

Fix Microsoft Store not downloading apps and games

Microsoft Store is where you can install apps and games on your Windows PC. But sometimes for various reasons, you cannot download it from Microsoft Store.

Other similar errors include Microsoft Store not installing apps or Microsoft Store not installing apps, Microsoft Store not being able to download apps or apps from Microsoft Store, and Microsoft Store not installing games. Sometimes you can't download from Microsoft Store, but we have a solution for this problem.

We bring you a perfect guide that will help you fix Microsoft Store without any download problem.

Below are some possible reasons for the failure to load issue in Microsoft Store.

1. Internet connection failed
2. Cache memory is corrupted
3. Not enough storage space
4. Outdated operating system

We've compiled a list of ways to help you fix the problem of apps not downloading from Microsoft Store. Follow these methods in order for best results.

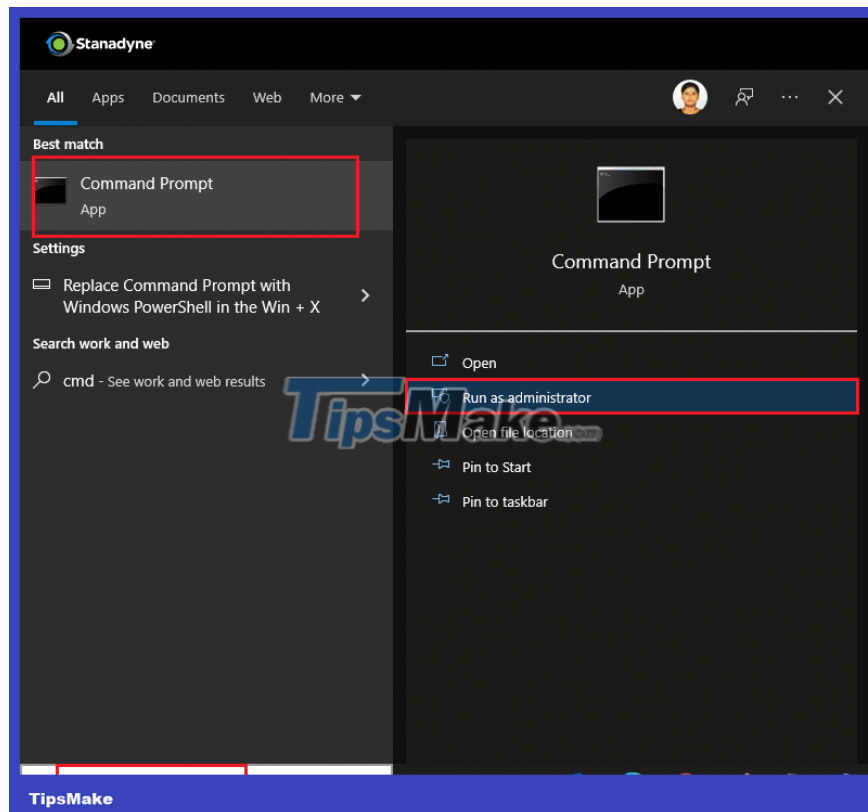
1. Basic troubleshooting tips
2. Sign in to your Microsoft account
3. Restart Microsoft Store
4. Disable metered connections
5. Run the Windows Store Apps Troubleshooter
6. Clear Windows Storage cache
7. Restart the Windows Update Service
8. Update Windows
9. Install Microsoft Store app updates
10. Change DNS address
11. Modify registry keys
12. Reset Windows Update components
13. Reset Microsoft Store
14. Re-register for Microsoft Store
15. Reinstall Microsoft Store
16. Create a new user profile
17. Perform a clean boot
18. Perform System Restore

Basic troubleshooting tips

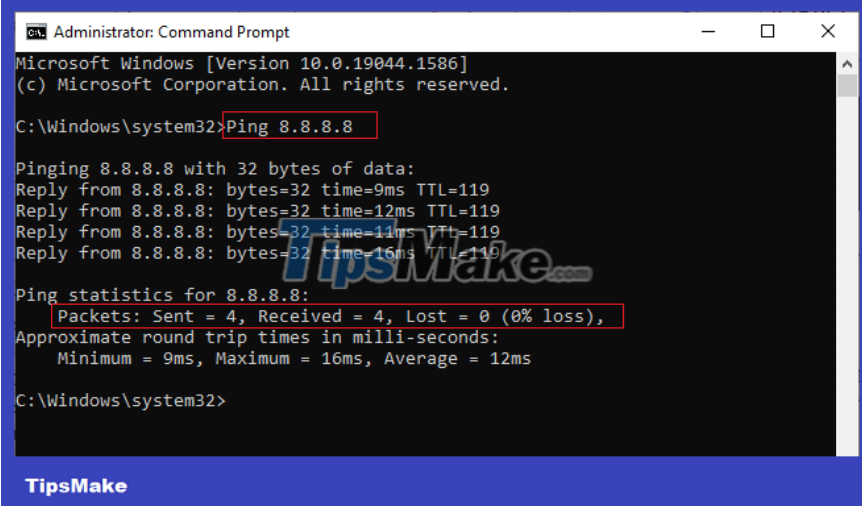
Here are some basic ways you can fix this problem. Try these methods before other methods, they should fix the problem

1. Restart your computer. It will fix all the glitches.
2. If you're having network-related problems, troubleshoot your network connection
3. Turn off security software and VPNs and proxies
4. Update the graphics card driver
5. Make sure Windows date and time are correct. If not, please change the date and time.
6. Free up hard drive space
7. Make sure Windows Defender Firewall is enabled when installing any apps or programs.
8. Check your internet connection. To use Microsoft Store, a suitable Internet connection is required to send and receive data from Microsoft servers. You can test your internet connection by pinging 8.8.8.8. This is the main internet connection test, if the packets sent and received are equal then it means your internet connection is working well. Follow the steps below.

1. Press the **Windows** key and enter **cmd** and click **Run as administrator**.



2. Enter **Ping 8.8.8.8** into the command window and press **Enter** .



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.19044.1586]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\system32>Ping 8.8.8.8

Pinging 8.8.8.8 with 32 bytes of data:
Reply from 8.8.8.8: bytes=32 time=9ms TTL=119
Reply from 8.8.8.8: bytes=32 time=12ms TTL=119
Reply from 8.8.8.8: bytes=32 time=11ms TTL=119
Reply from 8.8.8.8: bytes=32 time=16ms TTL=119

Ping statistics for 8.8.8.8:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 9ms, Maximum = 16ms, Average = 12ms

