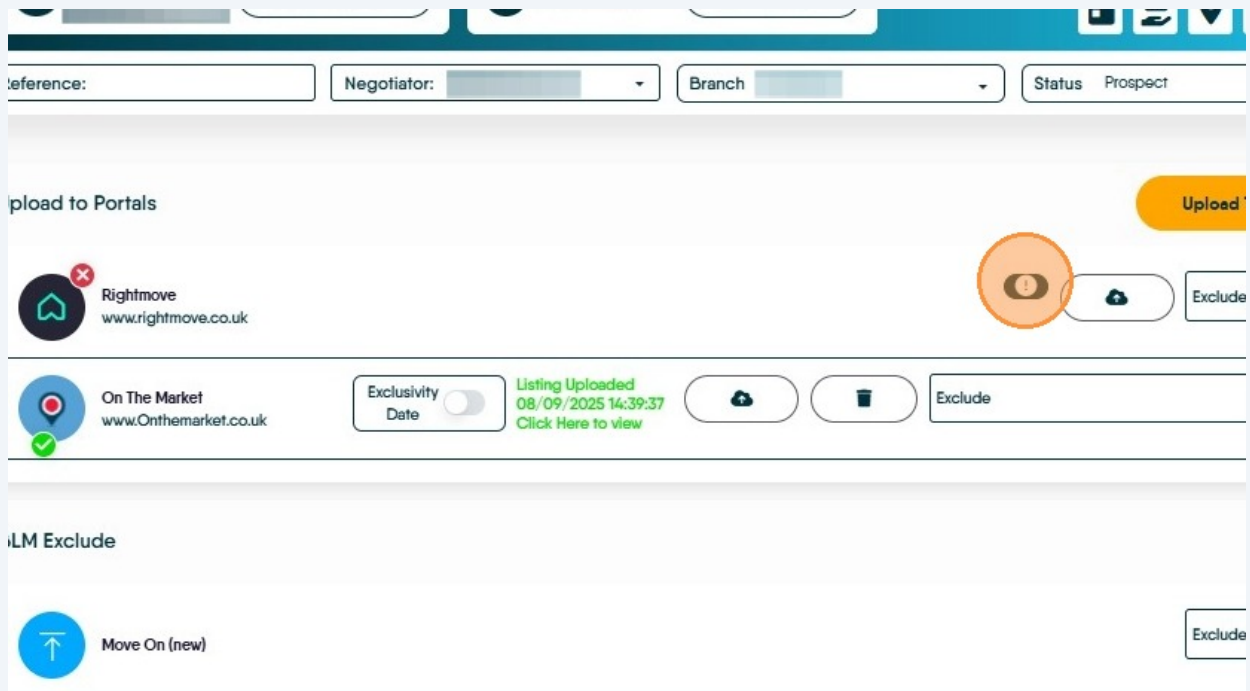
This guide shows how to identify and fix the 'Invalid Element' error when marketing a property. By following the outlined steps, users can ensure their property listings are accurate and compliant, ultimately enhancing visibility and appeal

