

Part 1 - Preparing to Update

Welcome to PastPerfect Video Tech Tips. Part one of this technical tip will cover preparing to update your PastPerfect program to the most current version using the free download from the PastPerfect website.

Updating your PastPerfect program so that it is running the latest version will ensure that you have all of the latest additions and fixes for your program and optional upgrade features. The updates are cumulative, so that if you have missed a few updates, you may run the latest version and still benefit from previous updates to the software. Notifications regarding new updates are available in our free e-mail newsletter or by visiting the Update portion of our website at www.museumsoftware.com.

You may verify your current program version for PastPerfect by opening PastPerfect and selecting Utilities then System Info. In 4.0D7 and higher, "Program Version" will be displayed in the upper left of your screen. In versions earlier than 4.0D7 it is displayed in the upper right of the System Information screen. It may also be found on the Main Menu of PastPerfect. In 4.0D7 or higher it is located in the lower left corner, while in versions earlier than 4.0D7 it is located directly above the "Incoming Loans" button.

- Before you update, a backup of your PastPerfect program should be created. Within this Video Technical Tip, we will be creating a backup to the hard drive. If you are on a network, please ensure that no other users are in the PastPerfect program before making the backup.
- To verify that no other users are in the program, from the Main Menu, please select the "Reindex" button on the lower right portion of the screen.
- If you are currently using PastPerfect 4.0D7 or higher, entering the "Reindex" screen will indicate if there are any other users in the program.
- To manually check for other users, on the "Reindex" screen please select the "check now for other users" button in the center of the screen.
- You will receive a message indicating if there are any other users in the program.
- Please click "OK" to exit from the message.
- If there are users in the program, please have all other users exit completely from the program on their computer. To verify that all others have exited, select the "check now for other users" button.
- If there are no other users in the program, please exit from the Reindex screen by using the "Exit" button at the bottom of the screen.
- From the Main Menu, please select the "Backup" button, to the left of the "Reindex" button.
- Within the Backup screen, please choose "backup data to hard drive".
- Once it indicates "backup created successfully", please press "Ok".
- Next, choose the "Exit" button on the lower right corner of the backup screen.

- Please exit completely out of PastPerfect by selecting the “Exit” button in the lower right corner.
- If you are using PastPerfect 4.0D7 or higher, please select “Close” when you receive the “data backup reminder” screen. And then choose “Yes” on the “Quit PastPerfect” screen.

If you have any questions regarding preparing PastPerfect for the update process, please contact our support office at 1-800-562-6080, toll free or email us at support@museumsoftware.com