

What To Do If The Windows Store Won't Open

One of these steps should do the trick



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The Windows Store, now known as the Microsoft Store, is the official digital storefront that's included with Windows 10 by default. You can find apps, software, professional and personal devices, resources, and games to download and use on your Windows device.

To access the Microsoft Store, you can use the [web version](#) to browse through and find additional items that are exclusive to the web version. You can also browse and install some free apps from the Microsoft Store without signing into Windows 10 using your [Microsoft Account](#). Another way is to use the [Store webpage for Windows apps](#).



However, the challenge comes when you need some Windows apps, which are only exclusively available on the Microsoft Store, but the Windows Store won't open. We've rounded up some helpful tips to show you what to do if the Windows Store won't open.

Note: The steps in this article apply to Windows 10.

How To Fix When The Windows Store Won't Open

Before you get to the fixes for the Windows Store not working or not opening issue, here are a few things you can check for:



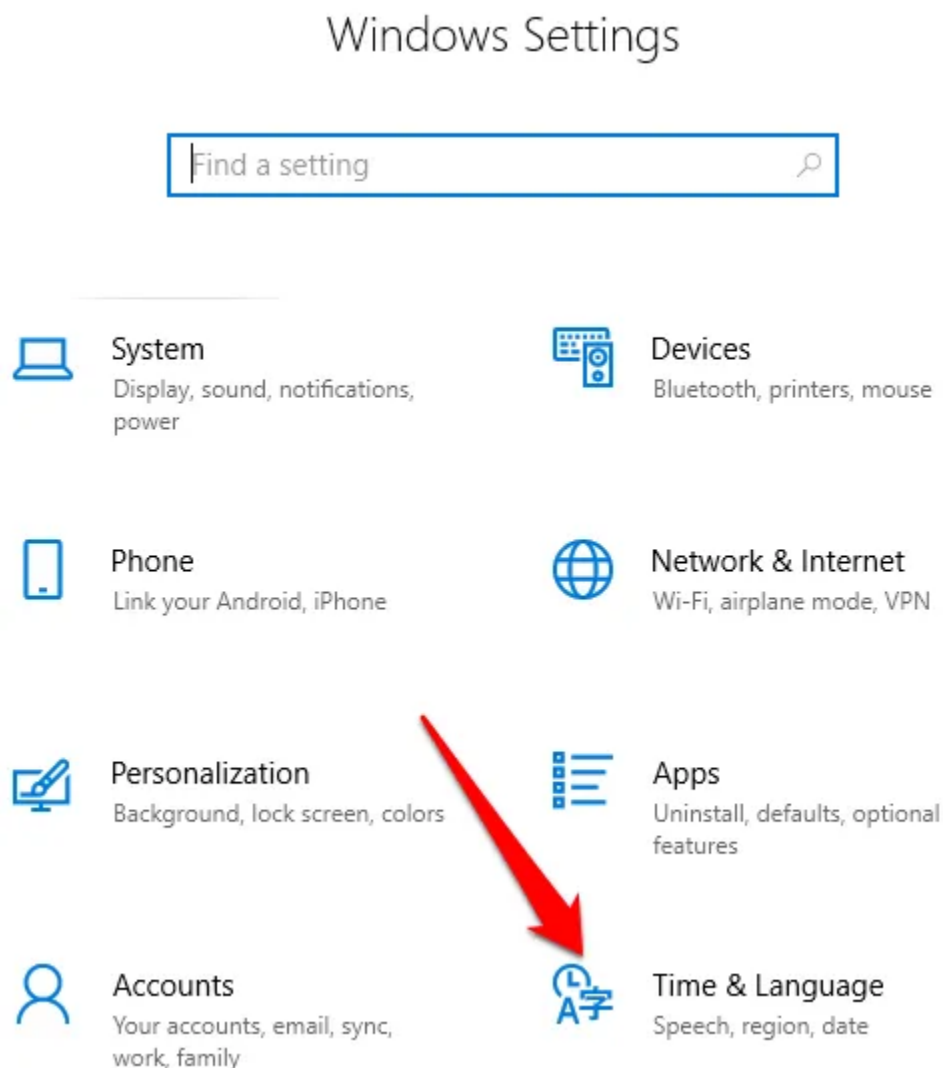
- Is Windows up to date? You can check this by clicking **Start > Settings > Update & Security > Windows Update > Check for Updates**
- Are you signed in with a Microsoft Account?
- Are your GPU or video card drivers up to date?
- Is User Account Control enabled?
- Do you have any network connection problems?