1

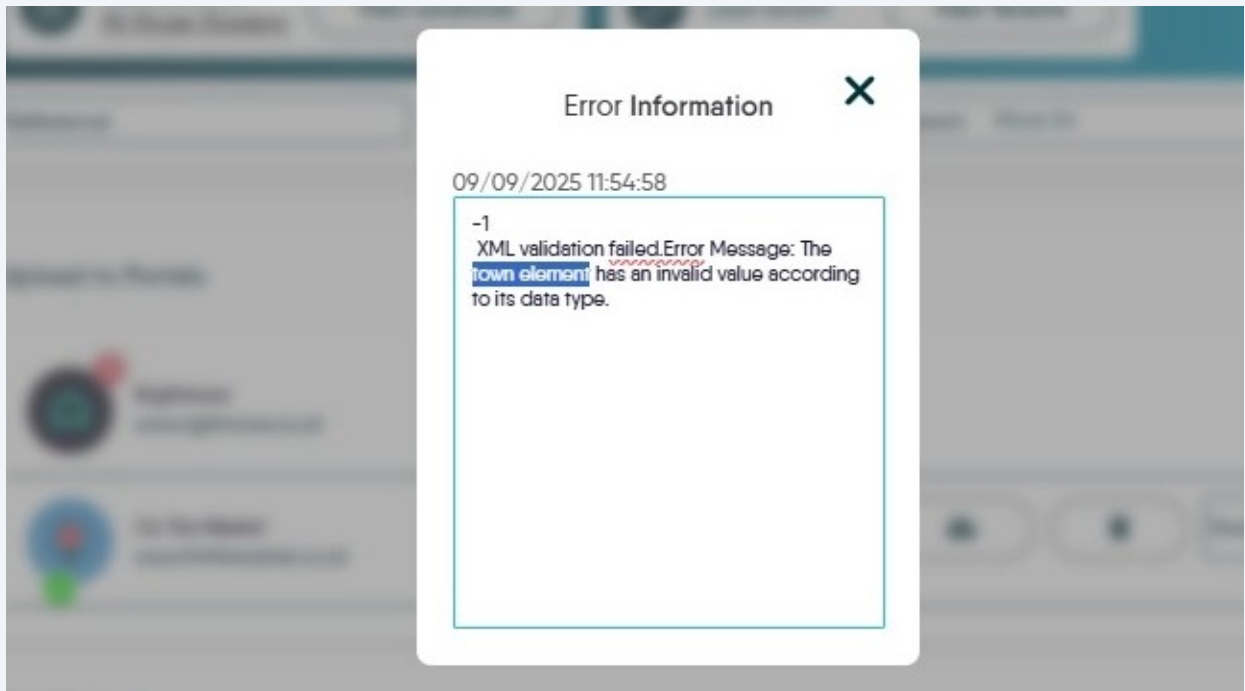
If a property fails to upload, a red cross will display on the portal logo, and an exclamation mark button will appear next to the Upload button.



- 2 Click the exclamation mark button and you'll be shown an error.



- 3 The error tells you there is an invalid value in a certain section of the property record. The most common being the Address Line 1, Town, Summary, and Description elements.



4

If you see the Address Line 1 or Town Element error, go to the Property Details Page and click the Edit Address button

Flat 42a 123 False Road, Hyde Park, SW1A 1AA |
 0 0 | £ 0.00 null

Available 1 Tenant

Lead landlord: Prof Mojo Jojo View Landlord

Lead tenant: Mr Rick Mayall View Tenant

Reference: Negotiator: Ian Johnson Branch: Dome Branch Status: Prospect

PROPERTY PICTURES Upload

No pictures available
 Please click the button to add
 Start

Property Address Edit Address

Postcode SW1A 1AA

Full Address Flat 42a 123 False Road, Hyde Park, Greater London, SW1A 1AA, UK

Property Information

Fully managed ✓ Rent collect Let only

5

This will expand the address and allow it to be edited. Here we can see the Town field is empty, and the property will not upload to portals without it.

