

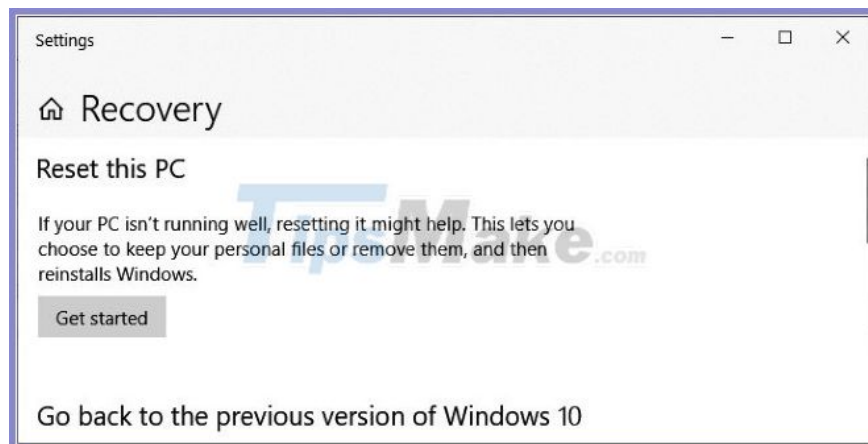
How to fix the error that caused the 'Reset this PC' feature on Windows 10 to not work

Microsoft admits the Reset this PC feature on some Windows 10 computers can't work and offers a temporary fix.

After receiving reports from users, Microsoft has investigated and officially confirmed that some Windows 10 computers have errors causing the "Reset this PC" feature to not work. Besides, Microsoft also offers a temporary fix for users.

The "Reset this PC" feature is present in all versions of Windows 10. It allows users to reinstall the operating system from a local backup file or the latest versions of Windows 10 on Microsoft's server.

When reinstalling the computer, users can choose to either keep files and apps or delete everything.



According to Microsoft, it seems that only Windows 10 2004 computers have this problem. "On some computers running Windows 10 2004, when using "Reset this PC" the user will get an error message: There was a problem reinstalling your PC. No changes were made", Microsoft shared.

To fix the problem, Microsoft recommends that users use the Deployment Image Servicing and Management (DISM) command-line tool. DISM is used to prepare backup files in Windows image (.wim) format or virtual hard drive (.vhd or .vhdx) for Windows PE, Windows Recovery Environment (Windows RE) and Windows Setup.

As recommended by Microsoft, users must use DISM to repair the online Windows image that was used to reset the PC before trying to use the "Reset this PC" feature again.

Here's the full fix process that Microsoft offers:

1. Open an advanced command prompt. To do this, click **Start** , type **Command Prompt** or **cmd** in the **Search** box . Next, right-click on **Command Prompt** and select **Run as administrator** . If prompted for an administrator password, enter the password or click **Allow** .
2. At the command **prompt** , enter the following command and press Enter: **dism / online / cleanup-image / restorehealth**
3. Restart your computer and try the "Reset this PC" feature again.

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