

DISCLAIMER – The following knowledge base article has been written for your convenience. Implementing this procedure may also remove other stored passwords that are retained on your computer. United One Resources does not endorse the use of this article unless the repercussions are fully understood. United One Resources cannot be held responsible for any damages or loss that is a result from the suggestions contained within this article.



KB 110201 – Removing Bad Cache From Internet Explorer 6.0

Purpose:

The purpose of this procedure is to demonstrate how to remove any bad cache from Internet Explorer 6.0. This does not resolve issues pertaining to computers that are part of a network containing a proxy server.

Procedure:

- 1. Close all Internet Explorer browser windows.
- 2. Open a single Internet Explorer window.
- 3. Click on *Tools* > *Internet Options*.
- 4. Choose the *Clear History* button as shown below. You will be asked 'Are you sure you want Windows to delete your history of visited Web sites?'. Choose Yes.

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Home	page
2	You can change which page to use for your home page.
-un	Address: http://www.unitedoneresources.com
	Use Direct Use Delard Use Black
	Concentration (Concentration)
Temp	orary Internet files
0	Pages you view on the Internet are stored in a special folder
e	for quick viewing later.
	Delete Cockies Delete Files Settings
	Delete Cookies Delete Files Settings
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Histor	Delete Cookies Delete Files. Settings The History folder contains links to pages you've visited, for guick access to recently viewed pages. Days to keep pages in history: 0 0 Clear History

- 5. Remain in the Internet Options window on the 'General' tab.
- 6. Choose the *Delete Files* button as shown below.



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Home	page
	You can change which page to use for your home page.
-11	Address: http://www.unitedoneresources.com
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Temp	orary Internet files
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	Delete Cookies Delete Files Settings
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D	The History folder contains links to pages you've visited, for
13	quick access to recently viewed pages.
	Days to keep pages in history: 0 💠 Clear History
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7. A 'Delete Files' confirmation box will appear as shown below. Click the checkbox that reads *Delete all offline content* then press *Ok*.

Delete	Files	
	Delete all files in the Temporary Internet Files	
-	You can also delete all your offine content stored locally.	
	Delete all offline content	
	OK Cancel	

- 8. Remain in the Internet Options window on the 'General' tab.
- 9. Choose the Delete Cookies button as shown below.

Home	Page You can change which page to use for your home page.
-6	Address: http://www.unitedoneresources.com
	Use Current Use Delauit Use Blank
Temp	orary Internet files
6	Pages you view on the Internet are stored in a special folder for guick viewing later. Delete Cookies Delete Files Settings
Histor	The History folder contains links to pages you've visited, for quick access to recently viewed pages.
	Days to keep pages in history 0 💿 Clear History
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- 10. A confirmation box will appear that asks 'Delete all cookies in the Temporary Internet Files folder?'. Press the *Ok* button.
- 11. Remain in the Internet Options window; however, choose the 'Content' tab.
- 12. Choose the *AutoComplete* button as shown below.

Internet O	ptions	? ×
General	Security Privacy Content Connections Programs Adv	vanced
Content	Advisor Ratings help you control the Internet content that can be viewed on this computer. Enable	
Centica	stes	1
	Use certificates to positively identify yourself, certification authorities, and publishers.	
	Clear SSL State Certificates Publishers	
Pettona	al information	
	AutoComplete stores previous entries AutoComplete.	
	Microsoft Profile Assistant stores your My Profile	
	OK Cancel A	pply

- 13. An AutoComplete Settings window will appear.
- 14. Choose the *Clear Forms* button as shown below. You will receive a prompt asking 'Clear all previously saved form entries except passwords?'. Press the *Ok* button.

AutoComplete lists possible matches from entries you	
typed before.	ive
Use AutoComplete for	
Web addresses	
User names and passwords on forms	
Prompt me to save passwords	
Clear AutoComplete history	
Clear Forms Clear Passwords	
To clear Web address entries, on the General tab Internet Options, click Clear History.	in .
OK Can	cel

15. In the same AutoComplete Settings window, choose the *Clear Passwords* button as shown below. You will receive a prompt asking 'Clear all previously saved form passwords?'. Press the *Ok* button.



AutoComplete Settings ?		
AutoComplete lists possible typed before.	matches from entries you've	
Use AutoComplete for		
Web addresses		
Forms		
User names and passy	vords on forms	
Prompt me to save	passwords	
Clear AutoConniete histor	nv.	
Clear Forms	Clear Passwords	
To clear Web address en Internet Options, click Cli	tries, on the General tab in ear History.	
Internet Options, click Ca	ear History.	
3		
	OK Cancel	

- 16. In the AutoComplete Settings window, press the *Ok* button.
- 17. In the Internet Options window, press the *Ok* button.
- 18. Close out of Internet Explorer.

You have now cleared the bad cache from Internet Explorer.

Applies To:

• Microsoft Internet Explorer 6.0

Keywords:

KB110201 IE Internet Explorer 6.0 Cache Temporary Files Offline Proxy AutoComplete History Password