If you confirm that all these are in place, but the Windows Store still won't open, try the following fixes.

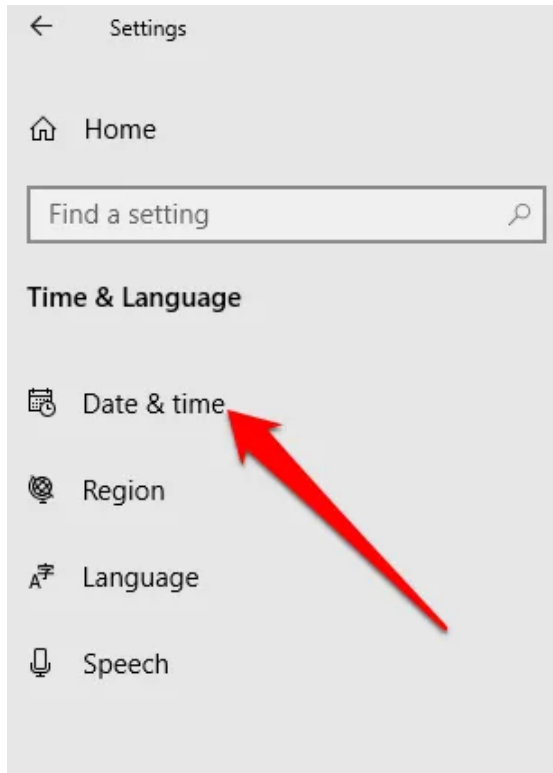
Check Your Computer's Location, Date And Time Settings

If your computer's date and time are inaccurate, the Windows Store won't open. This may sound odd but it affects how the Store works. When the Store boots up, it tracks time so it's always checking to see if your computer's time and the Store's time are in sync.

1. To check and adjust your date and time settings, click **Start > Settings > Time & Language**.



2. Click **Date & Time** to verify your computer's date and time settings.



3. Toggle the **Set the time automatically** slider to **Off**, wait for it to process your request, and then toggle it back to **On**. This will update your time to the most accurate setting.