C:\Windows\system32>
```

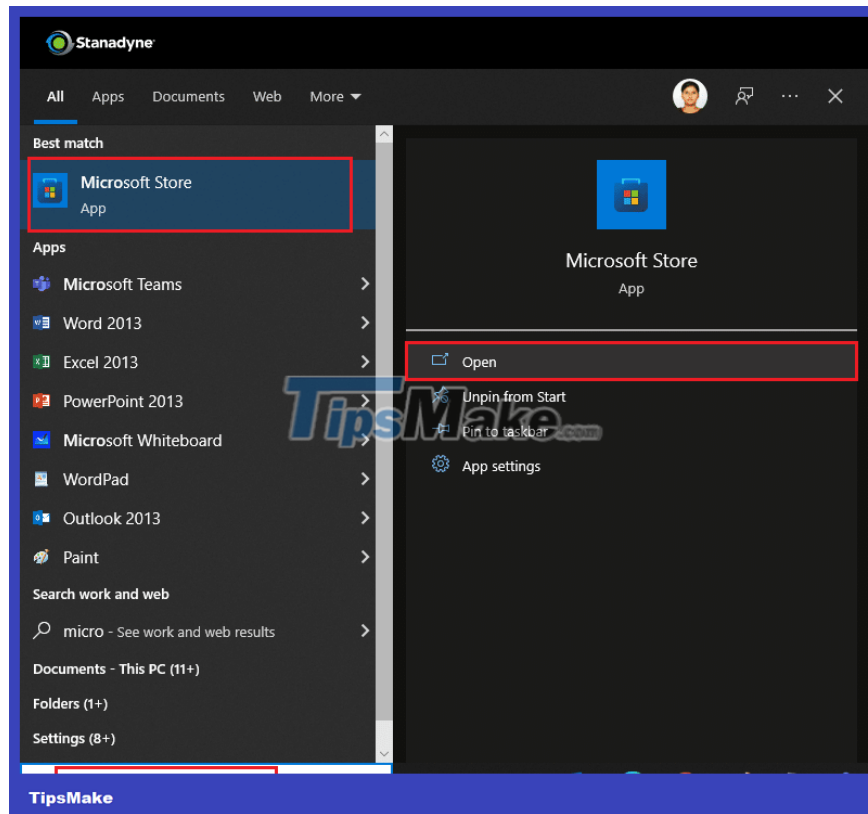
3. Wait a few seconds and check **packets: Sent = X , Received = X , Lost = X** . Here **X** will be different depending on your connection.

1. If the value of **Lost** is 0, i.e. **Lost = 0** , then your connection is working fine.
2. If the value of **Lost** is positive or negative, you have a problem with your connection. In this case, try restarting, switching to **an Ethernet connection** , or contact your **Internet service provider** to resolve the issue.

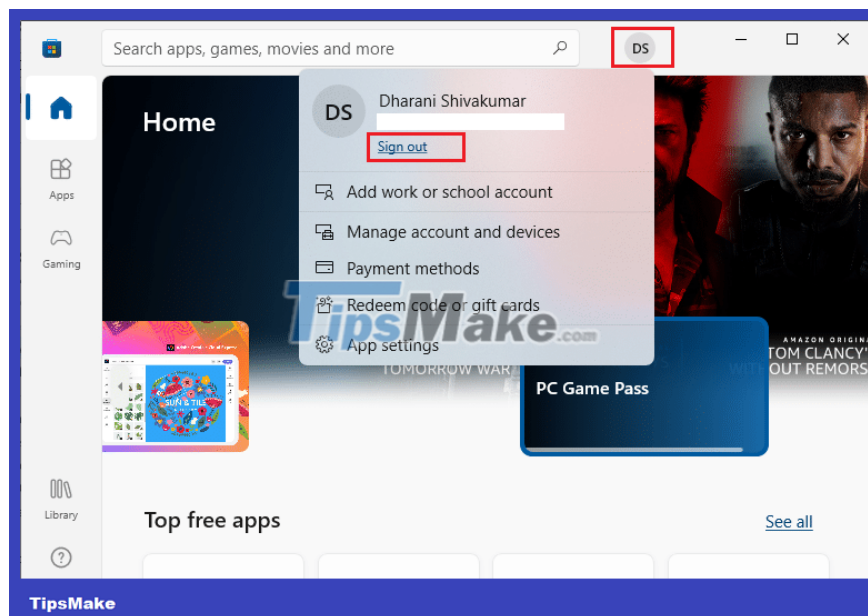
Method 1: Sign in to your Microsoft account

If any sign-in errors prevent Microsoft Store from downloading anything, you can fix it by signing in again. Please follow the instructions below.

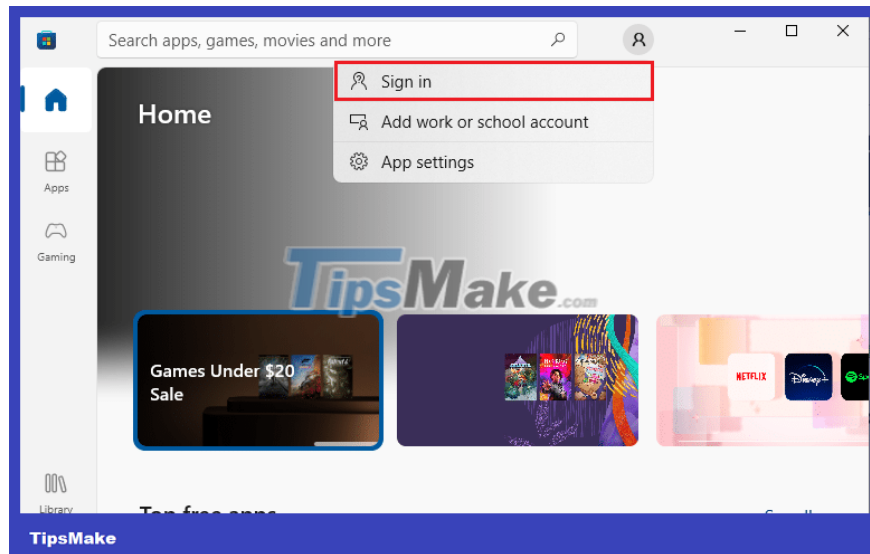
1. Press the **Windows** key , type **Microsoft Store** and click **Open** .



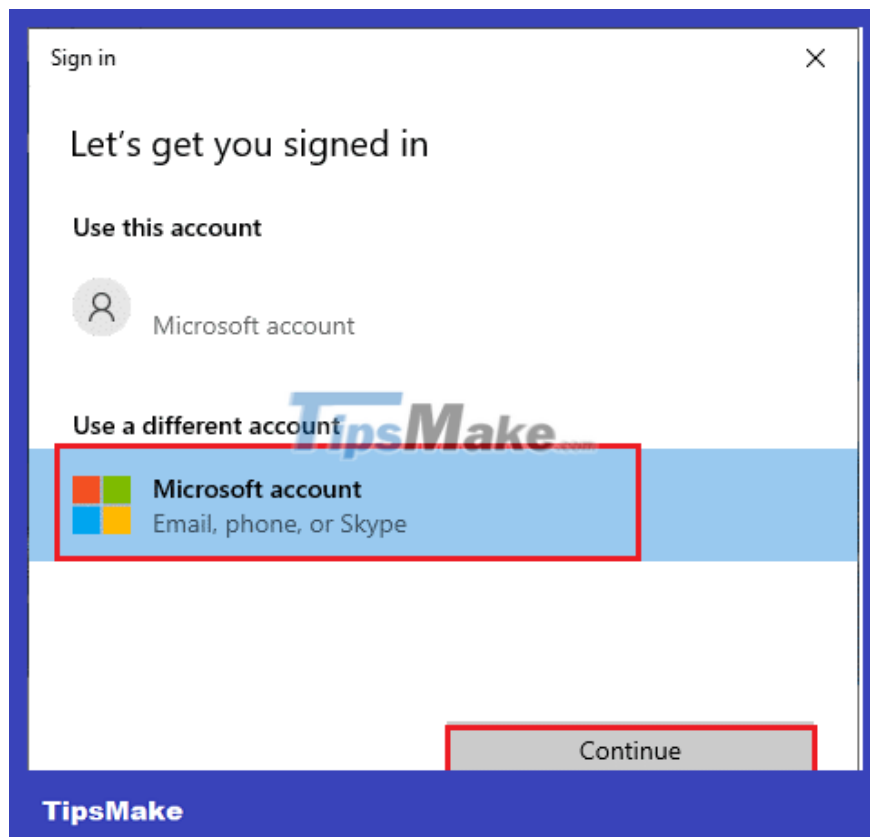
2. Click on your **DS** profile icon and select the **Sign out** option . You will be logged out.



3. Click **Sign in**, as shown in the picture.



4. Select **Microsoft account** and click **Continue** .



5. Enter your **credentials** and sign back into your Microsoft account.

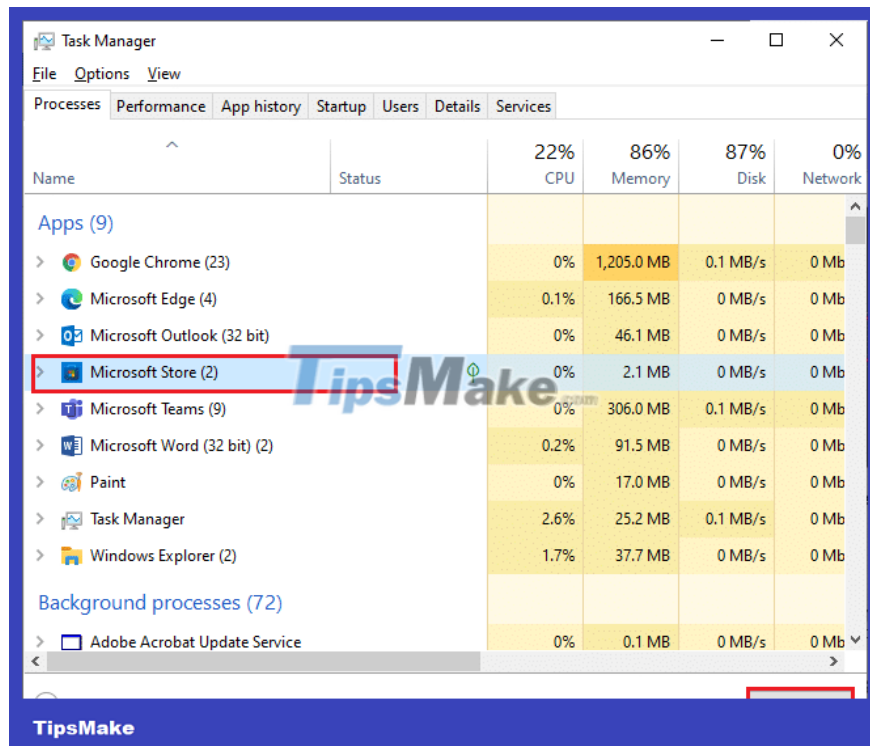
Reference: [How to create a Microsoft account](#)

Method 2: Restart Microsoft Store

If you still can't download from Microsoft Store, try closing the Microsoft Store app manually and restarting the app following the instructions below.

1. Press **Ctrl + Shift + Esc** simultaneously to open **Task Manager** .

2. In the **Processes** tab , click **Microsoft Store** , then click the **End Task** button .

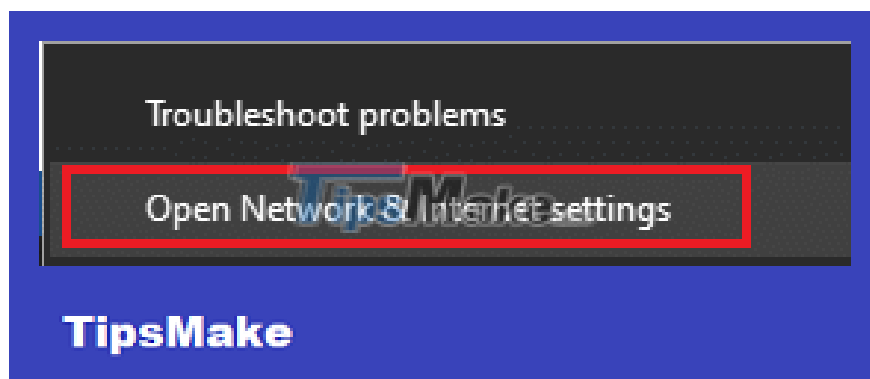


3. Reopen **Microsoft Store** .

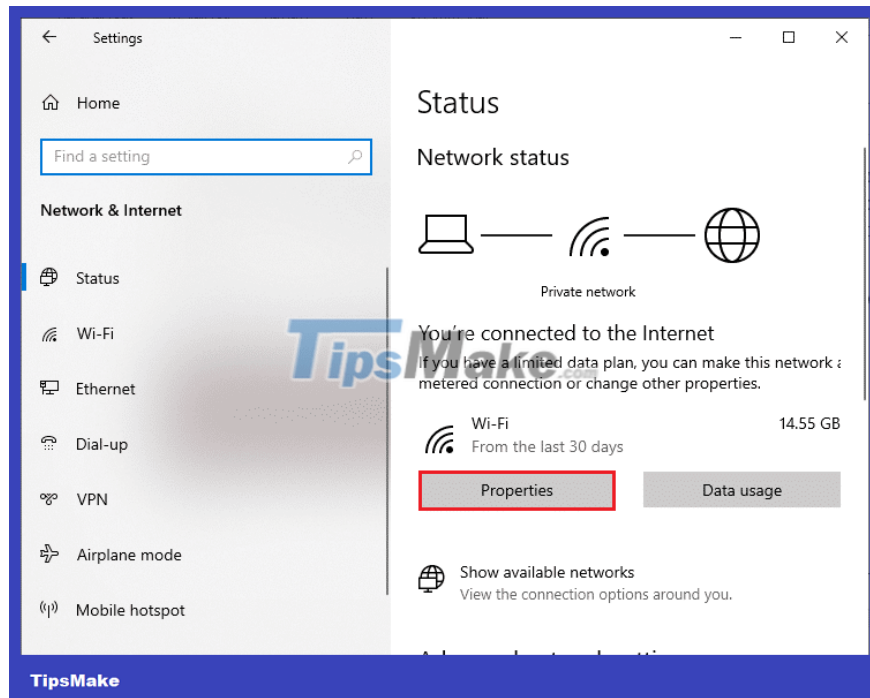
Method 3: Turn off Metered connections

Metered connections are used to prevent apps and programs from consuming unnecessary data by setting data limits. If your network is configured for metered connections, this may cause Microsoft Store to fail to install apps or fail to install apps. You can disable metered connections by following the instructions below.