Lead landlord: Prof Mojo Jojo View Landlord

Lead tenant: Mr Rick Mayall View Tenant

Reference: Negotiator: Ian Johnson Branch: Dome Branch Status: Prospect

PROPERTY PICTURES Upload

No pictures available
 Please click the button to add
 Start

Property Address Edit Address

Postcode SW1A 1AA

Full Address Flat 42a 123 False Road, Hyde Park, Greater London, SW1A 1AA, UK

House No Flat 42a Address Line 1 123 False Road Address Line 2 Hyde Park

Town Country Greater London Country UK

Latitude 51.501364 Longitude -0.14189

Property Information

6 Add in the missing element

The screenshot shows a web application for property management. At the top, there's a header with 'Available' and '1 Tenant' tabs. Below this, there are two sections: 'Lead landlord: Prof Mojo Jojo' with a 'View Landlords' button, and 'Lead tenant: Mr Rick Mayall' with a 'View Tenants' button. A navigation bar contains fields for 'Reference:', 'Negotiator: Ian Johnson', 'Branch: Doms Branch', and 'Status: Prospect'. The main content area is split into two columns. The left column, titled 'PROPERTY PICTURES', has an 'Upload' button and a message: 'No pictures available. Please click the button to add.' with a 'Start' button below it. The right column, titled 'Property Address', has an 'Edit Address' button and several input fields: 'Postcode' (SW1A 1AA), 'Full Address' (Flat 42a 123 False Road, Hyde Park, Greater London, SW1A 1AA, UK), 'House No' (Flat 42a), 'Address Line 1' (123 False Road), 'Address Line 2' (Hyde Park), 'Town' (London), 'County' (Greater London), 'Country' (UK), 'Latitude' (51.501364), and 'Longitude' (-0.14189).

7 Save the address

This screenshot shows the same interface as the previous one, but with a 'Save Changes' button highlighted in an orange circle at the bottom right. The 'PROPERTY PICTURES' section remains the same. The 'Property Address' section now includes a 'Save Changes' button at the bottom right. The 'Property Information' section is partially visible at the bottom, showing a 'Save Changes' button and a 'Start' button.

8

If the Invalid Element in the error is the Description or Summary, the likely cause is the text has been copy-pasted from an email or a website and has formatting that cannot be uploaded. Go to the Marketing tab and scroll down to the text boxes.

Flat 42a 123 False Road, Hyde Park, London, SW1A 1AA | 0 0 | GBP 0.00 null

Available 1 Tenant

Lead landlord: Prof Mojo Jojo View Landlords

Lead tenant: Mr Rick Mayall View Tenants

Reference: Negotiator: Ian Johnson Branch: Doms Branch Status: Pro

Property Marketing

Rent (GBP)	Deposit (GBP)	Bedrooms	Bathrooms
£			
0.00	0.00	0	0

Property Advertising

Select Date Available From 09/09/2025

9

There are several clues that the text contains formatting. In this example, you can see different fonts and text sizes are in use, as well as bullet points and a link

CRM

Marketing

Main Summary Extra 1 Extra 2 Advertising SMS Message

B I U

d Results: Once username and password are entered, the web page redirects to the user's inbox, displaying and highlighting new emails at the top. Actual Results: As Expected

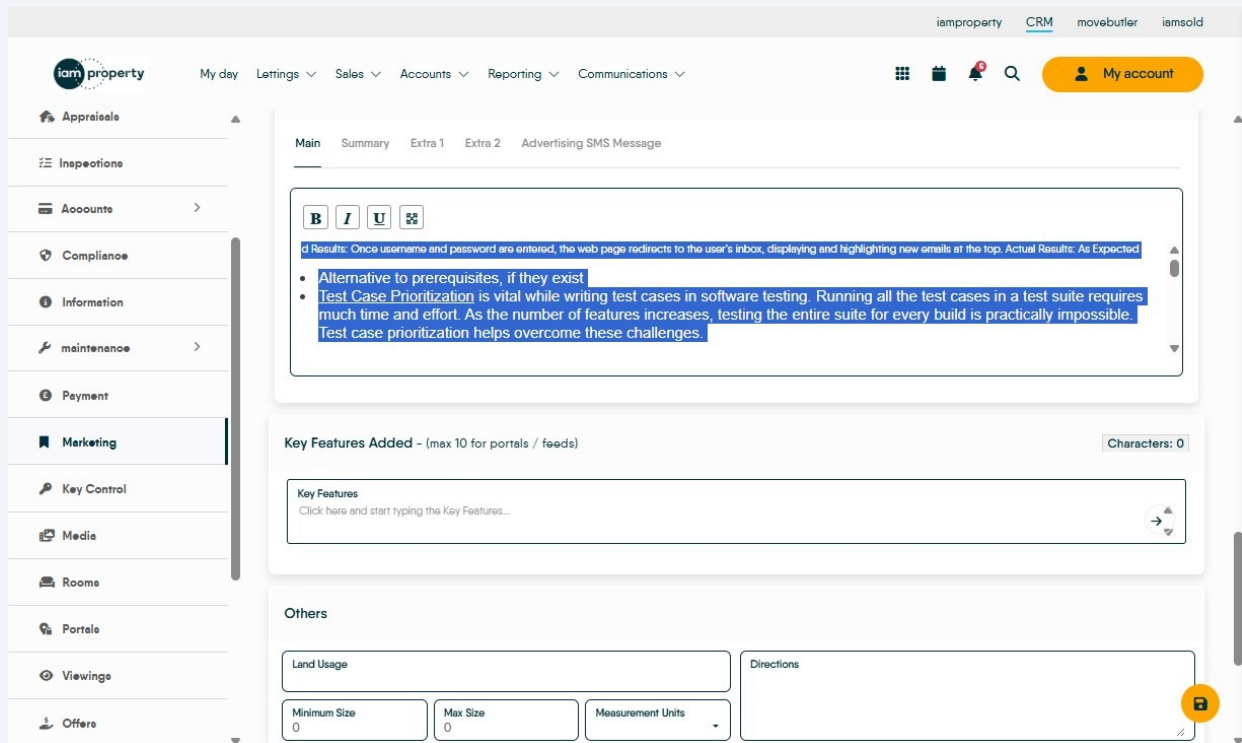
- Alternative to prerequisites, if they exist
- Test Case Prioritization is vital while writing test cases in software testing. Running all the test cases in a test suite requires much time and effort. As the number of features increases, testing the entire suite for every build is practically impossible. Test case prioritization helps overcome these challenges.

