

## Microsoft Knowledge Base Article - 810978

# Internet Explorer Saves Images As Bitmaps (.bmp Files)

[This article applies to...](#)

### SUMMARY

When you save an image in Microsoft Internet Explorer, the image is saved by default as a bitmap (.bmp). You do not have the option to save the image by using an extension other than .bmp. You experience this behavior even when the image uses a different format (such as .gif or .jpeg).

For example, when you right-click an image on a Web page, and then click **Save Picture As**, the file name that appears in the **File name** box is **Untitled**, and the file type that appears in the **Save as type** box is **Bitmap (\*.bmp)**.

### CAUSE

This behavior may occur if a damaged program file (for example, an ActiveX or Java object) is downloaded to the *SystemRoot\Downloaded Program Files* folder on your hard disk.

### RESOLUTION

To troubleshoot and resolve this behavior, empty the contents of the Temporary Internet Files folder, and then delete the files in the Downloaded Program Files folder that are listed as either **Unknown** or **Damaged**. To do so:

1. Start Internet Explorer (if it is not already started).
2. Empty the contents of the Temporary Internet Files folder. To do so:
  - a. On the **Tools** menu, click **Internet Options**.
  - b. Click the **General** tab.
  - c. Under **Temporary Internet files**, click **Delete Files**.
  - d. When you are prompted to delete all temporary Internet files, click **OK**.
3. In the Downloaded Program Files folder on your hard disk, remove the files that are listed as either **Unknown** or **Damaged**. To do so:
  - a. On the **Tools** menu, click **Internet Options**.
  - b. Click the **General** tab.
  - c. Under **Temporary Internet files**, click **Settings**.
  - d. Click **View Objects**.

The list of program files that are downloaded to the *SystemRoot\Downloaded Program Files* folder on your hard disk appears in the **Downloaded Program Files** window.

- e. In the **Status** column, note the files that are listed as either **Unknown** or **Damaged**. Remove these files. To do so, right-click the file, and then click **Remove**.
  - f. When you are prompted to confirm the removal, click **Yes**.
  - g. Close the **Downloaded Program Files** window, and then click **OK** two times.
4. Save an image in Internet Explorer to test and determine if the issue is resolved.

If the issue continues to occur after you remove all downloaded program files that are listed as **Unknown** or **Damaged**, try removing the other downloaded program files that are on the list.

**Note:** The next time that you need one of the files that you removed from the Downloaded Program Files folder, you will receive a prompt to download the file to your hard disk in Internet Explorer.

### MORE INFORMATION

For additional information about how to troubleshoot a similar issue, click the following article numbers to view the articles in the Microsoft Knowledge Base:

[260650](#) Internet Explorer Does Not Save Graphics Files in the Proper Format if Username:Password Is Part of the URL

[250747](#) Right-Clicking, Selecting 'Save Picture As' Does Not Save Image with Correct Extension

**The information in this article applies to:**

- Microsoft Internet Explorer version 6 for Windows XP
- Microsoft Internet Explorer version 6 for Windows 2000
- Microsoft Internet Explorer version 6 for Windows NT 4.0
- Microsoft Internet Explorer version 6 for Windows Millennium Edition
- Microsoft Internet Explorer version 6 for Windows 98 Second Edition
- Microsoft Internet Explorer version 6 for Windows 98
- Microsoft Internet Explorer 5.5 for Windows 2000
- Microsoft Internet Explorer 5.5 for Windows NT 4.0
- Microsoft Internet Explorer 5.5 for Windows Millennium Edition
- Microsoft Internet Explorer 5.5 for Windows 98 Second Edition
- Microsoft Internet Explorer 5.5 for Windows 98

**Last Reviewed:** 6/6/2003 (2.0)

**Keywords:** KB810978

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