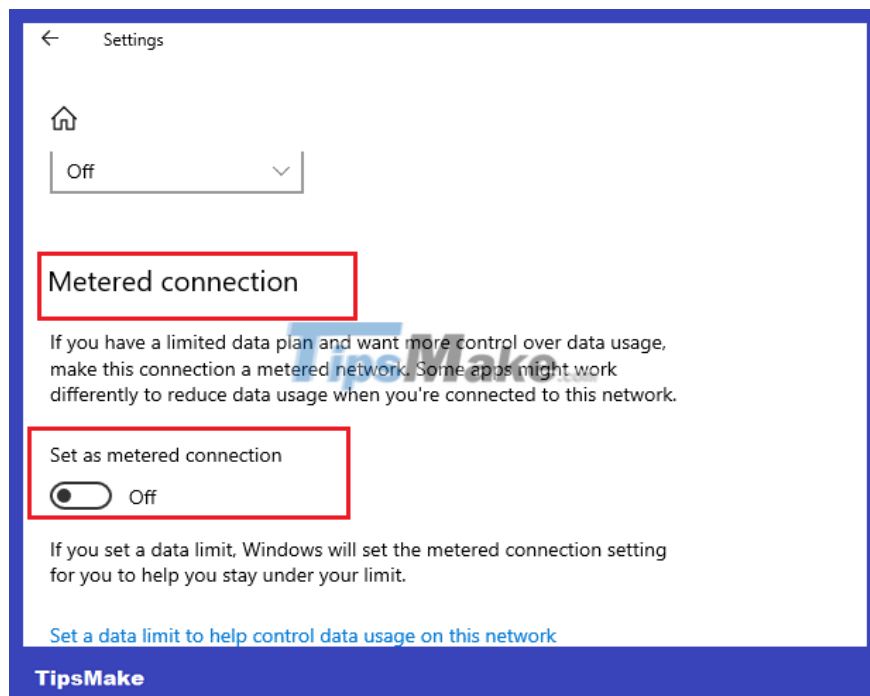
1. **Right-click the Wi-Fi or Ethernet icon** in the lower right corner of the screen and select **Open Network and Internet Settings**



2. Click the **Properties** option in the right panel.



3. Scroll down the screen and under **Metered connections** to toggle the **Set as metered connections** option to **Off**.

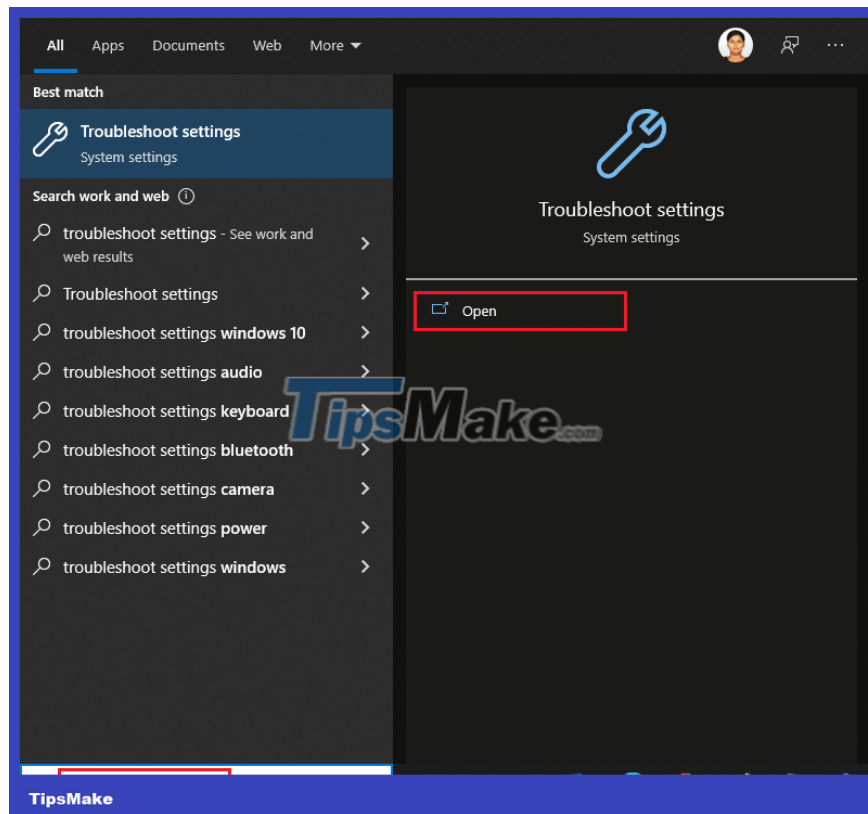


4. Return to **Microsoft Store** and try installing any apps or games.

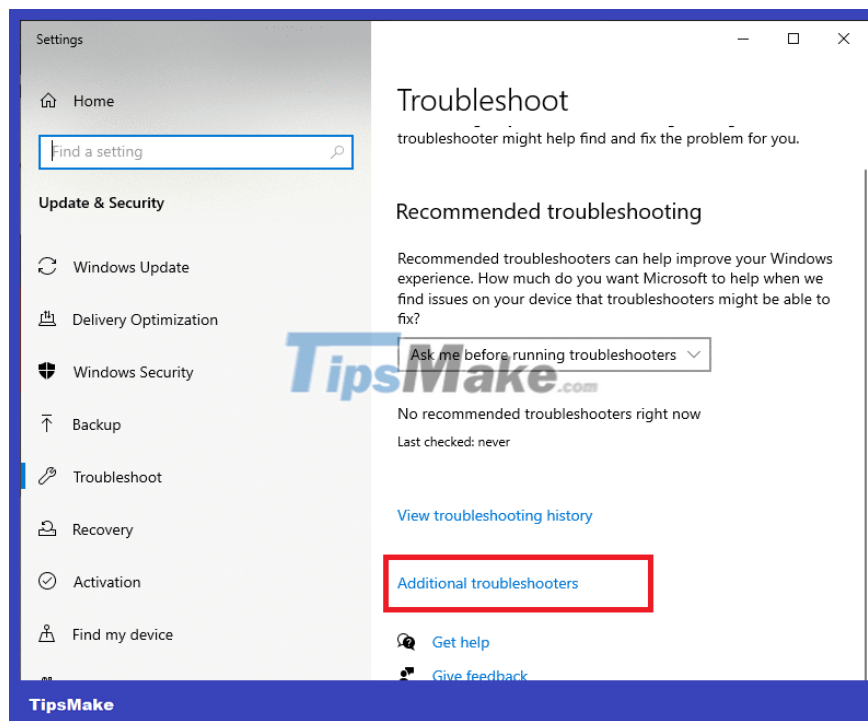
Method 4: Run the Windows Store App Troubleshooter

If you still notice that the game is not installed in the Microsoft Store, you can use the built-in troubleshooting tools to identify and fix the problem. Follow the steps below.

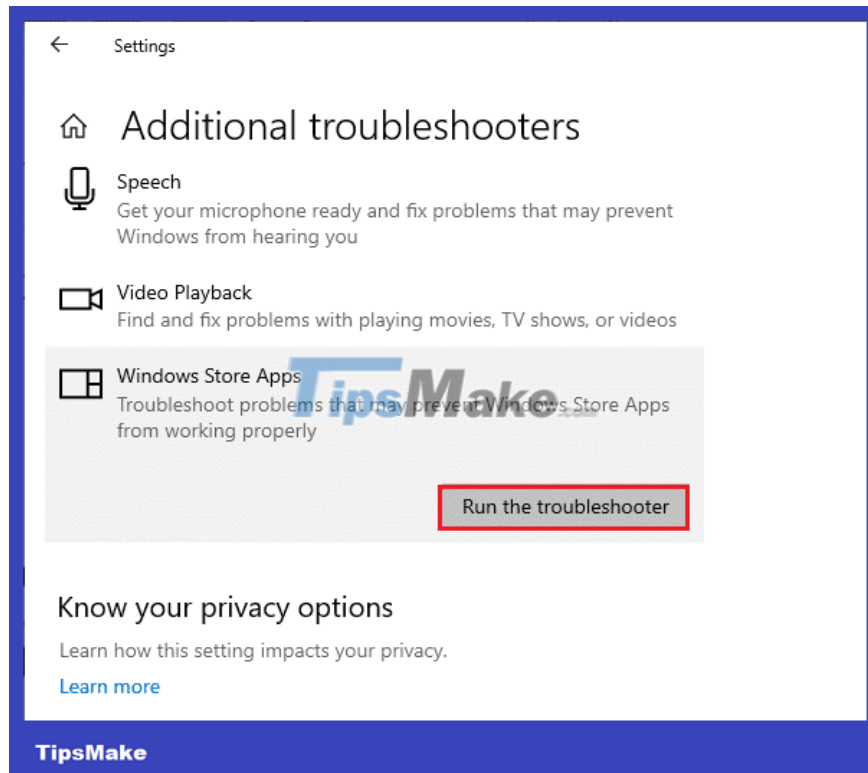
1. Enter **troubleshoot settings** in the Windows search bar and click **Open** as shown.



2. Click **Additional Troubleshooter** , as shown in the following image.



3. Select **Windows Store Apps > Run the troubleshooter** .



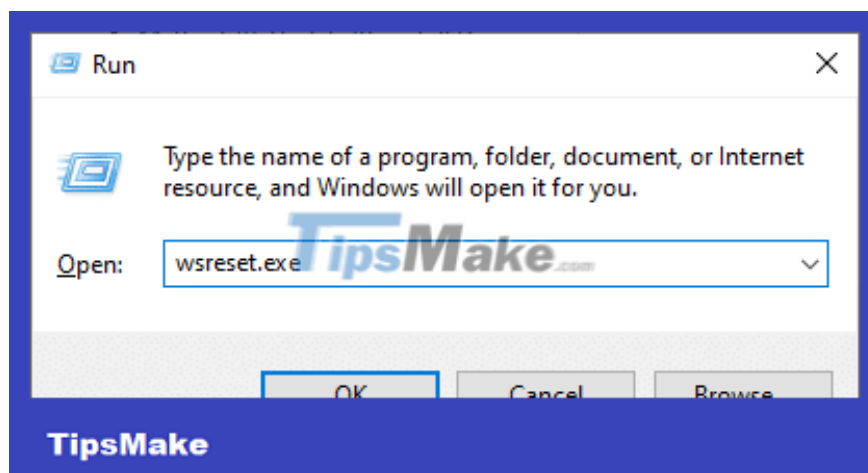
4. After the troubleshooting process, if the tool finds any issues, click **Apply this fix**

5. Follow the instructions given in the successive prompts **to restart your PC** .

Method 5: Clear Windows Storage cache

If you're still unable to download from Microsoft Store, it may be because a corrupt cache file is interfering with the process. To clear Microsoft Store cache, follow these steps.

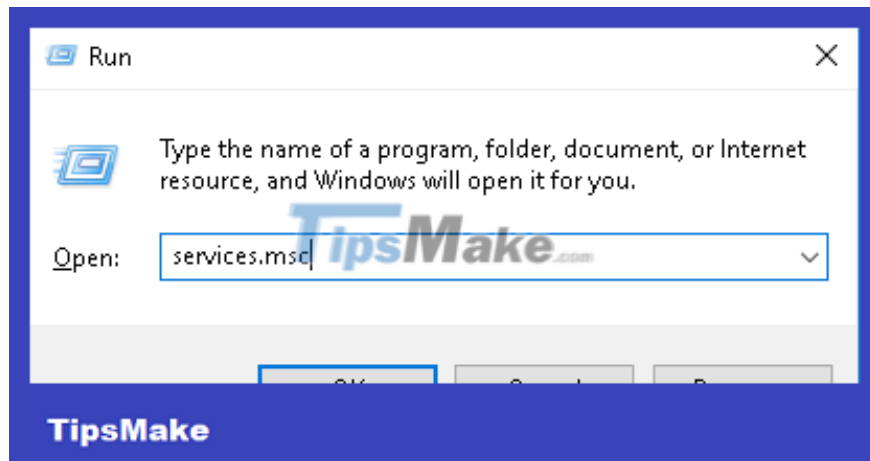
1. Click **Windows key + R** to open the **Run** dialog box .
2. Type **wsreset.exe** and press **Enter** .



Method 6: Restart the Windows Update service

Many users have suggested that the issue of Microsoft Store not installing apps can be resolved by restarting the Windows Update service that manages updates released by Microsoft. Here's how you do it.

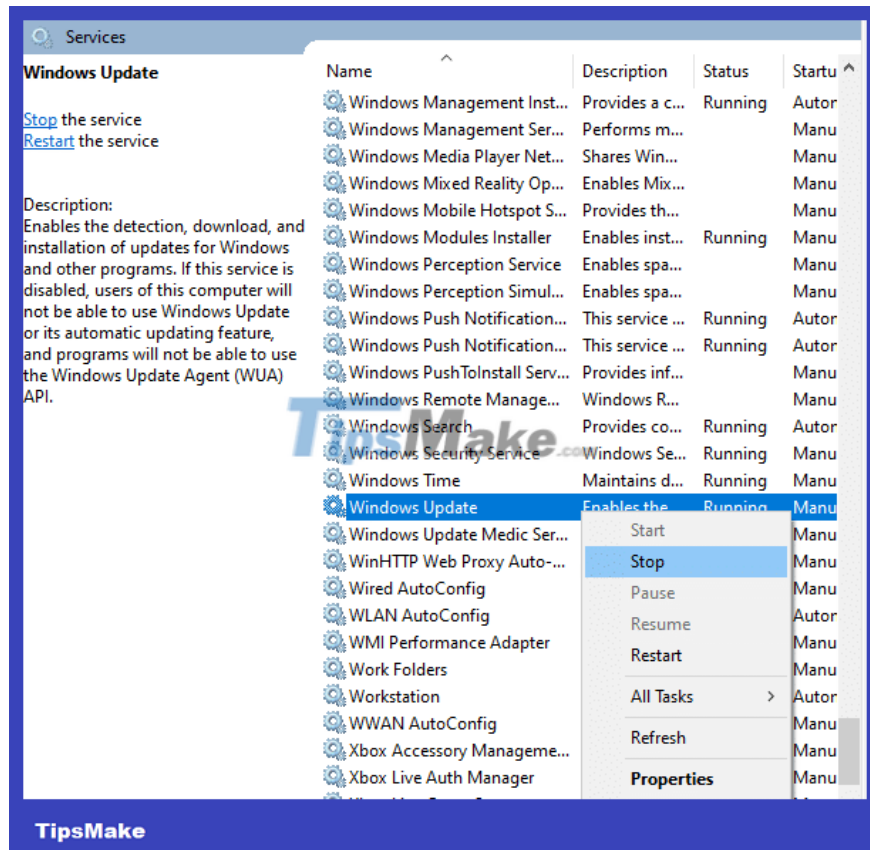
1. Launch the **Run** dialog box by pressing **Windows + R** keys simultaneously.
