From: Cristiano Pierry
Sent: Tuesday, July 28, 1998 10:12 AM
To: Vivek Varma (LCA); Jack Krumholtz (LCA); Cory Van Arsdale (LCA)
Cc: Gary Schare; Adam Sohn; Eric Engstrom; Will Poole; Kevin Larkin; Kate Seekings; Chris Phillips; Mark Murray; Brent Ethington; Kevin Unangst; Zach Harmon (Exchange); John Maffei; Cristiano Pierry
Subject: FW: QuickTime, Win 98, and Media Player

Importance: High

PRIVILEGED MATERIAL
REDACTED

----Original Message----

From: Tim Schaaff [mailto:tims@apple.com] <mailto:[mailto:tims@apple.com]>
Sent: Tuesday, July 28, 1998 9:09 AM
To: Eric Engstrom; Cristiano Pierry
Cc: Tim Schaaff
Subject: Fwd: QuickTime, Win 98, and Media Player

Hi Guys,

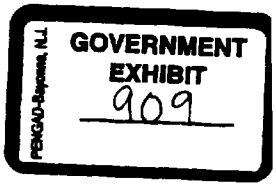
Not sure if the following e-mail I sent last week ever made it to you, so I'm sending it again. Please let me know if there's someone else I should be working with to find a resolution. We're pretty anxious to resolve the problems outlined in my note, so I'd really appreciate a response.

Thanks,

Tim

---------- Begin Forwarded Message ----------

Date: 7/21/98 9:10 AM
Received: 7/21/98 9:10 AM
From: **Tim Schaaff, tims@apple.com**
To: Cristiano Pierry, cpierry@microsoft.com
Eric Engstrom, ericeng@microsoft.com
CC: Tim Schaaff, tims@apple.com



Cristiano, 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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Tim Schaaff
Senior Director, Interactive Media Group
QuickTime, QuickTime VR, QuickDraw 3D

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http://www.apple.com/quicktime/
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———— End Forwarded Message ————