Date & time

Current date and time

11:53 PM, Sunday, August 16, 2020

Set time automatically



Set time zone automatically

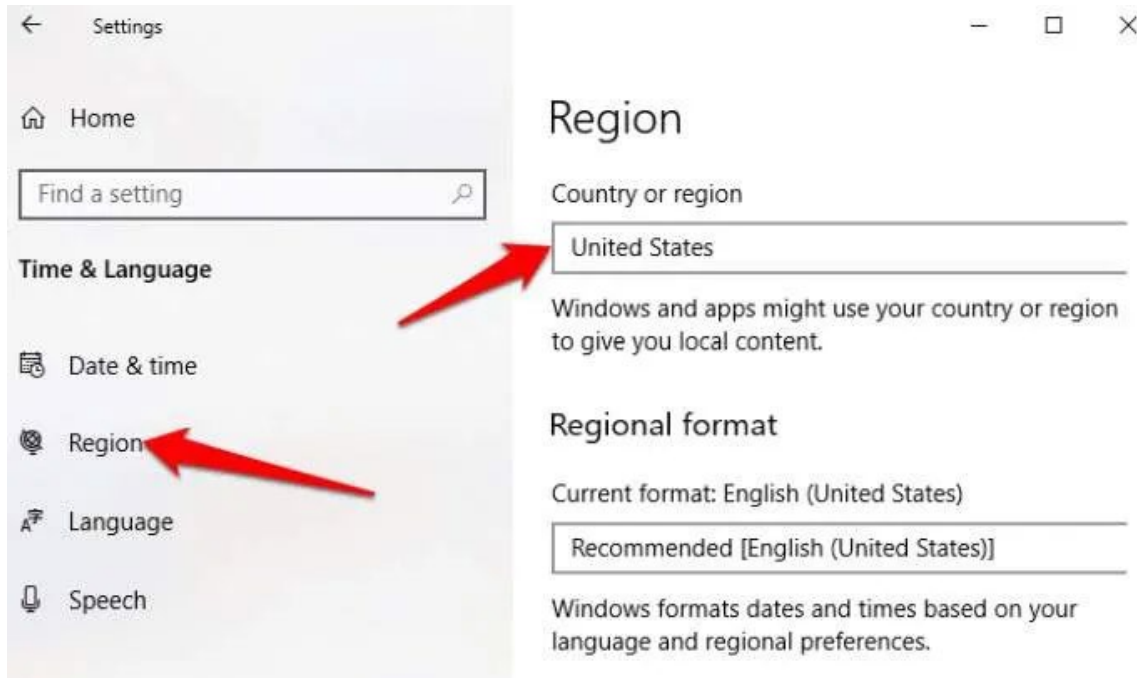


Set the date and time manually

Change

Synchronize your clock

4. The location settings also need to be set to show your current location and time zone for the Windows Store to open and work as it should. Click **Start > Settings > Time & Language**.
5. Click **Region** to check your location.

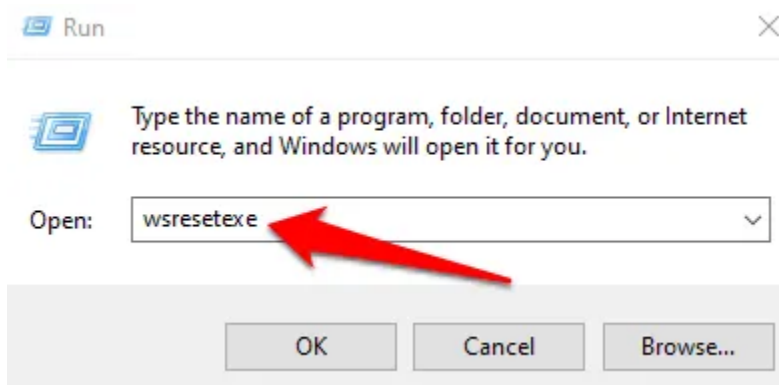


Once your location, date and time settings are accurate, try opening the Windows Store again and see if it works.

Clear The Windows Store Cache

Over time, the Windows Store cache may become corrupted. This may cause the Store not to open or work properly. Clearing the Store's cache can help resolve any underlying issues or glitches.