2. Type **services.msc** and press **Enter** to start the **Services** window .



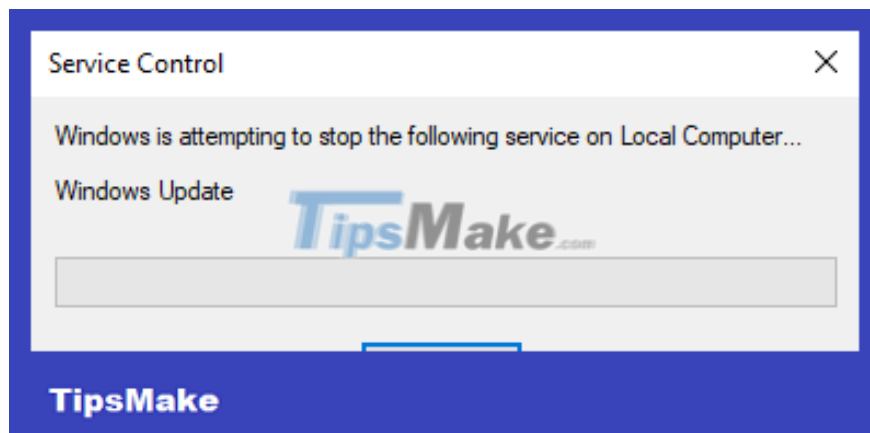
3. Scroll down the screen and right-click **Windows Update**.

Note: If the current status is **not Running** , you can skip the following steps.

4. If the current status shows **Running** , click **Stop** .

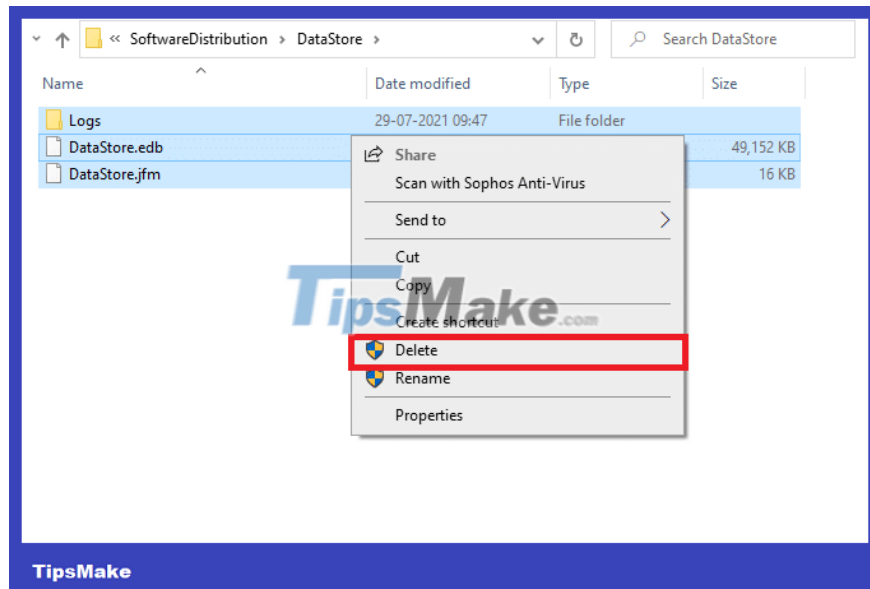


5. You will be prompted; **Windows is attempting to stop the following services on the local computer...** wait for the prompt to complete. It takes about 3 to 5 seconds.

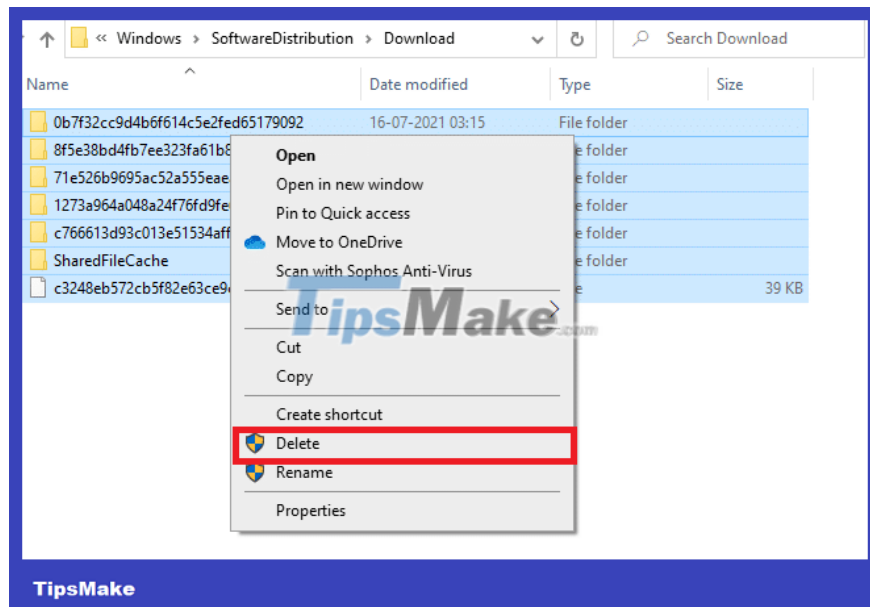


6. Now, launch **File Explorer** by simultaneously pressing the **Windows key + E**. path
 C:\WindowsSoftwareDistributionDataStore

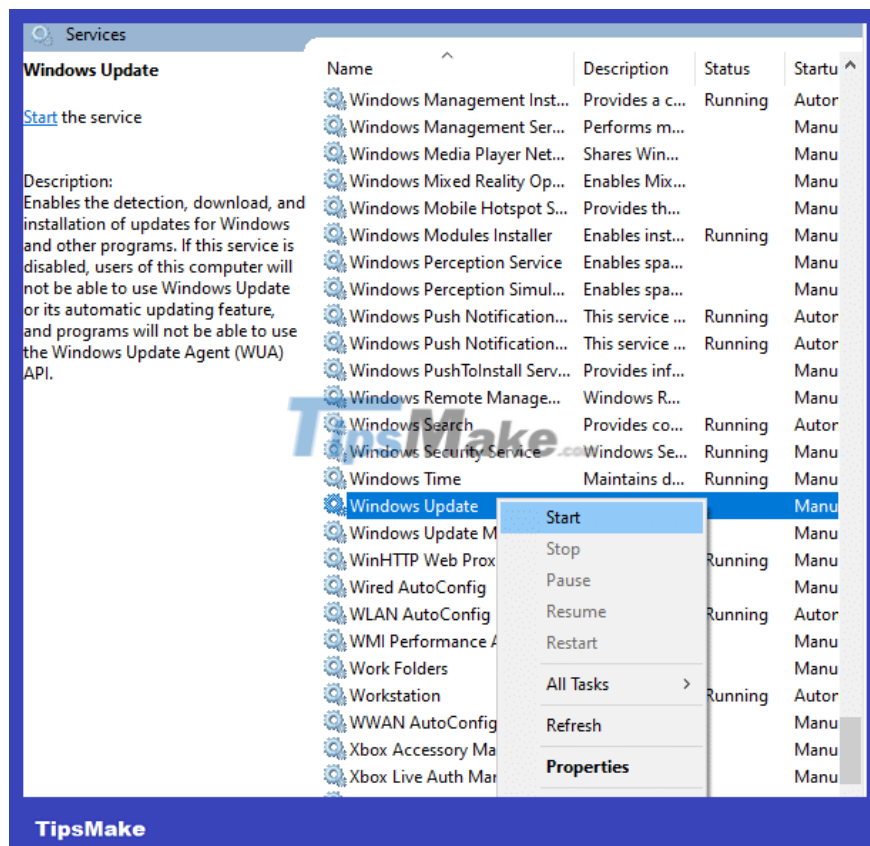
7. Press **Ctrl + A** to select all files and folders, then right-click them and select **Delete** .



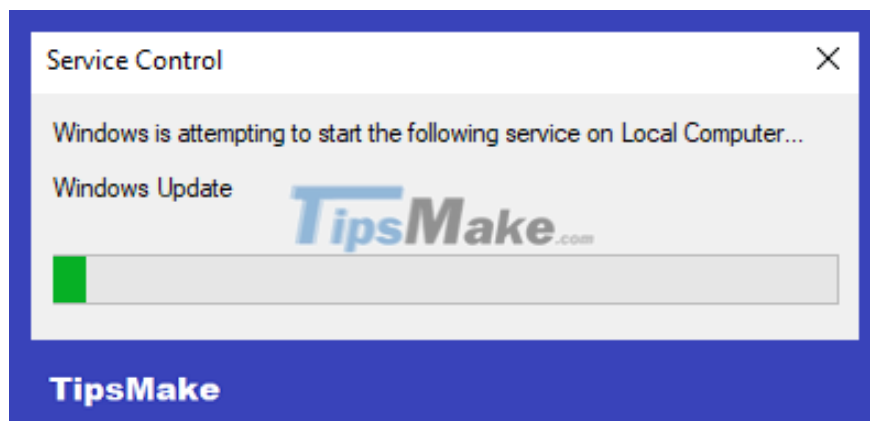
8. Navigate to `C:WindowsSoftwareDistributionDownload` and similarly **Delete** all the data there.



9. Return to the **Services** window and right-click **Windows Update**. Select the **Start** option .



10. Wait for the process to complete.

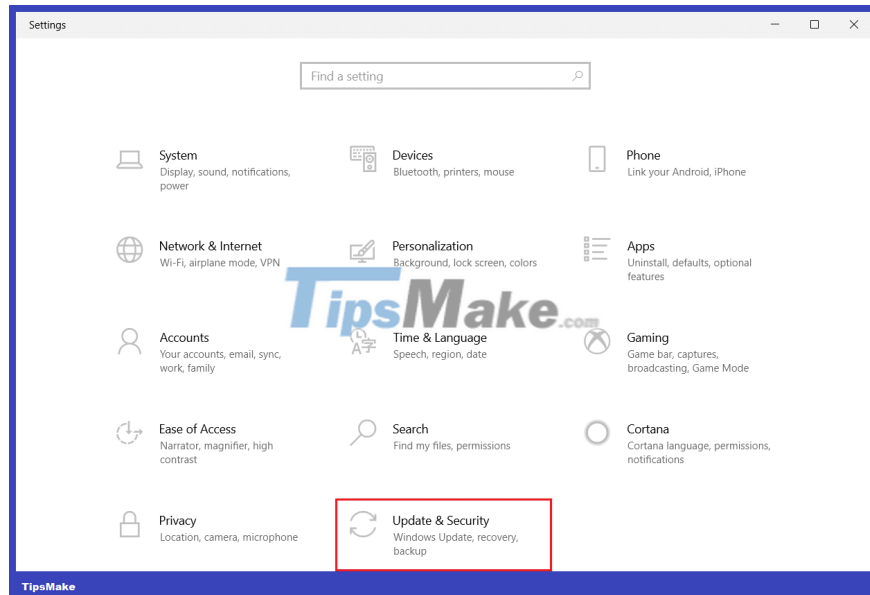


Method 7: Update Windows

To fix any update-related errors and issues, simply update your Windows 10 PC. Outdated operating systems can cause various problems, including Microsoft Store not downloading any errors. We recommend that you follow the instructions in our guide to checking Windows Update for more information. Follow the steps below to update windows.

1. Press **Windows + I** keys simultaneously to start **setup** .

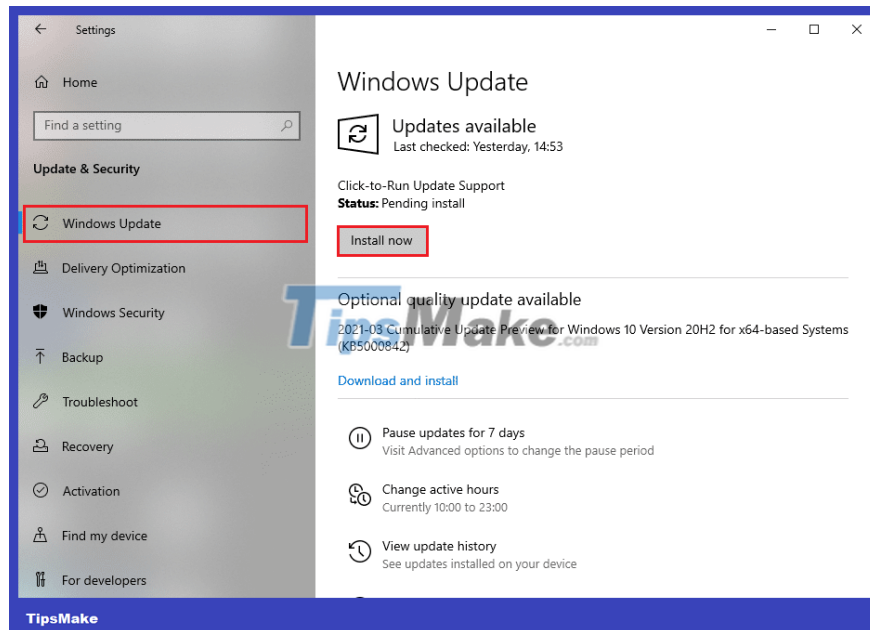
2. Click the **Updates and Security** box as shown.



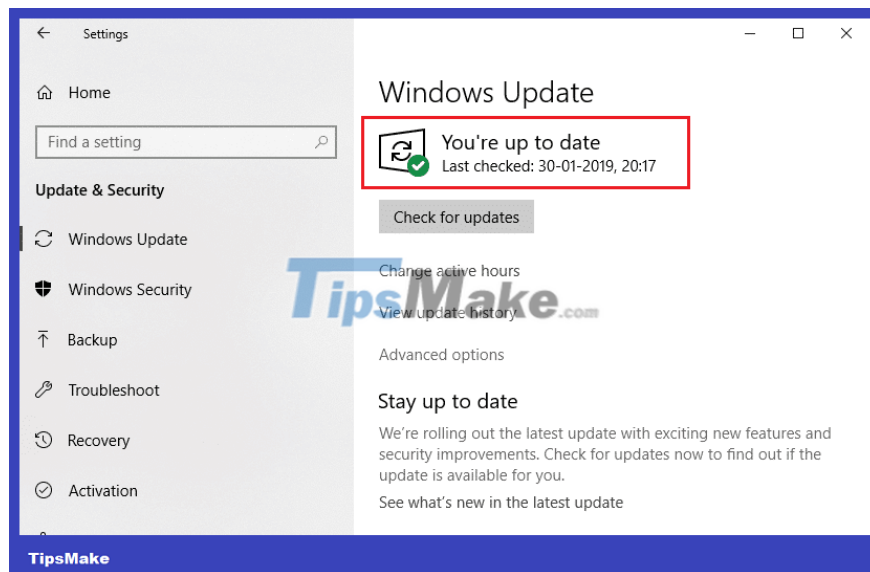
3. On the **Windows Update tab**, click the **Check for Updates** button .



4A. If a new update is available, click **Install Now** and follow the instructions to update.



4B. On the contrary, if Windows is updated, it will display the message **You are up to date** .

