



# Tech Info Library

## Extension Versions Inconsistent After Update (4/95)

Revised: 4/7/95  
Security: Everyone

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TOPIC -----

Users who have updated their operating system with Network Software Installer 1.5 or System 7.5 Update 1.0 may have versions of extensions and control panels inconsistent with the installed update.

DISCUSSION -----

One likely cause can be that disabled extensions and control panels are NOT being updated. The installer does not look for extensions or control panels in unusual locations like the Extensions (Disabled) or Control Panels (Disabled) folders. Users who use Extension Manager or similar third-party software should complete the following steps to ensure a proper and complete update when running the installer:

### Step 1

Turn all extensions and control panels ON with the Extension Manager control panel.

### Step 2

Restart and hold the shift key down to keep extensions from loading. Even though extensions do not load into RAM during startup, they reside in the Extensions folder where the installer can find them.

### Step 3

Run the update installer.

Article Change History:  
07 Apr 1995 - Made minor technical updates.

Support Information Services

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