

How to fix 'There Was a Problem Resetting Your PC' error

If you see the message 'There was a problem resetting your PC. No changes were made', 'Can't reset your PC' or 'There was a problem refreshing your PC', you will not be able to restore your PC to factory defaults.

There are many reasons to reset your PC, such as it not working properly. Resetting it will automatically install the latest version of Windows. But if you see the message 'There was a problem resetting your PC. No changes were made', 'Can't reset your PC' or 'There was a problem refreshing your PC', you will not be able to restore your PC to factory defaults. This guide shows how to fix this problem.

1. Run a DISM scan, then reboot

The simplest solution to this problem, also recommended by Microsoft, is to try to repair a potentially corrupt local Windows image file.

Type '**Command Prompt**' in Windows Search and click **Run as administrator** on the right to open CMD with admin rights. In the User Account Control prompt, click **Yes** .

Enter the following command and then press **Enter** .

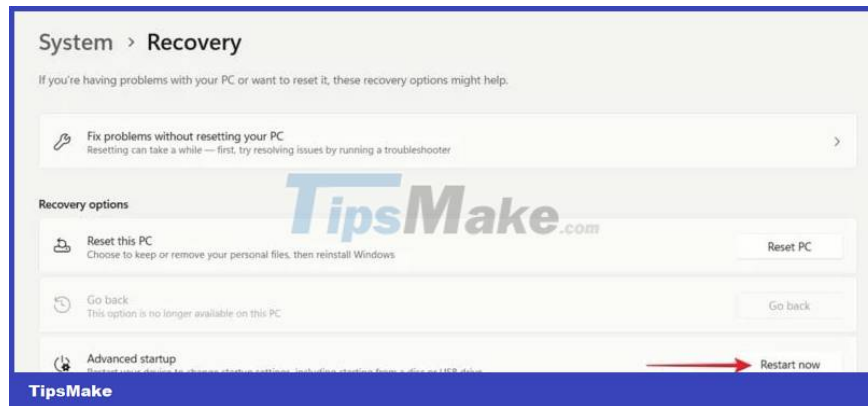
```
dism /online /cleanup-image /restorehealth
```

This process may take a few minutes, so make sure you don't interrupt it. Once done, reboot your system and try resetting your PC.

2. Try resetting from Recovery

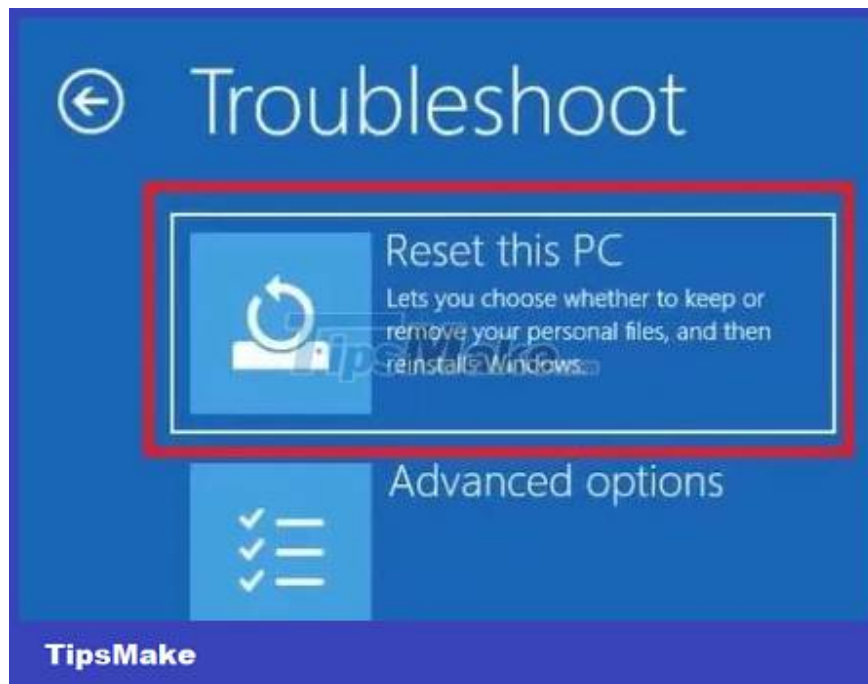
If Microsoft's workaround doesn't help you resolve the problem, you can try starting the reset from Windows RE (Recovery Environment).

If you are using Windows 11, navigate to **Settings -> System -> Recovery** . Click the **Restart Now** button next to **Advanced Startup** , then click **Restart Now** again in the pop-up window.



On Windows 10, you will find the same option by going to **Settings -> Update & Security -> Recovery** and the **Restart now** button in the **Advanced startup** section .

Go to **Troubleshoot -> Reset this PC** to start the process.



3. Check system file errors

If the system files on your PC get corrupted over time, that could be the reason you're having problems when trying to reset your PC. Combat this by performing an SFC scan.

From the Command Prompt window with admin rights, enter the following command, then press **Enter** .

```
sfc /scannow
```

Allow the tool to scan for any missing or damaged system files. If any problem files are found, SFC will repair them. Restart your PC and try resetting your device.

4. Restart Windows Recovery Environment

If Windows RE is not working properly, it may cause the error 'There was a problem resetting your PC'. The solution is to restart the service.

