

Part 3 - Completing the Update Process

Welcome to PastPerfect Video Tech Tips. Part three of this technical tip will cover running the most current update on your PastPerfect program.

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.

- Please remember, before running the update, a backup of PastPerfect should be created and all PastPerfect programs must be completely closed on all networked workstations.
- If you have just downloaded the update from our website, you should receive the “download complete” screen. Please select “Run”. If you do not have the “Run” option, please navigate to the location of your saved update file and double click on it to run. The name of the file is “pp4Update.exe”.
- Depending upon your computer’s security settings, you may receive a security warning screen, indicating that the publisher could not be verified. This update is published by PastPerfect Software. Please choose “Run”.
- Because this file is an executable file, you may also receive a “User Account Control” screen indicating that “an unidentified program wants access to your computer”. This screen will also indicate the file name pp4Update.exe. Please choose “Allow. I trust this program. I know where it’s from or I’ve used it before.”
- After choosing Allow, the wizard will open.
- The first screen is a welcome screen, which will remind you that before updating, you will need to make a backup of your PastPerfect data. If you have not already created a backup you may choose “Cancel” to exit from the wizard. If you have already created a backup and are ready to proceed, please choose “Next”.
- The next screen is where you select the program folder where PastPerfect is installed on this computer; this may not be where the PastPerfect data folder is located. Your pp4 folder on the local hard drive should already be selected. This is the default location. The default location should only be changed if you know that your PastPerfect program is not installed in the pp4 folder on this computer. Please press “Next”.
- Please wait while the PastPerfect Update is installed on your computer.
- Once complete, you will see a screen indicating that the installation is successful. Please click on the “Finish” button to start the database update process.

- You will receive a message indicating that the program is updating from the old version to the new version. If you are on a network all computers will now be updated.
- The next message will inform you that the update process completed successfully and that you must reindex all data now from the Main Menu. Please choose "OK".
- Please open your PastPerfect program. All other users should continue to have PastPerfect closed on their computers.
- Please go immediately to the "Reindex" button in the lower right corner. Please make sure that everything is checked, this includes those items that are usually unchecked.
- Once everything is checked, please press "Start Reindex Now" at the top of the screen.
- Once the reindex has completed you will notice the word "done" at the top of the screen.
- To return to the Main Menu, please select "Exit" at the bottom of the "Reindex Databases" screen.
- It is now safe for your other users to enter PastPerfect.

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