Key Features Added - (max 10 for portals / feeds)

Key Features

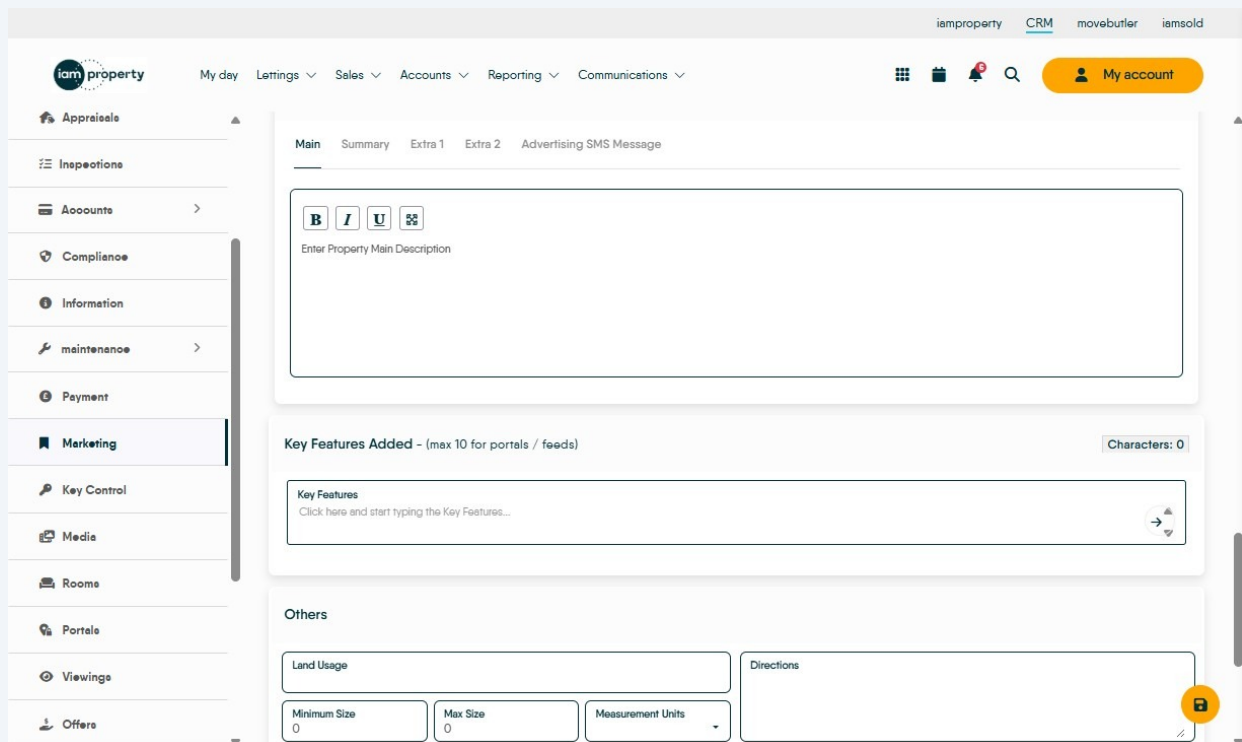
Click here and start typing the Key Features...

