PASTPERFECT SOFTWARE
museum collection management | software tools & products

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PastPerfect Files Cannot be Located
Version 4.0

Upon opening PastPerfect, a Warning Message may appear stating "PastPerfect Files Cannot be Located." This message indicates that PastPerfect is unable to locate the required data files due to either a disconnected network drive or incorrect data paths.

This problem may be caused by a disconnected network drive. In this example, we'll say the Data Directory is p:\data\.
1. Quit PastPerfect.
2. Open Computer or My Computer.
3. Double click mapped drive p:\.
4. If the network drive successfully opens, or reconnects, attempt to run PastPerfect again.
5. If you are unable to reconnect the mapped drive in Windows, check the following:
    a. Make sure the server or PastPerfect computer that has the PastPerfect data files is turned on and connected to the network.
    b. Make sure the computer receiving the PastPerfect Warning Message is connected to the network.

This message can also be triggered if the directories listed are incorrect due to a server change or remapping. If that is the case, you will need to change the paths so that they point to the correct location of the PastPerfect data files.
1. While on the Warning Message screen, press Alt+F12 on your keyboard.
    Note: If pressing Alt+F12 does not work and your keyboard has a FN (Function) key, you will need to press FN+Alt+F12 on your keyboard.
2. The fields containing the data path should become active to allow you to edit the path.
3. Once the correct data path is entered, press Enter on your keyboard to make the "Quit" button become a "Continue" button.
4. Upon entering the program, you will need to go to Setup | Network and change the Image and Multimedia folders to reflect the new location/mapping of the PastPerfect files.

If you've recently moved data, changed mapping, etc., there is a simple way to verify that all PastPerfect computers are looking at the same data.
1. On one computer, go to Setup | Main Menu.
2. Add an asterisk to the Name on Main Menu field.
3. Click "Exit."
4. The asterisk should then display on the Main Menu of all PastPerfect computers.
    Important: After adding the asterisk, if all of the computers don't show the asterisk, contact the support office immediately as you are likely using multiple datasets!

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!