

Tech Info Library

TITLE

Sherlock: Internet Config Conflict

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TOPIC

I am having trouble using Sherlock. When I try to perform an Internet search, I get an error dialog stating " A network error occurred. Check your network connections and settings, then try again." Can you help?

DISCUSSION

This error message may appear for a number of reasons. One possible cause is having an older version of Internet Config. It should be noted that this problem is not specifically an Internet Config 1.3 problem.

There is an Internet Config preference (kICUseHTTPProxy) that is defined to be a boolean (1 byte). It has not been determined exactly which application does this, but at least one application will set this preference to be a word (2 bytes). When Sherlock asks Internet Config for this preference, an error is returned because we are asking for a byte, but the property is stored as two bytes.

The workaround is to:

1. Open the "Internet" control panel.
2. Under the "Edit" menu, select the "User Mode..." menu.
3. Select the "Advanced" radio button and click OK in the dialog that comes up.
4. Select the "Advanced" tab in the "Internet" control panel.
5. Select the "Firewalls" icon in the list of the "Advanced" tab.
6. Select the "Web Proxy" check box.
7. Choose "Save Settings" from the "File" menu.
8. Uncheck the "Web Proxy" check box.
9. Choose "Save Settings" from the "File" menu.

This resets the kICUseHTTPProxy Internet Config preference to be stored as a byte instead of 2 bytes.

EXTENDED Information - Apple Internal Use - Service Providers and Support Professional

Document Information

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