

Attachments and the SecureTemp Folder

<https://www.outlook-tips.net/tips/securetemp-folder/>

When you open attachments on email directly from Outlook, a copy is written to a temporary folder on your hard drive. This is so that the virus scanner can check it before it is opened. The folder Outlook uses is under the temp internet folders. This offers more security as only your user account and the computer administrator account can view the files under this folder. The only way to avoid "losing" attachments in this well hidden folder is to save them to your hard drive, before opening. Few people do this (myself included).

Outlook places attachments that are opened from Outlook items in a SecureTemp folder, which is well hidden under the Temporary Internet Files folder at

```
C:\Documents and Settings\user\Local Settings\Temporary Internet Files\OLK*
```

When you close the open attachment and the message is still in open or in preview, the temporary file is deleted from the SecureTemp folder. If you close the message or preview another message, the link is broken and the file is left in the SecureTemp folder.

You can move the location of the SecureTemp folder by editing a registry key, after first creating the folder on your hard drive.

In Windows XP, the securetemp folder for Outlook 2000 to 2003 is at

```
C:\Documents and Settings\user\Local Settings\Temporary Internet Files\OLK*
```

The OLK directory will end in a series of numbers.

Outlook 2007 and 2010 uses

```
C:\Documents and Settings\user\Local Settings\Temporary Internet Files\Content.Outlook\8A0VMD3A
```

where 8A0VMD3A can be any random characters.

Vista and Windows 7 moves the Temp Internet folder to

```
C:\Users\username\AppData\Local\Microsoft\Windows\Temporary Internet Files\
```

so you'll need to look there for the OLK or Content.Outlook folder.

To view the securetemp folder, at Start menu, run, type

```
%temp%
```

and expand the Temporary Internet Folders branch to show the OLK* folder(s) in the Folder list (left side of screen).

Click the Folders button in the Explorer toolbar (or View, Explorer Bar, Folders) if the folder list is not shown.

In Vista and Windows 7 you can go to the folder location by replacing *username* with your username below then copy and paste into the address bar of Windows Explorer then press Enter. Browse to the subfolder.

```
C:\Users\username\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\
```

You can also find the location of the folder (and move it) by looking in the registry at the following location:

If using Outlook 2010:

```
HKEY_CURRENT_USER\Software\Microsoft\Office\14.0\Outlook\Security
```

Outlook 2007:

```
HKEY_CURRENT_USER\Software\Microsoft\Office\12.0\Outlook\Security
```

Outlook 2003:

```
HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Outlook\Security
```

If using Outlook 2002:

HKEY_CURRENT_USER\Software\Microsoft\Office\10.0\Outlook\Security

Look at the value for **OutlookSecureTempFolder**. You can change the folder to point to a new location, but be sure the new folder exists before changing it in the registry.

Add a String Value called **OutlookSecureTempFolder** if it doesn't already exist, then enter the path to the new folder location as the data string.

IMPORTANT: "...outlook has a limit on the number of files of the same name that it can store. If you have 99 "orphaned" files in the temp folder whose source attachment have the same name, when you try to open the 100th, you will get an error saying you can not open any attachments."

Attachments remain in the Outlook Secure Temporary File folder when you exit Outlook 2010, Outlook 2007, or Outlook 2003

<https://support.microsoft.com/en-us/help/817878/attachments-remain-in-the-outlook-secure-temporary-file-folder-when-you-exit-outlook-2010,-outlook-2007,-or-outlook-2003>

Symptoms

You exit Microsoft Office Outlook 2010, Microsoft Office Outlook 2007, or Microsoft Office Outlook 2003 while email attachments are open. These attachments are from email messages that are in a secure Outlook folder. Alternatively, Outlook unexpectedly closes.

When this occurs, the attachments remain in the "Outlook Secure Temporary File" folder. This occurs even if you close the attachments after you exit Outlook.

Additionally, if you open the attachment to the email message from the Reading pane, you do not receive a prompt to save changes when you exit Outlook.

Cause

This problem occurs because Outlook 2010, Outlook 2007, and Outlook 2003 cannot remove the temporary file or dispose of the secure temporary folder while the attachments are open.

Resolution

This problem has been resolved in Microsoft Outlook 2010 Service Pack 1 (SP1) and in the Microsoft Office Outlook 2007 hotfix package dated June 29, 2010. These updates are described in the following Microsoft Knowledge Base articles.

Outlook 2010

[Description of Office 2010 SP1](#)

Outlook 2007

[Description of the Office Outlook 2007 hotfix package \(Outlook-x-none.msp\): June 29, 2010](#)

More Information

When you open file attachments that are considered safe, Outlook 2010, Outlook 2007, and Outlook 2003 puts these attachments in a subdirectory of the Temporary Internet Files directory as an additional precaution. When Outlook 2010, Outlook 2007, or Outlook 2003 first tries to use a temporary file, it examines the registry to determine whether the following value exists, depending on your version of Outlook.

