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Apple Video Player: Video Startup Not Installed (10/96)

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TOPIC -----

Whenever I try to open the Apple Video Player application, I get the following message, "Apple Video Player requires the Video Startup Extension to be installed. Make sure it has been installed in your Extensions folder and that the computer has been restarted."

I have checked in my Extensions folder and the Video Startup extension is installed. Why do I keep getting the error message?

DISCUSSION -----

You need to make sure the Apple Video Player and Video Startup extension are using the same version. If the Apple Video Player version number does not match the Video Startup extension version number, this error message will be seen regardless of whether the Video Startup extension is installed in the Extensions folder.

The Apple Video Player application is normally in the Apple Extras folder while the Video Startup extension is in the Extensions folder. To find the version number of these files you can choose the Get Info command in the File menu.

If you have installed System 7.5 Update 2.0 on your computer, you should perform a custom install Apple Video Player 1.4, which will install both the Video Startup extension and the Apple Video Player.

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