Subject: QuickTime, Win 98, and Media Player
Date: 7/21/98 9:09 AM
To: Cristiano Pierry, cpierry@microsoft.com
Eric Engstrom, ericeng@microsoft.com
CC: Tim Schaaff, tims@apple.com

Christiano, Eric,

When you guys visited us several weeks ago, you indicated that you thought you had fixes for the problems we were experiencing with QuickTime and your new Media Player. We tested the revised version you sent against QuickTime. Unfortunately, it did not behave any differently.

I wanted to get back to you try to make some progress on this. It's a big issue for Apple.

The basic problem is very simple. When QuickTime is installed by a customer, we want to be able to associate the QuickTime Plug-in with the various MIME types QuickTime supports. In Netscape Navigator this is handled automatically by the browser plug-in API. With IE 3.0, this worked somewhat. However, with Windows 98 and with your latest Media Player software, this standard plug-in mechanism seems to be completely ignored.

It appears that your software is using info from the Windows Registry to determine what MIME types get routed to which pieces of software. As you know, the Windows Registry is not publicly documented. To the extent that Internet Explorer 4 relies on this undocumented info from the Windows Registry to determine which software should be invoked to process different MIME types on the web page, third-party developers, like Apple, are getting hurt.

We do not experience this problem with .MOV files (though, we do with .QT files). However for all the other file types we support (e.g., AVI, WAV, AU, AIFF, MIDI,...). Your software either ignores the plug-in settings or overrides our attempts to manipulate the registry to achieve the desired behavior.

Either IE needs to properly implement support for the plug-in API or Microsoft needs to tell us how to set the registry to achieve the behavior we are getting automatically in Navigator. It's unacceptable that everytime a new version of the Media Player, or Direct X, or Windows itself is installed that QuickTime is getting overriden by your software.

Can you help me solve this problem?

Thanks,

Tim

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