



Outlook's Temporary folder is full

- WinZip
- WinZip Courier
- WinZip Enterprise

The error message **Outlook's Temporary folder is full** can also display if the email account is governed by an Exchange server. In this case, it would be due to the size of the attachment(s) plus the Zip file size. Please see [The Attach Large Files Feature](#) for a solution and more information.

After attaching a file or some files to an email message, an error may occur when WinZip Courier zips the attachment(s). You may see a message regarding Outlook's Temp folder being full, and/or you may not be able to attach files in the first place (or open files attached to messages you receive).

WinZip Courier includes the means to deal with this if caused by a particular issue. However, an error still may occur if WinZip Courier is unable to clean out Outlook's temporary folder (SecureTemp), perhaps due to a permissions issue or something having to do with **User Account Control**. In such a case, you may need to resort to cleaning out the folder manually.

What follows are detailed instructions for finding the Outlook SecureTemp folder based on the information available at the [Error opening attachments / Cleaning out the Temporary Outlook Files folder](#) web page. These instructions are specific to **Office 365**. The same procedure can be followed for other versions using the details from the web page above.

The steps you should take are:

1. On the keyboard, press the Windows key+R to open **Run**
2. In the Run dialog type: **regedit** and click **OK**, which will open the [Registry Editor](#)
3. Click **Yes** in the **User Account Control** dialog (if necessary)

4. Browse to:

```
HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Outlook\Security
```

5. In the right pane of the registry editor, double-click the **OutlookSecureTempFolder** string
6. **Edit String** will open with the **Value data** highlighted; press **CTRL+C** to copy this data
7. Open the Run dialog again (step #1)
8. Right click in the Run dialog, choose **Paste**, and click **OK**

This will cause the Outlook SecureTemp folder to open. Now click **Edit** **Select All** to highlight everything in this folder, and then press the **Delete** key.
