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## Tech Info Library

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### TITLE

Mac OS 8.5: Mac OS Help Crashes With Type 3 Error

Article ID: 24676  
Created: 10/19/98  
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### TOPIC

This article describes a circumstance under which Mac OS Help will quit with the alert, "The application "" has unexpectedly quit because an error of Type 3 occurred."

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### DISCUSSION

When an incompatible version of Internet Config Extension is installed, or if the extension is missing, Mac OS Help will return an alert

Because Internet Config Extension is installed by a variety of Internet programs (web and FTP browsers, for example), it is possible for the version of Internet Config Extension included with Mac OS 8.5 to be silently replaced by an older version of Internet Config Extension during program installation.

To correct, ensure that Internet Config Extension version 2.0.2 or later is installed in the Extensions folder of the System Folder. If necessary, use the Mac OS 8.5 Installer to perform a custom-install of the Internet control panel. Both the Internet control panel and Internet Config Extension will be installed. Proceed as follows:

1. After you get to the "Custom installation and removal" screen that gives you all the various check boxes to select components, check the "Mac OS 8.5" box.
2. Click in the "recommended installation" field to the right and select "customized installation".
3. Scroll down to the bottom click the arrow to the left of the Control Panels option.
4. Check the box next to "internet".
5. Select OK.

This will also address the requirement for Internet Config expressed in the alert shown in Figure 2. For more information about how Internet Config relates to Mac OS 8.5, please see the following Tech Info Library article:

Article 24679: "[Mac OS 8.5: Internet Control Panel Or Internet Config?](#)"

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### EXTENDED Information - [Apple Internal Use](#) - [Service Providers and Support Professional](#)

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#### Document Information

Product Area: Mac OS System Software

Category: Mac OS 8.5

Sub Category: System Software Components; Troubleshooting