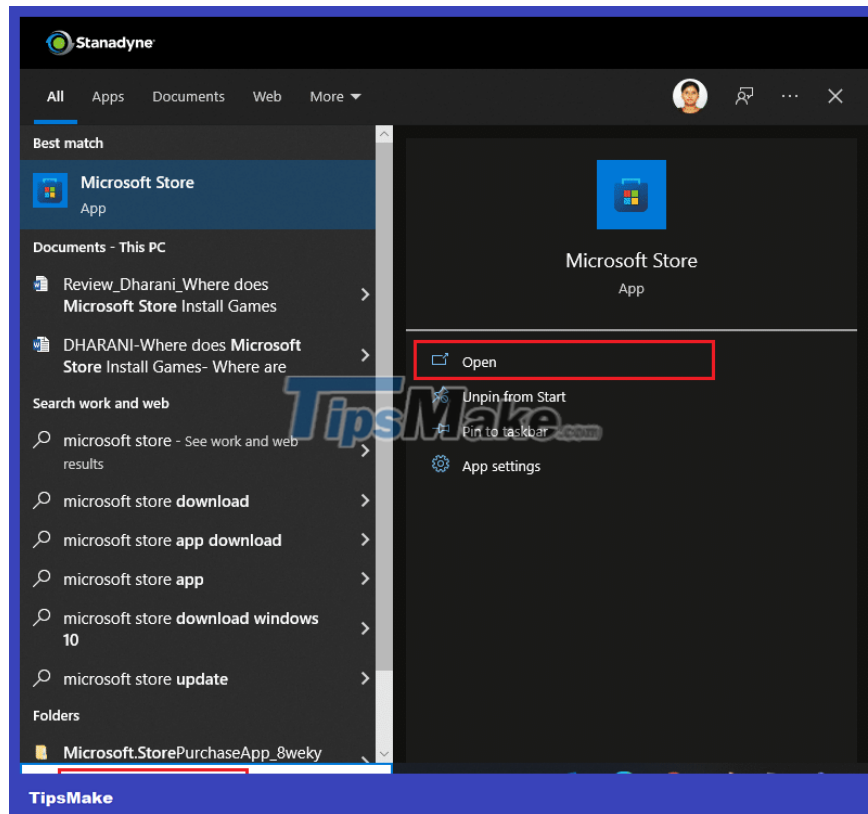


5. Finally, **restart your PC** and check if you have fixed the Microsoft Store issue.

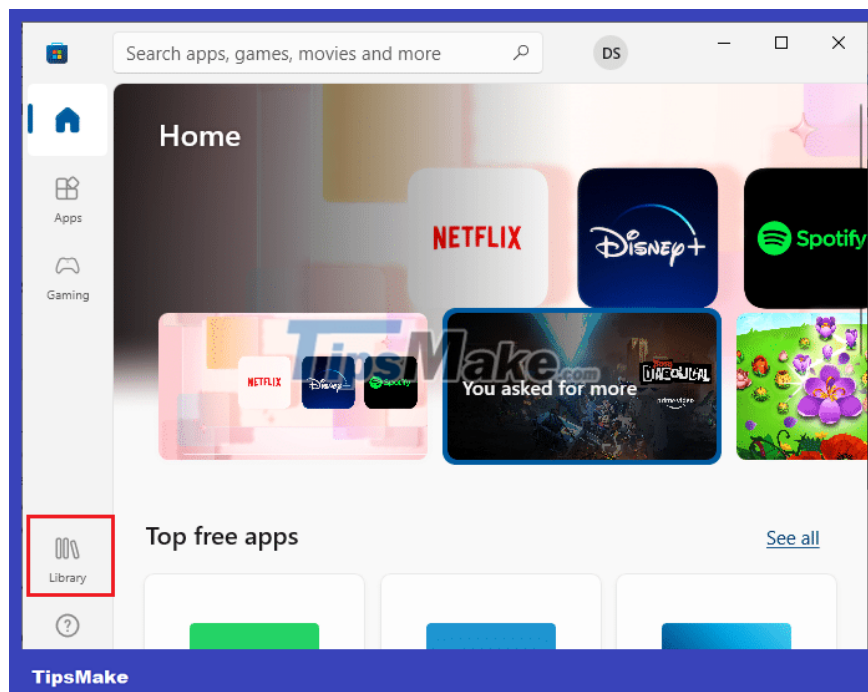
Method 8: Install Microsoft Store app updates

Apps and programs in the Microsoft Store should always be updated when the system is updated. The pending update will prevent any new apps from being installed on your PC, preventing the Microsoft Store from downloading anything. Follow the steps below to update Microsoft Store apps.

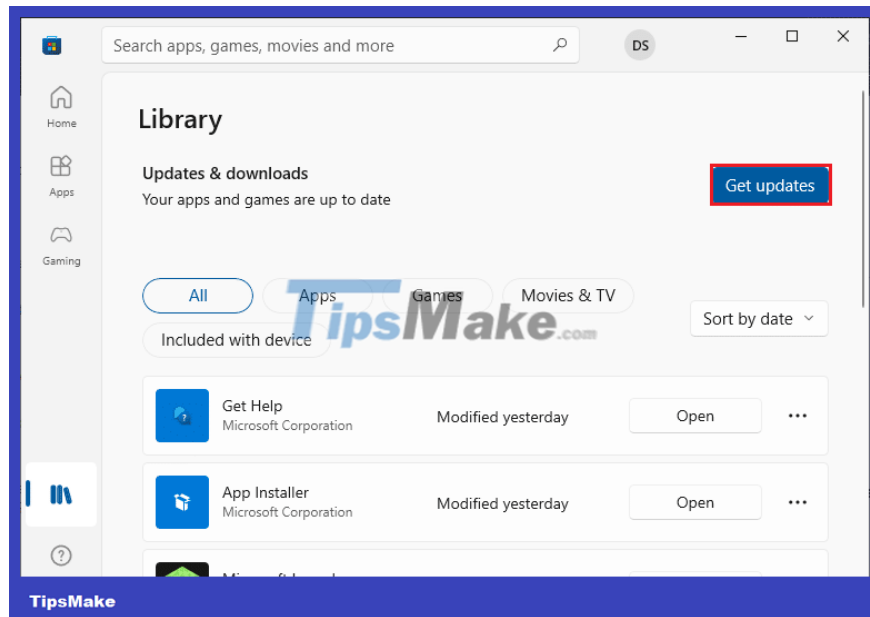
1. Open Microsoft Store from the Windows search bar, as shown in the image below.



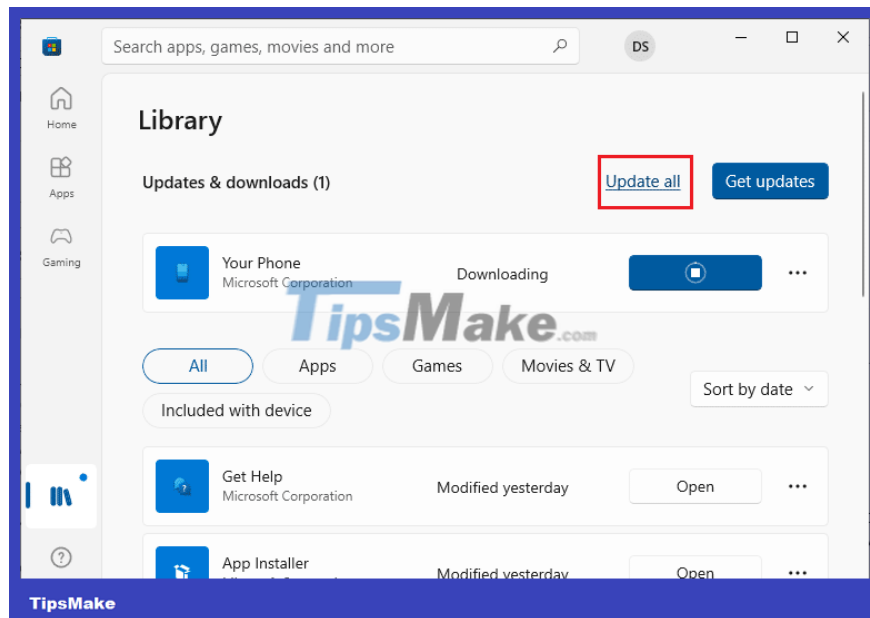
2. Click on the **Library** option in the lower left corner.



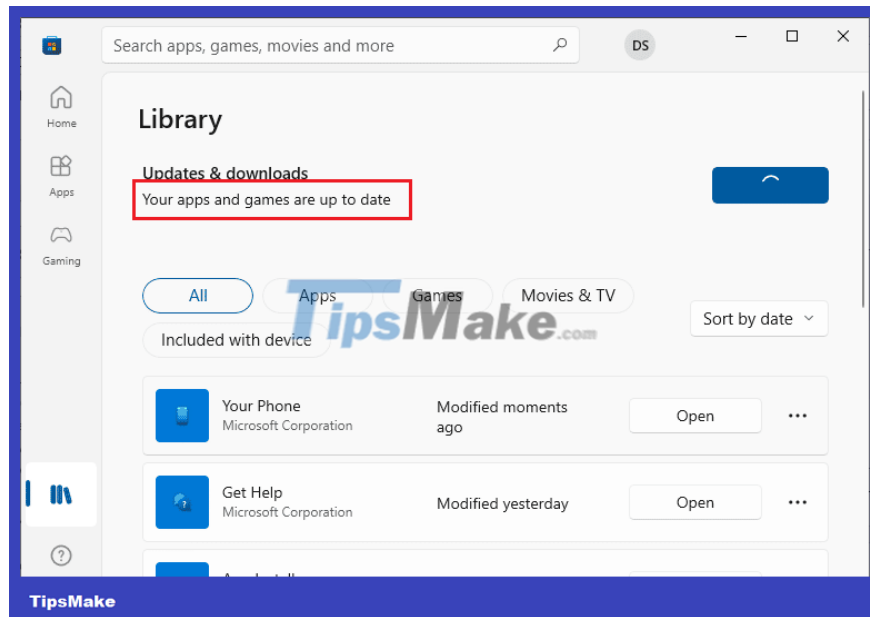
3. Click **Get updates** , as shown.



4. Click **Update all** .



5. Wait for the update to download, when completed, you will see **your apps and games are up to date** .



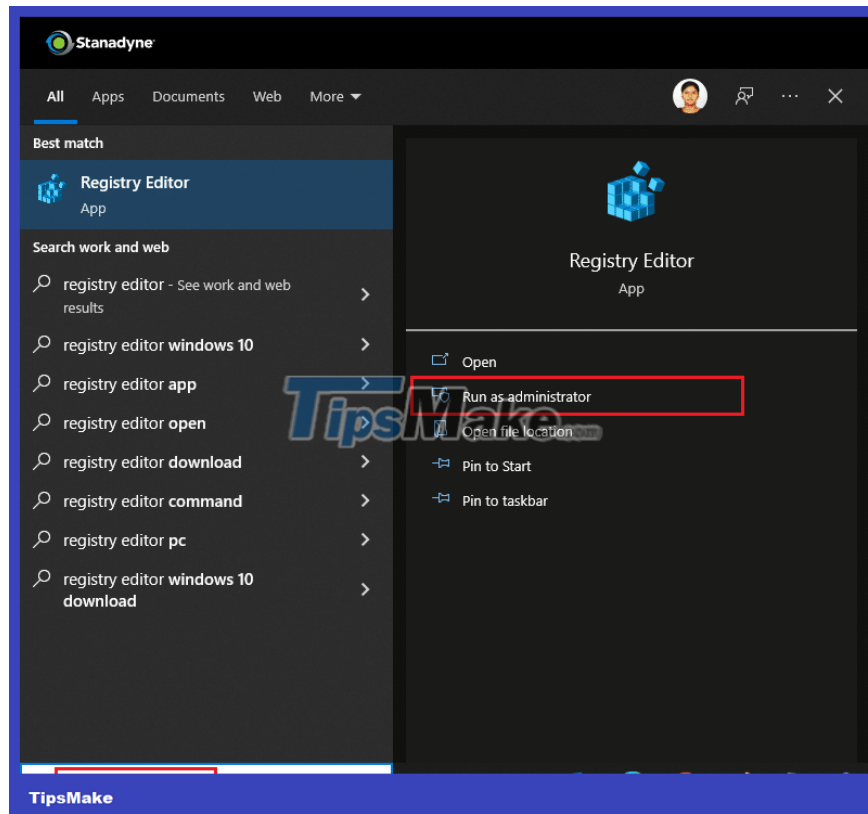
Method 9: Change DNS address

Switching to a Google DNS address helps many users when they cannot download from the Microsoft store. The DNS server retrieves the IP address of the requested website for display. You can change your DNS address or switch to Google DNS. After changing your DNS address, check to see if you can download from the Microsoft Store.

Method 10: Modify Registry Editor

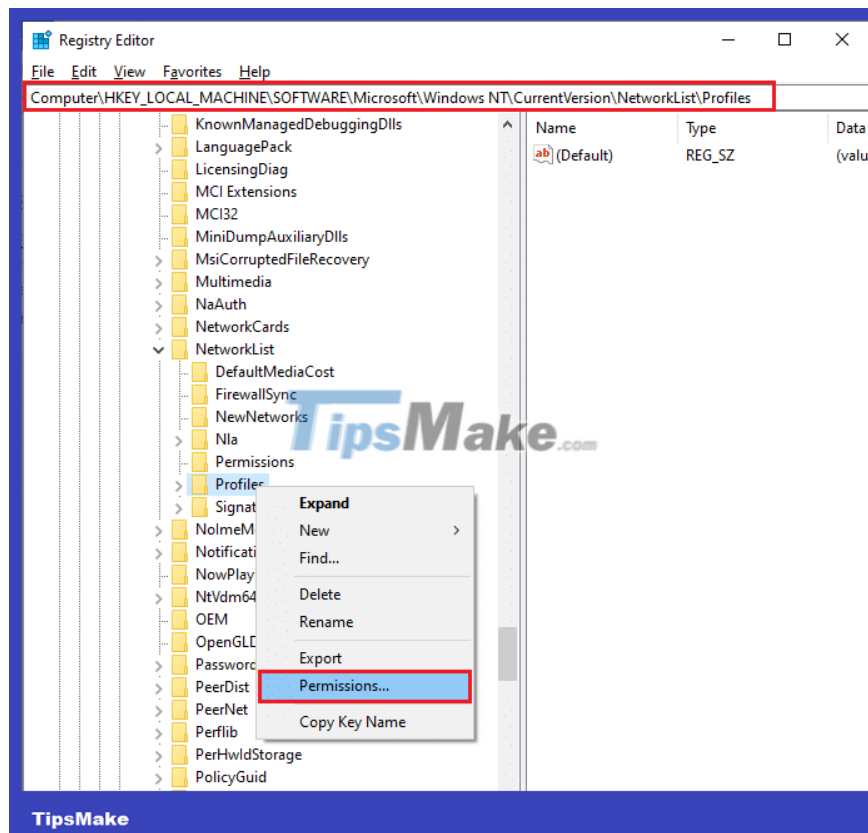
In your Registry Editor, there is a feature called Replace all child object permission entries with permission entries that can inherit from this object. If you enable it for any particular folder, all the permissions of the parent folder will be transferred to all its subfolders. It may solve the problem, you can follow the steps below.

1. Click the **Windows key** , type **Registry Editor** , then click **Run as administrator** .



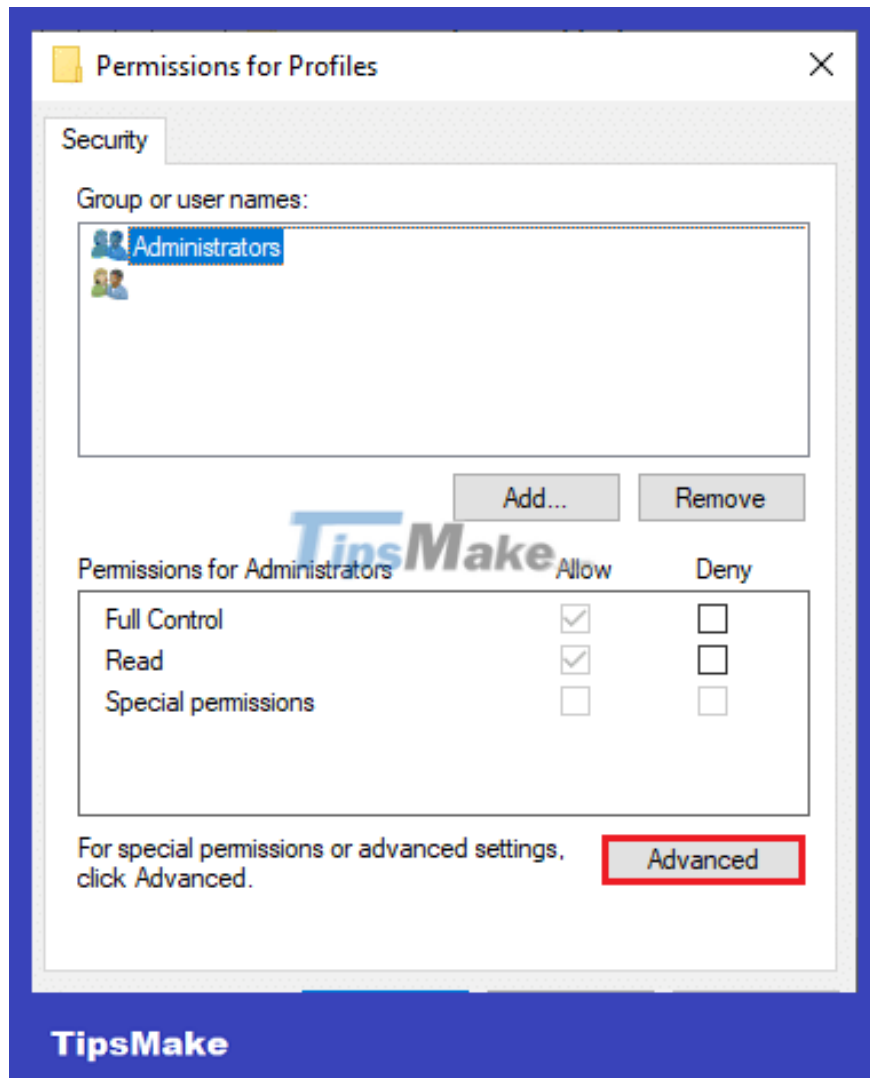
2. Now, in Windows **Registry Editor** , navigate to the following path.

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\NetworkList\Profiles

