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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:

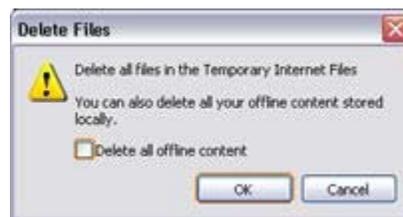
1. Close all Internet Explorer browser windows.
2. Open a single Internet Explorer window.
3. Click on *Tools > Internet Options*.
4. Choose the *Clear History* button as shown below. You will be asked 'Are you sure you want Windows to delete your history of visited Web sites?'. Choose Yes.



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



7. A 'Delete Files' confirmation box will appear as shown below. Click the checkbox that reads *Delete all offline content* then press *Ok*.



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



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.



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.



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.



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