1. To clear the Store cache, right-click **Start > Run** and type **wsreset.exe**. Press **Enter** or click **OK**.

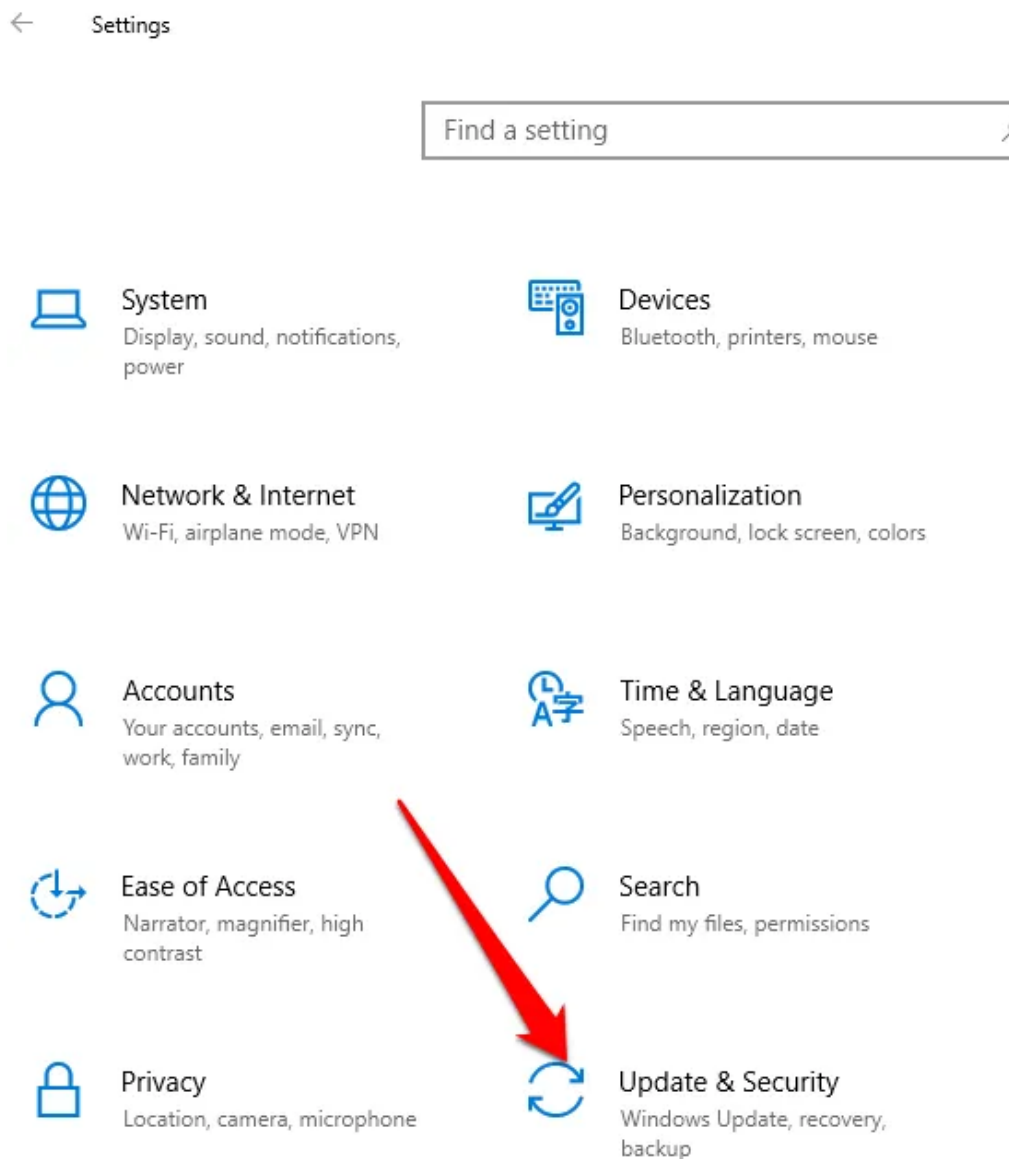


2. A blank Command Prompt window will appear and close after a few seconds. During this time, the cache will be reset, and once the window closes, you can try to open the Windows Store again.