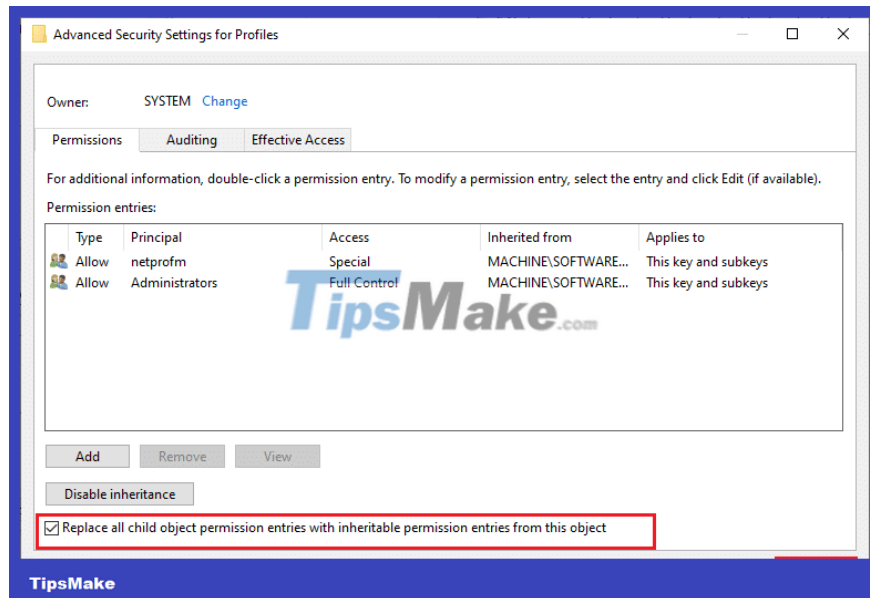


3. Right-click the **Profiles** folder and click **Permissions ...**

4. In the **Permissions for Profiles** window , click **Advanced** .



5. Check the *Replace all child object permission entries with this object's inheritable permission entries box.*



6. Click **Apply > OK** and restart your PC.

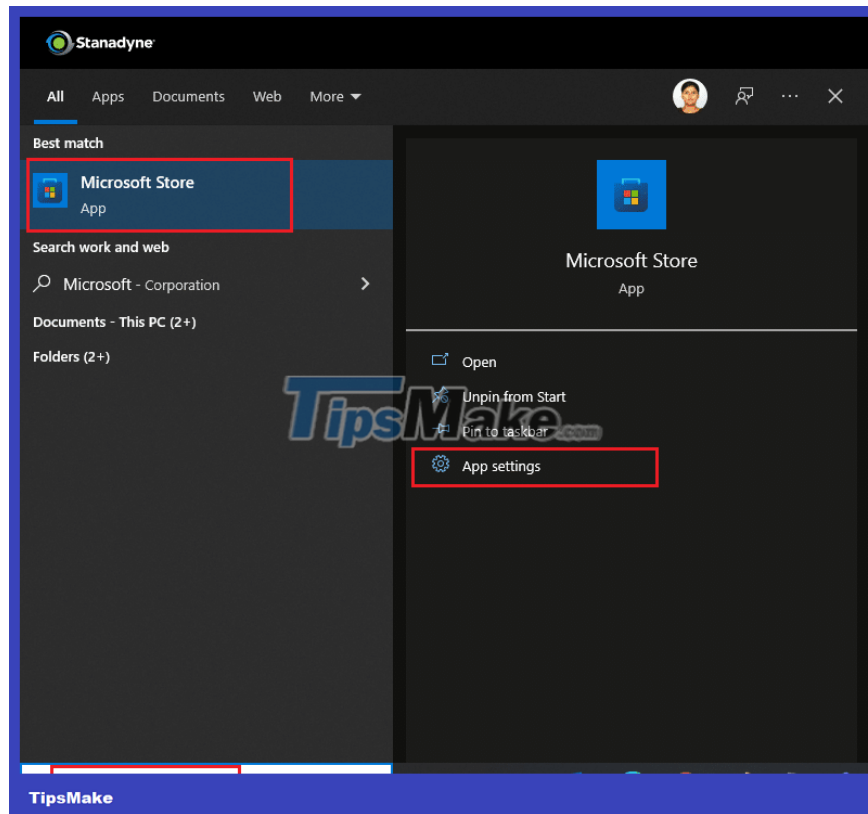
Method 11: Reset Windows Update components

Corrupt files in Windows Update components can cause a number of Microsoft Store-related errors. Issues with the update cache can also prevent apps from being downloaded from the Microsoft Store. Resetting Windows Update components will restart essential Windows services such as BITS, MSI Installer, Encryption, and Windows Update Services. You can do the same by following our guide on how to reset Windows Update components on Windows 10

Method 12: Reset Microsoft Store

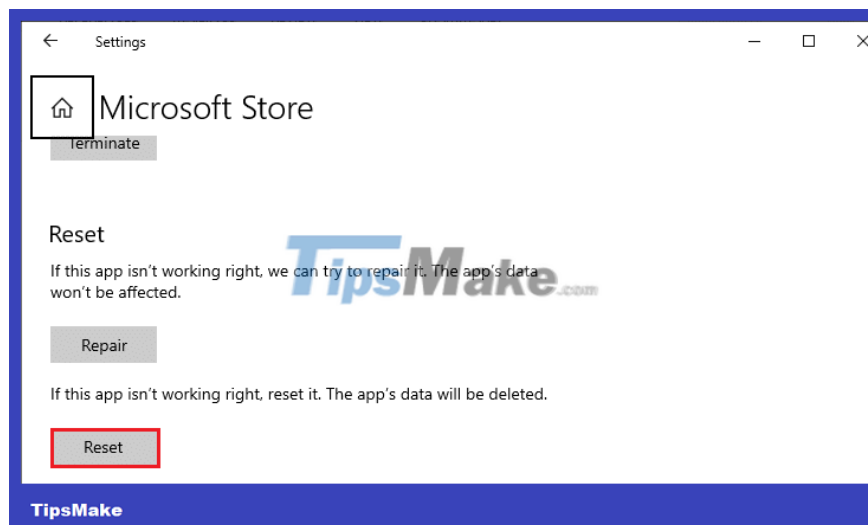
Resetting Microsoft Store is an extreme option, it will delete your login details, settings and preferences from your computer, but it will work if you are unable to download from Microsoft Store. in this order.

1. Press the **Windows key** , enter **Microsoft Store** , and select the **Install apps** option .

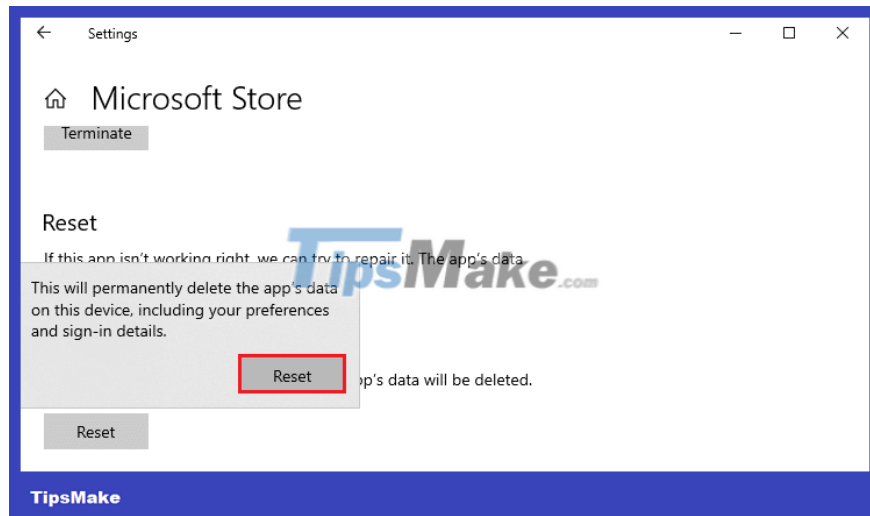


2. Scroll down to the **Settings** screen and click on the **Reset** option highlighted.

Note: Your app data **will be deleted** when you reset Microsoft Store.



3. Click **Reset** at the confirmation prompt.

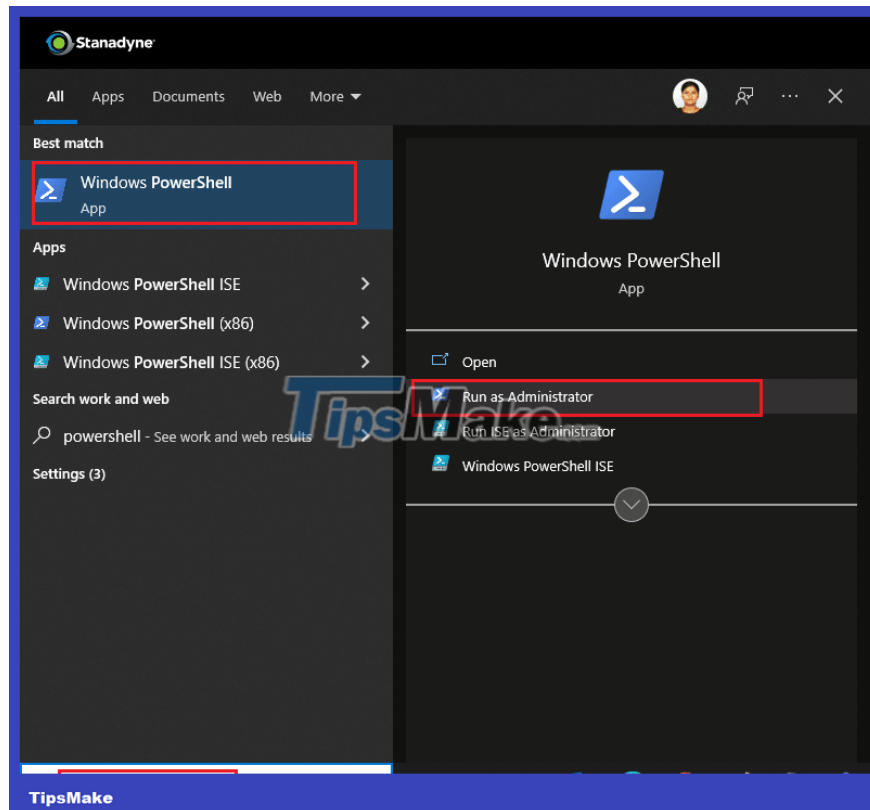


4. Once the process is complete, **restart your PC** .

Method 13: Re-register Microsoft Store

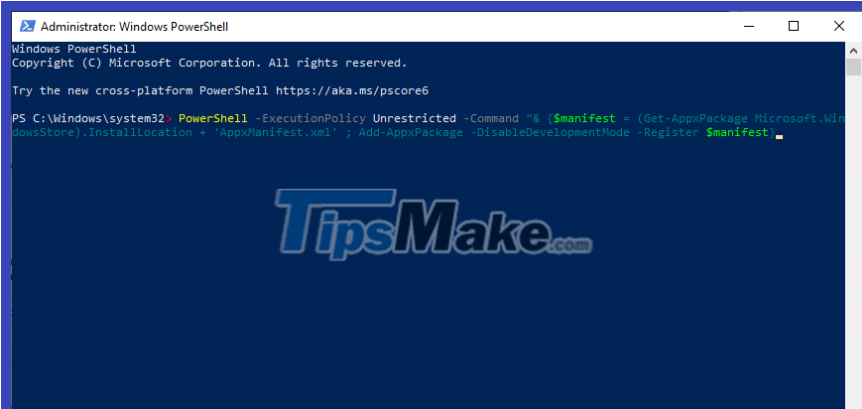
After resetting, if you're still unable to download from Microsoft Store, re-registering the app may resolve the issue. Follow the instructions below.

1. Press the **Windows key** , enter **Windows PowerShell** and click **Run as administrator** .



2. Now, paste the following **command** and press **Enter** .

