

## Re: problem with ipod itunes and quicktime

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tapyeno wrote:

My daughter and I got presents yesterday of an ipod nano each but we cant get i tunes/ quicktime working on the computer.

I had both of these before but they are not working now for some reason.

Advice given on Apple site was to uninstall and then install again.

When I did this got the message:

"The installer encountered errors before iTunes could be configured. To retry these options at a later time please run the installer again."

When I tried to start itunes, I get the error message appearng

"Quick time failed to initialise. Error # -2095. Please make sure Quick Time is properly installed on this computer."

Now I cannot uninstall quicktime – getting error message:

"The following file does not exist or is not a valid uninstallation log file, C:\WINDOWS\System32\QuickTime\Uninstall.log"

What is that all about????

Please help – spent all day yesterday and 3 hours this morning on this – got very upset daughter anf I am getting very frustrated!

Is it a fault with my computer or with the software??

Many thanks,

Pat Mahoney

Sounds like you've got issues with QuickTime and/or iTunes. I doubt it's your system beyond that software. Try downloading Microsoft's

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Software Removal Tool to remove Quick Time and iTunes if the uninstallers within Add/Remove Programs aren't working for you.

When you install, are you using the CD that came with the iPod? Or are you downloading iTunes off the Internet? Whichever you tried before that didn't work, try the other. If the install from the Internet failed, after you remove it, try loading it from the CD. You'll be prompted to upgrade because a newer version is available (if you're Internet connection is "always on" like broadband, for instance). If you get that prompt say no [for now]. Just worry about getting your iPod synched up, and your iTunes library figured out nicely and cleanly. Then, in a few weeks, when life at Apple.com is less chaotic go ahead and upgrade to the newest stuff.

If you tried it from the CD before and that failed, try just downloading the new stuff off the web and loading that AFTER you get the current stuff off your computer. You'll need to do that first. And the next time you install iTunes/Quicktime, if you have Anti-Virus software running, go ahead and disable it for the duration of the installation. Just to be safe.

Also, it's a known problem that, for some reason, "Terminal Services" cannot be set to "Disabled" to utilize the new iTunes software. You'll have problems syncing up your iPod if it is. Don't ask me why. TS has NOTHING to do with the the iTunes, but just trust me on that one, you'll need it.

If all else fails, the support page on Apple.com is pretty good and the forums are filled with people that have had problems and fixed them.

Best of luck to you. Have fun with your new iPods.

:Bazooka-Joe

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