

Fix error 0x80040c97, Unable to install OneDrive on Windows 10

Some users have encountered an error while installing OneDrive on a Windows 10 computer with the message 'OneDrive couldn't be installed. Error Code 0x80040c97'. In this article, TipsMake will guide you on how to fix the annoying error above.

When you get an error, you will get the full message as follows:

Microsoft OneDrive Setup OneDrive couldn't be installed The file you downloaded

Maybe the cause of this error is:

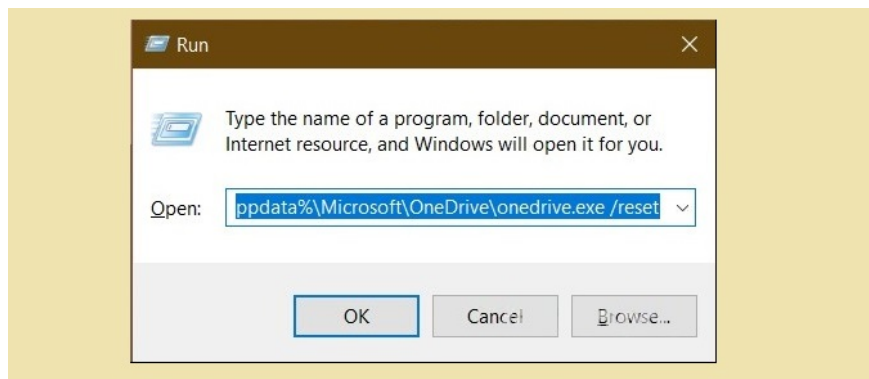
1. Corrupted installation file
2. The software certificate is corrupted
3. Windows Registry has problems
4. Third-party software prevents the installation process
5. Windows Firewall prevents the installation process

To fix this you should try the following solutions:

1. Reset OneDrive

To reset OneDrive you need to press **Windows + R** to open the **Run** dialog box . Type the following command into **Run** and press **Enter** :

```
%localappdata%\Microsoft\OneDrive\onedrive.exe /reset
```



You should see the OneDrive icon in the notification disappear and reappear. This may take a few minutes to complete. If after a few minutes you do not see the OneDrive icon again, you can open **Run** and then run the

following command:

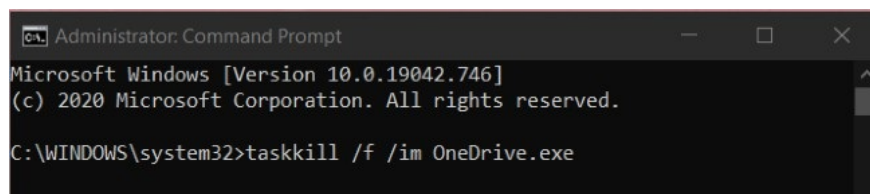
```
%localappdata%\MicrosoftOneDrive\onedrive.exe
```

2. Reinstall OneDrive

Follow these steps:

1. Press **Windows + X** to open the **Power User** menu
2. Press **A** to open **Command Prompt** as an administrator
3. In the **Command Prompt** enter the following command and press Enter to stop a activity in the background (if any) of OneDrive

```
taskkill /f /im OneDrive.exe
```



1. After the command is executed you can exit the Command Prompt
2. Next, press **Windows + R** to open **Run**
3. Type **appwiz.cpl** in **Run** and press **Enter**
4. In the Programs and Features window that appears, select **OneDrive**
5. Click **Uninstall** to completely remove OneDrive asking your computer
6. After the removal process is complete, you need to delete the file in the Temp folder and restart your computer
7. When the computer has finished booting, download the latest OneDrive installation file and install it again

3. Install the old version of OneDrive

If resetting and reinstalling OneDrive still does not help you to resolve the issue, there is a possibility that there is an incompatibility between OneDrive and the Windows 10 version.

There have been many complaints about the new version of OneDrive causing some errors. In this case, you can download and install the old version of OneDrive to see if the problem is resolved. Version 19.152.0801.0008 is said to be the most stable version of OneDrive.

Good luck.

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