



# Tech Info Library

## QuickTime Installation Failed Message at Startup (9/95)

Article Created: 3 March 1995

Article Reviewed/Updated: 1 September 1995

TOPIC -----

My computer gives me this message each time it starts up: "QuickTime installation has failed because QuickTime was already installed." I do not understand this message because I am not trying to install anything. What is going on?

DISCUSSION -----

If your computer gives you this message each time it starts up, you have two copies of the QuickTime extension somewhere in your System Folder. You may have one in the Extensions folder and one loose in the System Folder. You may have two different versions of the QuickTime extension or two copies of the QuickTime extension that are the same version, but are named differently residing in your Extensions folder of your System Folder.

Try these two procedures to make sure you have only one copy of QuickTime in your System Folder:

Procedure 1

=====

Step 1

-----

Open your System Folder.

Step 2

-----

Click on the Views menu and choose By Name.

Step 3

-----

If you see an item called QuickTime or QuickTime 2.0 loose in the System Folder, drag it to the Trash. Make sure you have disabled the "Protect System Folder" feature in the General Controls control panel first. If you do not see an item called QuickTime, go to Procedure 2.

Step 4

-----

Restart your computer to make sure the error message does not appear.

## Procedure 2

=====

If you do not see QuickTime loose in the System Folder, open your Extensions folder. You may see one extension labeled QuickTime and one extension labeled Quicktime 2.0 or other version.

### Step 1

-----

Highlight one of the files by clicking it ONE time.

### Step 2

-----

Select "Get Info" from the File menu and check the version displayed in the Info window. Keep the later version, (for example, 2.0 is later than 1.6) and move the older one to the Trash. If they are both the same version, it does not matter which one you remove.

### Step 3

-----

Restart your computer to make sure the error message does not appear.

Many third-party CD-ROM disc games will add QuickTime when they are first installed on your computer. Some games may contain an older version of QuickTime which may replace your newer version. Any computer which comes with System 7.5 also comes with QuickTime 2.0. If your copy of QuickTime 2.0 has been replaced with an earlier version, you will need to either reinstall it from your original floppy disks or CD, or restore your system software if you have a Macintosh Performa computer.

This article was published in the "Information Alley":  
Volume II, Issue 1, Page 13

#### Article Change History:

01 Sep 1995 - Clarified procedures section.  
03 May 1995 - Added keyword; made minor technical updates.

#### Support Information Services

Copyright 1995, Apple Computer, Inc.

Keywords: ksts,supt,kalley

=====

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 17306