Outlook 2010

HKEY_CURRENT_USER\Software\Microsoft\Office\14.0\Outlook\Security

or

HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\14.0\Outlook\Security

Value Name: OutlookSecureTempFolder

Data Type: REG_SZ

Outlook 2007

HKEY_CURRENT_USER\Software\Microsoft\Office\12.0\Outlook\Security

or

HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\12.0\Outlook\Security

Value Name: OutlookSecureTempFolder

Data Type: REG_SZ

Outlook 2003

HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Outlook\Security

or

HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\11.0\Outlook\Security

Value Name: OutlookSecureTempFolder

Data Type: REG_SZ

If the value exists, and if the value contains a valid path, Outlook 2010, Outlook 2007, or Outlook 2003 uses that location for its temporary files.

If the registry value does not exist, or if the value points to an invalid location, Outlook 2010, Outlook 2007, or Outlook 2003 creates a new subdirectory under the Temporary Internet Files directory and then puts the temporary file in the new subdirectory. The name of the new subdirectory is unknown and is randomly generated, depending on your version of Outlook. In this situation, to locate this subdirectory, depending on your version of Windows and your version of Outlook, follow these steps.

Important This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[322756](#) How to back up and restore the registry in Windows

Windows XP clients:

1. Click **Start**, and then click **My Computer**.
2. On the **Tools** menu, click **Folder Options**.
3. On the **View** tab, make the following changes:
 1. Select the **Show hidden files and folders** option.
 2. Click to clear the **Hide protected operating system files (Recommended)** check box.
4. Click **OK**.
5. Continue with the next set of steps based on your version of Outlook.

- 6.
7. For Outlook 2010 and for Outlook 2007:
 1. Click **Start**, click **Run**, type the following command (including the quotation marks), and then click **OK**.

"C:\Documents and Settings\username\Local Settings\Temporary Internet Files\Content.Outlook"
 2. Open the subfolder under the Content.Outlook folder whose folder name is a randomly generated sequence of letters and numbers. For example, FW0B6RID.
 - 3.
 4. Note There may be more than one subfolder with a randomly generated name under the Content.Outlook folder.

For Outlook 2003:

5. Click **Start**, click **Run**, type Regedit, and then click **OK**.
6. Locate and then click the following registry subkey:

HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Outlook\Security

7. Double-click the **OutlookSecureTempFolder** string value to examine and then note the specified folder path.
8. Click **Cancel**.
9. On the **File** menu, click **Exit** to exit Registry Editor.
10. Click **Start**, click **Run**, type the following command (including the quotation marks), and then click **OK**:

"C:\Documents and Settings\username\Local Settings\Temporary Internet Files\OLKfoldername"

Note The placeholder **OLKFoldername** in this path represents the last subfolder that you noted for the OutlookSecureTempFolder value in step C.

Windows 7 and Windows Vista clients:

1. Click **Start**, and then click **Computer**.
2. Click **Organize**, and then click **Folder and search options**.
3. On the **View** tab, make the following changes:
 1. Select the **Show hidden files, folders, and drives** option.
 2. Click to clear the **Hide protected operating system files (Recommended)** check box.
4. Click **OK**.
5. Continue with the next set of steps based on your version of Outlook.
- 6.
7. For Outlook 2010 and for Outlook 2007:
 1. Click **Start**, click **All Programs**, click **Accessories**, and then click **Run**.
 2. In the **Run** dialog box, type the following command (including the quotation marks), and then click **OK**.

"C:\Users\username\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook"
 3. Open the subfolder under the Content.Outlook folder whose folder name is a randomly generated sequence of letters and numbers. For example, FW0B6RID.
 - 4.
 5. Note There may be more than one subfolder with a randomly generated name under the Content.Outlook folder.

For Outlook 2003:

6. Click **Start**, click **All Programs**, click **Accessories**, and then click **Run**.
7. In the **Run** dialog box, type Regedit, and then click **OK**.
8. Locate and then click the following registry subkey:

HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Outlook\Security

9. Double-click the **OutlookSecureTempFolder** string value to examine and then note the specified folder path.
10. Click **Cancel**.
11. On the **File** menu, click Exit to exit Registry Editor.
12. Click **Start**, click **All Programs**, click **Accessories** and then click **Run**.
13. In the **Run** dialog box, type the following command (including the quotation marks), and then click **OK**.

"C:\Users**username**\AppData\Local\Microsoft\Windows\Temporary Internet Files**OLKFoldername**"

Note The placeholder **OLKFoldername** in this path represents the last folder that you noted for the OutlookSecureTempFolder value in step D.