

How do I download and install the latest update?

Version 4.0

The fastest way to update your PastPerfect program is to download the latest update from our Software Updates page: <http://www.museumsoftware.com/softwareupdates.html>. If you have a slow internet connection or cannot download the update from our website, please email support@museumsoftware.com or call 1-800-562-6080 and we will be happy to send you the update on CD.

Before running the update:

1. If you are on a network, make sure PastPerfect is closed on all workstations.
2. From one workstation or stand-alone computer, make a backup of your PastPerfect data to hard drive by following these steps:
 - a. Click the "Backup" button on the Main Menu of PastPerfect.
 - b. Click the "Backup Data to Hard Drive" button.
 - c. Click the "OK" button when the backup is complete.
 - d. Click "Exit to return to the Main Menu.
3. After the backup completes, perform a reindex by following these steps:
 - a. Click the "Reindex" button on the Main Menu of PastPerfect.
 - b. Click the "Start Reindex Now" button.
 - c. Click the "Exit" button when the reindex is complete.
 - d. Close completely out of PastPerfect.

NOTE: If you experience errors during the backup or reindex, do not continue and immediately contact support by calling 1-800-562-6080.

Downloading the update:

1. Visit the Software Updates page on our website:
<http://www.museumsoftware.com/softwareupdates.html>.
2. Click on the link for "PastPerfect 4.0 Update".
3. Fill out the form with your information and then click "Submit".
4. On the next screen, click the green "Download" button.
 - a. If asked "Do you want to Run or Save this File?" click "Save".
 - b. If asked where you wish to save the file, select your Desktop.

Installing the update:

1. When the file has finished downloading, double-click on the pp4update.exe file.
 - a. If you receive a warning that the publisher cannot be verified, click "Run".
2. Click "Next".
3. Choose the local folder where your PastPerfect program is installed (not the network folder where your data is stored). Usually, this is the default c:\pp4.
4. Click "Next".
5. The first part of the update will begin and you will see a progress bar on the screen. When this completes, click "Finish".
6. The second part of the update will begin and you will see another progress bar.

NOTE: If you experience errors during either part of the update, do not continue and immediately contact support by calling 1-800-562-6080.

7. You will receive a message that the update process completed successfully and the message will indicate if you need to perform a reindex.
8. Click "OK" and then open your PastPerfect program from your desktop shortcut.
 - a. If you need to reindex, click on "Reindex" from the Main Menu.
 - b. Click "Start Reindex Now".
 - c. Once the reindex completes, you may begin working in the program. If you are on a network, others may begin working in the program also.
9. On a network, the PastPerfect programs on the other workstations will be automatically updated when PastPerfect is opened on each computer. You do not need to run the update at each workstation.

If Updating from CD:

1. Follow instructions on page 1 for *Before running the update*.
2. Insert the Update CD. The Update program should open automatically.
 - a. If the program does not open automatically, navigate to your CD/DVD drive and double click on the pp4update.exe file.
3. Click "Next".
4. Choose the local folder where your PastPerfect program is installed (not the network folder where your data is stored). Usually, this is the default c:\pp4.
5. Click "Next".
6. The first part of the update will begin and you will see a progress bar on the screen. When this completes, click "Finish".
7. The second part of the update will begin and you will see another progress bar.

NOTE: If you experience errors during either part of the update, do not continue and immediately contact support by calling 1-800-562-6080.

8. You will receive a message that the update process completed successfully and the message will indicate if you need to perform a reindex.
9. Click "OK" and then open your PastPerfect program from your desktop shortcut.
 - a. If you need to reindex, click on "Reindex" from the Main Menu.
 - b. Click "Start Reindex Now".
 - c. Once the reindex completes, you may begin working in the program. If you are on a network, others may begin working in the program also.
10. On a network, the PastPerfect programs on the other workstations will be automatically updated when PastPerfect is opened on each computer. You do not need to run the update at each workstation.

If you have any questions, please contact our Support Office at 1-800-562-6080 or email support@museumsoftware.com. Thank you for using PastPerfect!