



# Tech Info Library

## Power Macintosh: Network Extension Error (6/94)

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### TOPIC -----

I have just started up my new Power Macintosh system and I received the following error:

"The System Extension 'Network Extension' cannot be used."

When I click Ok, I then receive the message "An unexpected error occurred." After clicking Ok again, nothing happens. I have also received the message "The Network Control Panel cannot be loaded"

How does one correct this problem?

### DISCUSSION -----

These error messages are due to corruption of the Finder Preferences file. It is possible to correct this problem by starting up from the Power Macintosh CD or Disk Tools disk and throw away the Finder Preferences file from the Preferences folder on the hard drive. You can also delete the Finder Preferences file using the following steps:

- Go to the Finder
- Open the System Folder
- Open the Preferences Folder
- Move the file called "Finder Preferences" to the Trash. DO NOT EMPTY THE TRASH.
- Choose Restart from the "Special Menu"
- After restarting you can empty the trash. A new Finder Preferences file is created during the restart process.

You may have to reset any custom settings in the Views Control Panel after deleting this file.

Support Information Services

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8 June 1994 - Combined similar article to include its information

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