```
PowerShell -ExecutionPolicy Unrestricted -Command "& {$manifest = (Get-AppxPackag
```



```
Administrator: Windows PowerShell
Windows PowerShell
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Try the new cross-platform PowerShell https://aka.ms/pscore6

PS C:\Windows\system32> PowerShell -ExecutionPolicy Unrestricted -Command "% ($manifest = (Get-AppxPackage Microsoft.WindowsStore).InstallLocation + 'AppManifest.xml' ; Add-AppxPackage -DisableDevelopmentMode -Register $manifest)_"
```

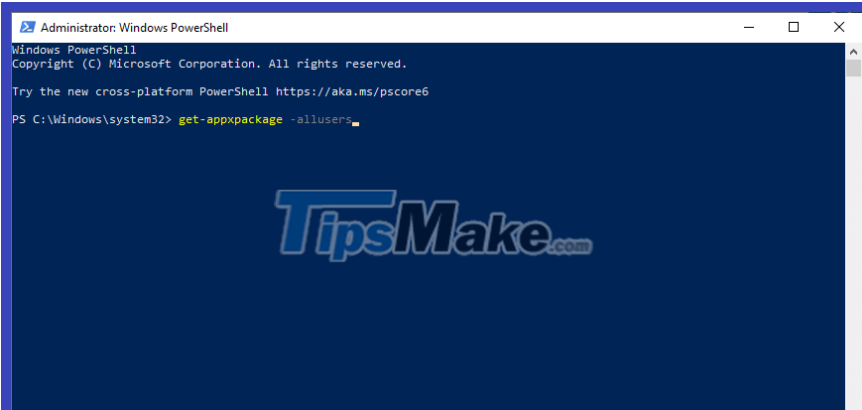
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3. Wait for the command to execute, then try opening **Microsoft Store** again . It will solve the problem of not being able to download apps from Microsoft Store.

Method 14: Reinstall Microsoft Store

If other options don't work for you, try reinstalling Microsoft Store. This cannot be done using Control Panel or Settings, but you can reinstall Microsoft Store using PowerShell commands as described below.

1. Follow the instructions above to start **Windows PowerShell** as administrator.
2. Enter the command **get-appxpackage -allusers** and press **Enter** .



