AOL 3.0 and AICK 1.1.x Registration Issue (2/97)

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TOPIC ---

This article provides a workaround for users who install America Online (AOL)
3.0 and cannot get the Apple Internet Connection Kit (AICK) 1.1.x registration
process to work.

DISCUSSION --

This issue applies to users who install AOL 3.0 before or after AICK 1.1.x. When
users then register with an Internet service provider (ISP) they get the
following message when Netscape launches:

"An error occurred during registration. Your customer information has not been
used. Press 'Register' to attempt registration again"

When the user clicks OK in the error dialog, Netscape automatically quits, and
the Dialer comes up again. This issue does not affect users who already have an
ISP.

Explanation

AOL version 3.0 installs ObjectSupportLib version 1.1.1 which is incompatible
with AICK 1.1.x.

The AICK installer seeing a newer version of the ObjectSupportLib than its own,
which is version 1.0.2, leaves the newer one. So the ObjectSupportLibrary must
be replaced by hand.

AICK version 1.2 works with version 1.1.1 of the library so it should not be
affected by this issue.

Workaround

Step 1
Set Virtual Memory and the Extensions Manager appropriately.

Step 2
Put the AICK 1.1 CD-ROM disc in the CD-ROM drive.

Step 3
Double click the hard disk; double click the System Folder.

Step 4
Throw the MacTCP DNR file in the Trash

Step 5
Double click the Extensions folder

Step 6
Throw the ObjectSupportLib file in the Trash

Step 7
Move the AOLink file from the Extensions folder (AOLink can be place in the AOL
folder or elsewhere). AOLink lets America Online Software interface with
Netscape and other Internet programs. It also interferes with the operation of
AICK. Removing AOLink does not affect the performance of the AOL application
itself, and its removal is necessary for AICK to operate.

Step 8
Double click the AICK 1.1 CD icon; double click System Folder Items; double
click Apple Guide. Look in the Apple Guide folder for the ObjectSupportLib
extension. Move the ObjectSupportLib extension to the Extensions folder.

Step 9
Go to the System Folder and double click the Preferences folder

Step 10
Throw the MacTCP Prep, PPP Preferences, Internet Dialer Folder, Internet
Preferences, and TCP/IP preferences files in the Trash

Step 11
Launch the America Online application. Choose Preferences from the Members menu,
and scroll down through the list and click once on AOL Link. Deselect the Auto
Configuration checkbox. Quit America Online. (This is important to let the AOL
application work properly.)

Step 12
Restart

Step 13
Launch AICK and proceed normally with the registration process.

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11 Feb 1997 - Made change for accuracy.

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