

Article ID: 301057 - Last Review: October 28, 2010 - Revision: 4.0

Temporary Internet Files Use More Disk Space Than Specified

This article was previously published under Q301057

SYMPTOMS

You may experience either or both of the following symptoms:

- Your Temporary Internet Files folder may use more disk space than you specified in **Amount of disk space to use** (to locate **Amount of disk space to use**, click **Settings** on the **General** tab of the **Internet Options** dialog box).
- Files that are downloaded from Web sites may remain in your Temporary Internet Files folder (but are not visible in Windows Explorer) after you click **Delete Files** on the **General** tab of the **Internet Options** dialog box, and then click to select the **Delete all offline content** check box.

NOTE: By design, Windows Explorer uses the Desktop.ini and Index.dat files to provide the functionality of the Temporary Internet Files shell extension. Index.dat is the Internet Explorer cache index file. It facilitates the browser cache mechanism that speeds access to frequently accessed web pages across different browser processes in the same user context. Cookies are also displayed when you view the Temporary Internet Files folder in Windows Explorer, but these files are physically stored in your Cookies folder; this is also by design. For additional information about how to delete cookies, click the article number below to view the article in the Microsoft Knowledge Base:

[278835](http://support.microsoft.com/kb/278835/EN-US/) (http://support.microsoft.com/kb/278835/EN-US/) How to Delete Cookie Files

CAUSE

This problem can occur for any of the following reasons:

The content on a Web page is only partially downloaded (for example, if you click **Stop** while a page is still being opened, or if you navigate to another page before a page is completely downloaded). You are downloading streaming video with the AxisCamControl ActiveX control (distributed by Axis Communications), which is used to stream live video from a camera. Some of the files in the Temporary Internet Files folder are hidden, used by other processes, or otherwise protected files.

WORKAROUND

To work around this problem, move your Temporary Internet Files folder to another location, delete the old folder, and then (if you want to) move your Temporary Internet Files folder back to the original location. To have us fix this problem for you, go to the "[Fix it for me](#)" section. To fix this problem yourself, go to the "[Let me fix it myself](#)" section.

Fix it for me

To fix this problem automatically, click the **Fix this problem** button or link. Click **Run** in the **File Download** dialog box, and then follow the steps in the Fix it wizard.

[Fix this problem](#)

Microsoft Fix it 50472

Note this wizard may be in English only; however, the automatic fix also works for other language versions of Windows.

Note if you are not on the computer that has the problem, save the Fix it solution to a flash drive or a CD and then run it on the computer that has the problem.

Let me fix it myself

To fix this problem yourself, follow these steps:

1. In either My Computer or Windows Explorer, create a new folder.
2. In Internet Explorer, click **Internet Options** on the **Tools** menu.
3. On the **General** tab, click **Settings** under **Temporary Internet Files**.
4. In the **Settings** dialog box, click **Move Folder** under **Temporary Internet Files folder**.
5. Click the folder that you created in step 1, and then click **OK**.
6. If you are prompted to log off, click **Yes**, and then log on to Windows again. If you are not prompted to log off, click **OK** to close all of the dialog boxes.
7. In either My Computer or Windows Explorer, delete the old Temporary Internet Files folder, and then create a new folder in the same location with the same name.
8. Repeat steps two through six again, but in step five, click to select the new folder that you created in step seven.

NOTE: You must repeat this process when logged on as each user of the computer.

STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that are listed at the beginning of this article.

APPLIES TO

Keywords: kbenv kbnetwork kbprb kbmsifixme kbfixme KB301057



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