10 Press **ctrl** + **a** to select all of the text in the box



The screenshot shows the 'iamproperty' CRM interface. The left sidebar contains a menu with items: Appraisals, Inspections, Accounts, Compliance, Information, maintenance, Payment, Marketing (highlighted), Key Control, Media, Rooms, Portals, Viewings, and Offers. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The main content area has tabs: 'Main', 'Summary', 'Extra 1', 'Extra 2', and 'Advertising SMS Message'. The 'Main' tab is active, showing a text editor with a rich text toolbar (B, I, U, and a list icon). The text in the editor is selected, showing a blue highlight. Below the text editor is a section titled 'Key Features Added - (max 10 for portals / feeds)' with a 'Characters: 0' indicator. This section contains a text input field with the placeholder 'Click here and start typing the Key Features...'. Below this is an 'Others' section with three input fields: 'Land Usage', 'Minimum Size' (with a value of 0), and 'Max Size' (with a value of 0). To the right of these is a 'Measurement Units' dropdown menu and a 'Directions' text area. A yellow circular icon with a red 'X' is visible in the bottom right corner of the main content area.

11 Press **ctrl** + **X** to cut the text, then Press **ctrl** + **shift** + **V** to paste it back as plain text.



This screenshot shows the same 'iamproperty' CRM interface as the previous one, but the text in the main editor has been removed, leaving a placeholder that says 'Enter Property Main Description'. The rest of the interface, including the sidebar, top navigation, and the 'Key Features Added' and 'Others' sections, remains the same. The yellow circular icon with a red 'X' is still present in the bottom right corner.

12

You will be able to tell that the text has had the formatting removed as all fonts and sizing will change to the system font.

The screenshot shows a web form with a sidebar on the left containing a list of items. The main content area has a 'Descriptions' section with tabs for 'Main', 'Summary', 'Extra 1', 'Extra 2', and 'Advertising SMS Message'. The 'Main' tab is active, showing a text editor with bold (B), italic (I), underline (U), and link icons. Below the icons, the text reads: 'd Results: Once username and password are entered, the web page redirects to the user's inbox, displaying and highlighting new emails at the top. Actual Results: As Expected Alternative to prerequisites, if they exist Test Case Prioritization is vital while writing test cases in software testing. Running all the test cases in a test suite requires much time and effort. As the number of features increases, testing the entire suite for every build is practically impossible. Test case prioritization helps overcome these challenges. How to write Test Cases (Test Case Example)'. A character count 'Characters: 1,366/20' is visible. Below the descriptions is a 'Key Features Added - (max 10 for portals / feeds)' section with a text input field and a character count 'Character:'. The input field contains the placeholder text 'Click here and start typing the Key Features...'.

13

With these changes made, reupload the property to confirm there are no other errors.

The screenshot shows a property management interface. At the top, it displays '2' and '1' icons, followed by 'GBP 1500.00 pcm' and 'Available'. Below this are buttons for 'Lead landlord: View Landlords' and 'Lead tenant: View Tenants'. A navigation bar contains icons for calendar, chat, location, and camera. Below the navigation bar are input fields for 'Reference:', 'Negotiator:', 'Branch:', and 'Status: Prospect'. The main section is titled 'Upload to Portals' and features an 'Upload To All' button. It lists two portals: 'Rightmove' (www.rightmove.co.uk) and 'On The Market' (www.Onthemarket.co.uk). For each portal, there is a 'Listing Uploaded' status, a 'Click Here to view' link, and an 'Exclude' toggle switch. The 'On The Market' entry also has an 'Exclusivity Date' toggle. Below the portals is a 'BLM Exclude' section with an 'Exclude' toggle switch.