```
Administrator: Windows PowerShell
Windows PowerShell
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Try the new cross-platform PowerShell https://aka.ms/pscore6

PS C:\Windows\system32> get-appxpackage -allusers
```

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3. Search for **Microsoft.WindowsStore** and go to **PackageFullName** and **copy** the line next to it. In this case, it is:

Microsoft.WindowsStore_22202.1402.2.0_x64__8wekyb3d8bbwe

```
Select Administrator: Windows PowerShell
IsBundle : False
IsDevelopmentMode : False
NonRemovable : False
IsPartiallyStaged : False
SignatureKind : Store
Status : Ok

Name : Microsoft.WindowsStore
Publisher : CN=Microsoft Corporation, O=Microsoft Corporation, L=Redmond, S=Washington, C=US
Architecture : X64
ResourceId :
Version : 22202.1402.2.0
PackageFullName : Microsoft.WindowsStore_22202.1402.2.0_x64__8wekyb3d8bbwe
InstallationLocation : C:\Program Files\WindowsApps\Microsoft.WindowsStore_22202.1402.2.0_x64__8wekyb3d8bbwe
IsFramework : False
PackageFamilyName : Microsoft.WindowsStore_8wekyb3d8bbwe
PublisherId : 8wekyb3d8bbwe
PackageUserInformation : ({S-1-5-21-2759370688-1630912525-2594222386-7192 [STANADYNE\erpsupport_sip1]: Installed, S-1-5-21-3740399313-2812186609-3929373113-1001 [sapladmin]: Staged)
IsResourcePackage : False
IsBundle : False
IsDevelopmentMode : False
NonRemovable : False
IsPartiallyStaged : False
SignatureKind : Store

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```

4. Go to a new line in the PowerShell window **and type remove-appxpackage** followed by a space and the line you copied in the steps above . In this case it would be: **remove-appxpackage Microsoft.WindowsStore_22202.1402.2.0_x64__8wekyb3d8bbwe**

NOTE: The command may vary slightly depending on your Windows PC version.

```
Administrator: Windows PowerShell
PublisherId : 8wekyb3d8bbwe
PackageUserInformation : ({S-1-5-21-2759370688-1630912525-2594222386-7192 [STANADYNE\erpsupport_sip1]: Installed)
IsResourcePackage : False
IsBundle : False
IsDevelopmentMode : False
NonRemovable : False
IsPartiallyStaged : False
SignatureKind : Developer
Status : OK

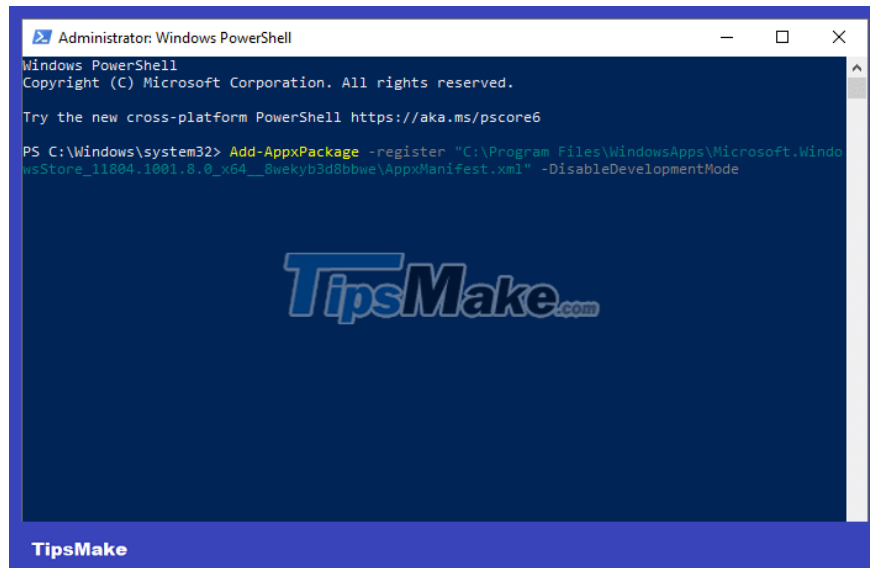
PS C:\Windows\system32>
PS C:\Windows\system32> remove-appxpackage Microsoft.WindowsStore_22202.1402.2.0_x64__8wekyb3d8bbwe

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```

5. It will remove Microsoft Store. **Restart your computer** .

6. To reinstall, open Windows PowerShell as administrator **and enter the following command, then press Enter** .

Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.WindowsStore_1180.

A screenshot of a Windows PowerShell terminal window titled "Administrator: Windows PowerShell". The terminal shows the following text: "Windows PowerShell", "Copyright (C) Microsoft Corporation. All rights reserved.", "Try the new cross-platform PowerShell https://aka.ms/pscore6", and a command prompt "PS C:\Windows\system32> Add-AppxPackage -register 'C:\Program Files\WindowsApps\Microsoft.WindowsStore_11804.1001.8.0_x64__8wekyb3d8bbwe\AppxManifest.xml' -DisableDevelopmentMode". A large "TipsMake.com" watermark is overlaid on the terminal content. The "TipsMake" logo is also visible in the bottom left corner of the terminal window's border.

```
Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/pscore6

PS C:\Windows\system32> Add-AppxPackage -register 'C:\Program Files\WindowsApps\Microsoft.WindowsStore_11804.1001.8.0_x64__8wekyb3d8bbwe\AppxManifest.xml' -DisableDevelopmentMode
```

Now Microsoft Store will be reinstalled, the issue of not being able to download apps from Microsoft Store will be fixed.

Method 15: Create a new user profile

Sometimes your user profile may be corrupted and may prevent Microsoft Store from downloading anything. You can create a new configuration file to resolve the issue. Follow our instructions to create a local user account on Windows 10.

Method 16: Perform a clean boot

If the problem persists, you can perform a clean boot of your computer. It will start Windows with only the necessary drivers and programs and will be used to troubleshoot your Windows. You can perform a clean boot in Windows 10 by following the instructions below. Check if Microsoft Store is currently downloading apps and games.

Method 17: Perform System Restore

If none of these methods work for you, then this is your last resort. Only do this when absolutely necessary. System Restore restores your computer to a previous version and can help run applications as before. It can fix Microsoft Store errors and you can follow our guide on how to use System Restore on Windows 10. You can now download apps and games from Microsoft Store.

You finished reading the article "**Fix Microsoft Store not downloading apps and games**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.