

IE6 hangs when attempting to clear temporary internet files

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Hi all,

I upgraded from W2K Pro to XP Pro a couple weeks ago. Everything has seemed normal with my upgrade... until now. I stumbled across this problem while getting tech support from a credit card vendor; accessing my account online caused IE6 to hang. They gave up on me (and my machine). Here's what's happening:

When I attempt to clear the cache from within IE6...

Tools > Internet Options... > (Temporary Internet files) "Delete Files..."

IE6 hangs. I have to kill the window in Windows Task Manager.

When I attempt to clear the cache through the Control Panel...

Control Panel > Network and Internet Connections > Internet Options > (Temporary Internet files) "Delete Files..."

I get an error message entitled "RUNDLL" with error text:

"An exception occurred while trying to run "shell32.dll, Control_RunDLL
"C:\WINNT\System32\inetctl.cpl",Internet Option"

I've searched MS's support website under both the IE and Win XP headings. No luck. So... I don't know what to do and I don't know how to recover. Any ideas?

Brian