# Internet Explorer cannot download attachment.ashx from OWA.exchange.mit.edu

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When trying to download attachments in OWA using Internet Explorer the following error can occur

This error can be resolved in the following way:

1. Go to **Tools > Internet Options**.
2. Go to the **Advanced** Section.
3. Scroll down to the Security subsection
4. Uncheck the box for **Do not save encrypted pages to disk**.
5. Close IE completely.
6. Restart IE and try to download attachments.

 It's sometimes related to the temporary internet file storage location. If the above doesn't work, you can try changing that in your settings.