

Part Three – CD/DVD Backup Failed Message

Welcome to PastPerfect Video Tech Tips. Part three of this technical tip will cover what to do in the event that you receive a Backup Failed message when creating a backup of your PastPerfect data to CD or DVD.

Also, if you get a backup failed message, it may be that you have more information than will fit on one CD or DVD. If the combined size of the data, images and multi-media files exceeds the storage space on the CD or DVD, you should choose to include the data and images from a few folders on one disc, and create a second disc with the remainder of the image folders as well as the multi-media files. The key is to divide the image folders, so that the total backup size is not greater than the capacity of the disc.

Press “Exit” twice to return to the main menu of PastPerfect. Please remember to create a backup of your PastPerfect data every day.

If you have any questions regarding how to make a backup in PastPerfect, please contact our support office at 1-800-562-6080, toll free or email us at support@museumsoftware.com