Open Command Prompt with admin rights and enter the following command:

```
reagentc /disable
```

Restart your PC. Open cmd again and enter this command:

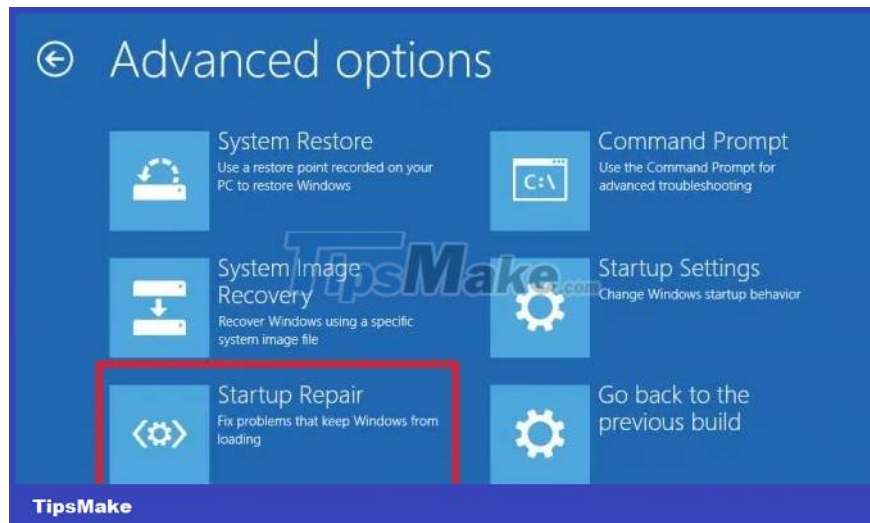
```
reagentc /enable
```

Check if you can reset your PC.

5. Perform Startup Repair

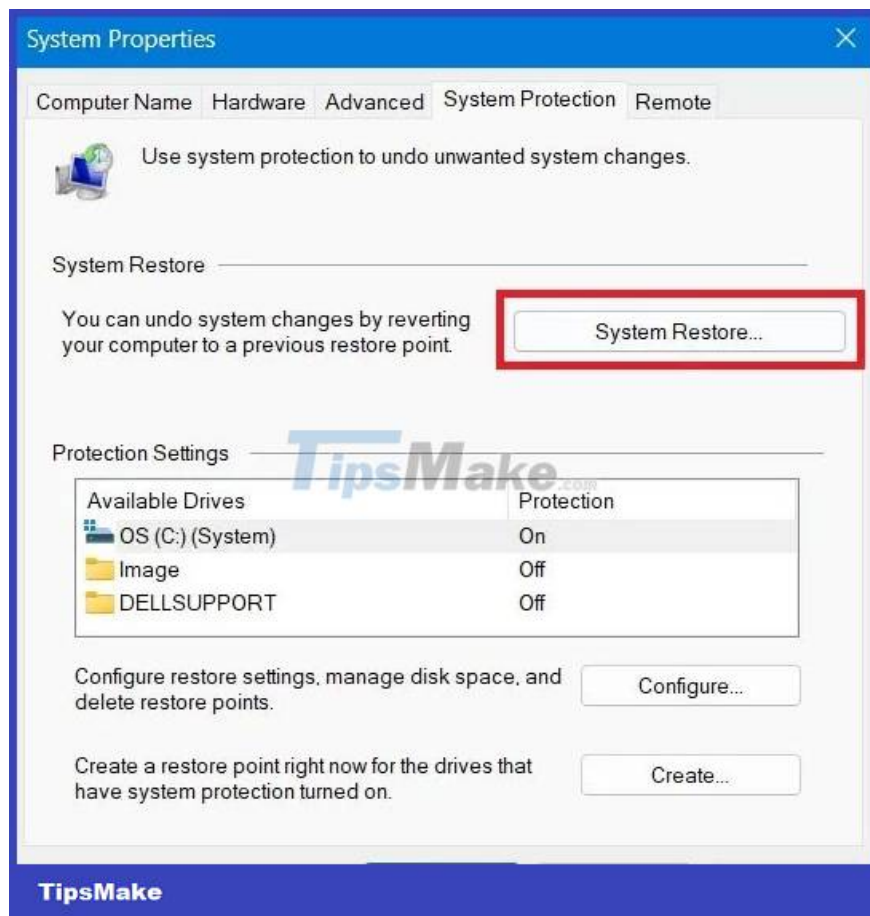
Problems starting Windows can prevent your system from starting the reset process on your PC. Therefore, try using the Windows Startup Repair tool to fix any problems.

Access Windows RE as explained before, but this time go to **Troubleshoot -> Advanced Options** and select **Startup Repair** to start the process.



6. Use a restore point

If you previously created a restore point, use it now to revert your system to a previous state when the problem was not present. Performing a system restore will effectively undo the changes you recently made to your PC, which may have caused the 'There was a problem resetting your PC' error.



Reverting your device to a restore point won't affect your files, but will delete any apps, drivers, or updates installed after that specific restore point was created.

7. Perform a new installation

If none of the methods detailed so far work for you, you may have to do a clean install. Since the original purpose is to reset Windows, why not install a new copy? Remember that doing so will delete all your data, including files, apps, and other data, so creating a backup may be in order.

An easy way to reset the operating system is to use your preferred version of Windows on a disc or flash drive. If you're not sure how to get started with that, [TipsMake.com](https://www.tipsmake.com)'s guide has all the steps as well as alternative options for installing Windows on your device.

You finished reading the article "**How to fix 'There Was a Problem Resetting Your PC' error**" edited by the [TipsMake](https://www.tipsmake.com) 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.