

OLE error code 0x80040154: Class not registered. OLE object is being ignored
Version 4.0 and 5.0

If you receive this error when accessing a record with an image attachment:

1. Return to the Main Menu.
2. Click Setup | Workstation Settings (PP5) or Setup | Gen. Information (PP4).
3. Click "Register DLLs."
4. Check Imaging, and click "Register DLLs Now".
5. If the RegSvr32 screen ends with the word "succeeded," click "OK".
6. Go to the record with the image attachment once again.

Note: If the DLL registration fails, make sure the currently logged in user in Windows has Administrative privileges and, if you are using Windows Vista, Windows 7, or Windows 8/8.1, that User Account Control (UAC) is temporarily disabled. Try registering the DLL again.

If you still cannot register the Imaging DLL or if you continue to receive the OLE error after the DLL registration succeeds, download and install the PastPerfect evaluation software that corresponds with your version of PastPerfect from our website, www.museumsoftware.com. The currently logged in user in Windows will need Administrative privileges.

If you receive this error when attempting to back up data to hard drive:

1. Return to the Main Menu.
2. Click Setup | Workstation Settings (PP5) or Setup | Gen. Information (PP4).
3. Click "Register DLLs."
4. Check Zip Compression, and click "Register DLLs Now."
5. If the RegSvr32 screen ends with the word "succeeded," click "OK."
6. Try to back up again.

Note: If the DLL registration fails, make sure the currently logged in user in Windows has Administrative privileges and, if you are using Windows Vista, Windows 7, or Windows 8/8.1, that User Account Control (UAC) is temporarily disabled and try registering the DLL again.

If you still cannot register the Zip Compression DLL or if you continue to receive the OLE error after the DLL registration succeeds, verify the version of the file XceedZip.dll, located in c:\windows\system32\ or c:\windows\syswow64\. The file's version can be accessed by right clicking "XceedZip.dll," clicking "Properties," and clicking the Details tab.

If the version is not 5.0.117.0 or you continue to receive errors, please contact our Support Office at 1-800-562-6080 or email support@museumsoftware.com. Thank you for using PastPerfect!