

MemoryMixer 2

USING MEMORYMIXER 2

Q. MemoryMixer 2 won't load! Instead I receive a message saying that "Memory Mixer was unable to initialize the Quick Time Library." So how do I use MemoryMixer?

A. This issue has recently occurred due to an unforeseen change by Apple in their latest QuickTime version (7.2). The solution is often as simple as copying a file from one location on your computer to another, but may sometimes require Apple QuickTime to be reinstalled. As the fix varies between a Mac computer and a PC, please make sure to follow the instructions appropriate to your computer type:

Mac OS X:

1. Open your Internet browser and go to the following location: <http://www.apple.com/support/downloads/quicktime72formac.html>
2. Click on the link at the right under "Download Details" and next to the file size. Save this file to your computer.
3. After the file has finished downloading, double-click it and follow QuickTime's on-screen prompts to reinstall the software.
4. Once the reinstall has completed, you will need to restart your computer.
5. Try running MemoryMixer 2 again after the computer has restarted.

Windows XP/Vista:

1. Use the Windows Explorer to browse to your QuickTime installation directory, usually "C:\Program Files\QuickTime".
 - a. To open the Windows Explorer, click on the "My Computer" link ("Computer" on Vista) in the Windows Start menu.
 - b. If you have trouble finding the QuickTime folder, please follow these instructions:
 - i. After opening "My Computer", double-click on "Local Disk (C:)".
 - ii. Double-click on the "Program Files" folder.
 - iii. Then double-click on the "QuickTime" folder.
2. Once inside that folder, double-click on the "QTSystem" folder. Inside you should find a file called "QTJava.zip" (It might have a small manila folder with a zipper next to its name).
 - a. This file should be about 900 kb in size. If it is not, a reinstallation of QuickTime will be required. See the reinstallation instructions below.
3. Right-click on the file and select "Copy" from the context menu that appears.

4. Now browse to the following folder on your computer: “C:\Program Files\MemoryMixer\jre\lib\ext” in the same way that you accessed the QuickTime folder before.
 - a. Note: The MemoryMixer folder may contain both a “jre” folder and a “lib” folder. Please make sure to double-click on the “jre” folder first. The correct “lib” folder will be contained inside the “jre” folder and NOT in the “MemoryMixer” folder.
5. Paste the “QTJava.zip” file into this folder by clicking on the “Paste” command (located in the Edit menu at the top of the window, or in the Organize menu if you are using Windows Vista).
6. You may be asked if you would like to replace an existing file. If so, click ‘Yes’ so that the current file is replaced by this one.
7. Once the file has been copied, please try running MemoryMixer 2 again.

If you continue to experience the same problem as before, then a QuickTime component was not properly updated to the latest 7.2 version. In order to resolve this problem, a reinstallation of the QuickTime software will be necessary:

1. Check the System Tray (bar at the bottom right) for the blue "Q" icon, and if present, right-click on it and click “Exit.”
2. Access the Control Panel from the Windows Start Menu. Open “Add/Remove Programs” (“Uninstall a Program” in Vista) and uninstall QuickTime.
3. Go to <http://www.apple.com/quicktime/download/win.html> to download the latest QuickTime installer (choose the option without iTunes).
4. Install QuickTime. You should restart your computer after the installation finishes.
5. After restarting your computer, repeat the set of instructions above (all seven steps) to copy the “QTJava.zip” file again.
6. After the file has been copied, please try running MemoryMixer 2 again.