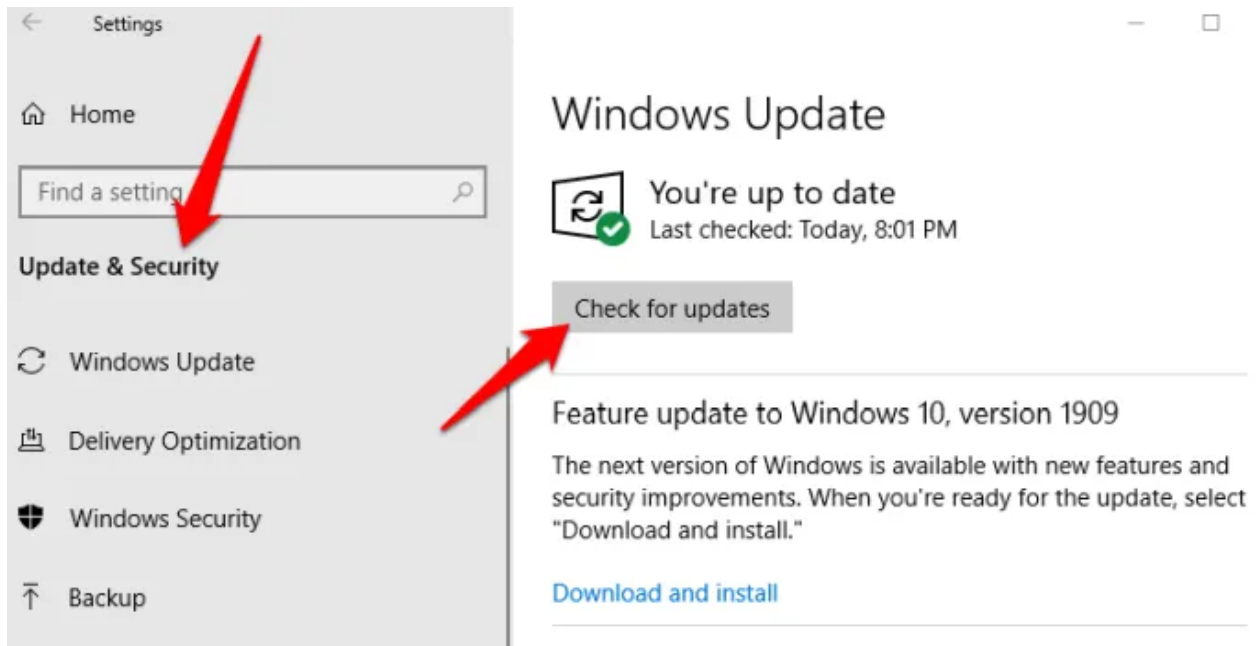
Update Windows and Windows Store

Microsoft constantly provides updates and bug fixes for Windows users. As frequent as the Windows 10 updates may come, they just might be the fix you need to improve the Windows Store and get it working again.

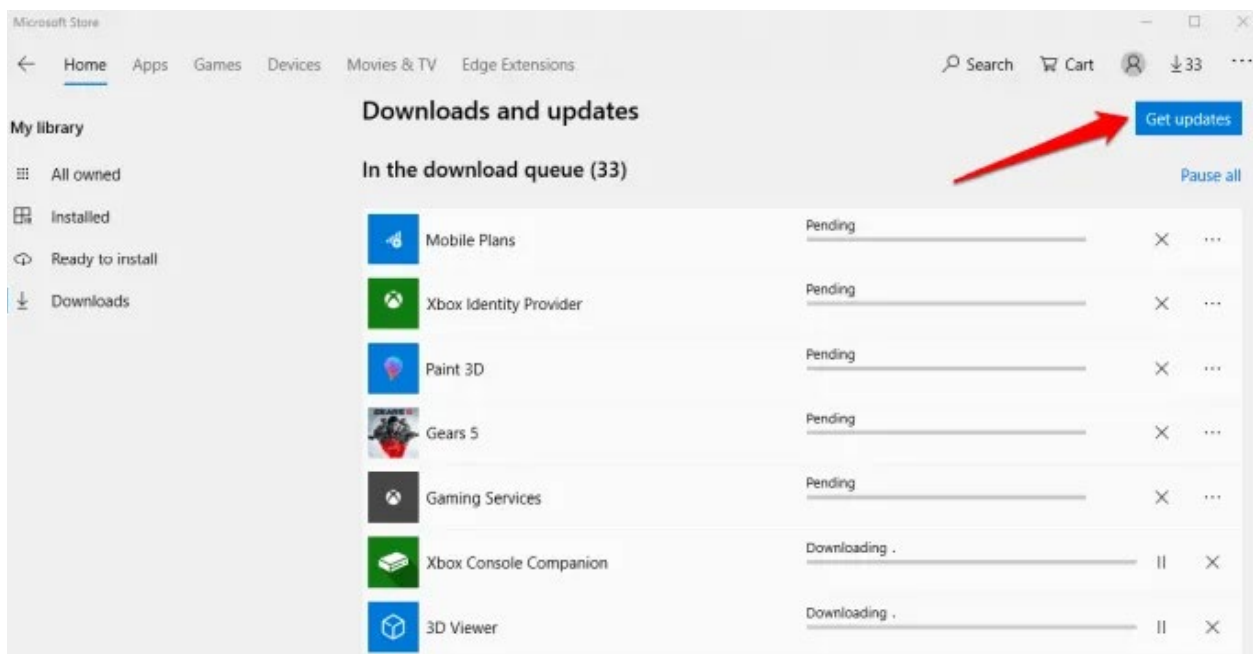
1. To update Windows and the Windows Store, click **Start > Settings** and **select Update & Security**.



2. Click **Windows Update > Check for updates** and allow Windows to check for and install any pending updates.



3. If you manage to update Windows, try and open the Windows Store to update it. If the Store opens, click the three dots at the top right side and select **Downloads and Updates**. Click **Get updates** to update the Store.

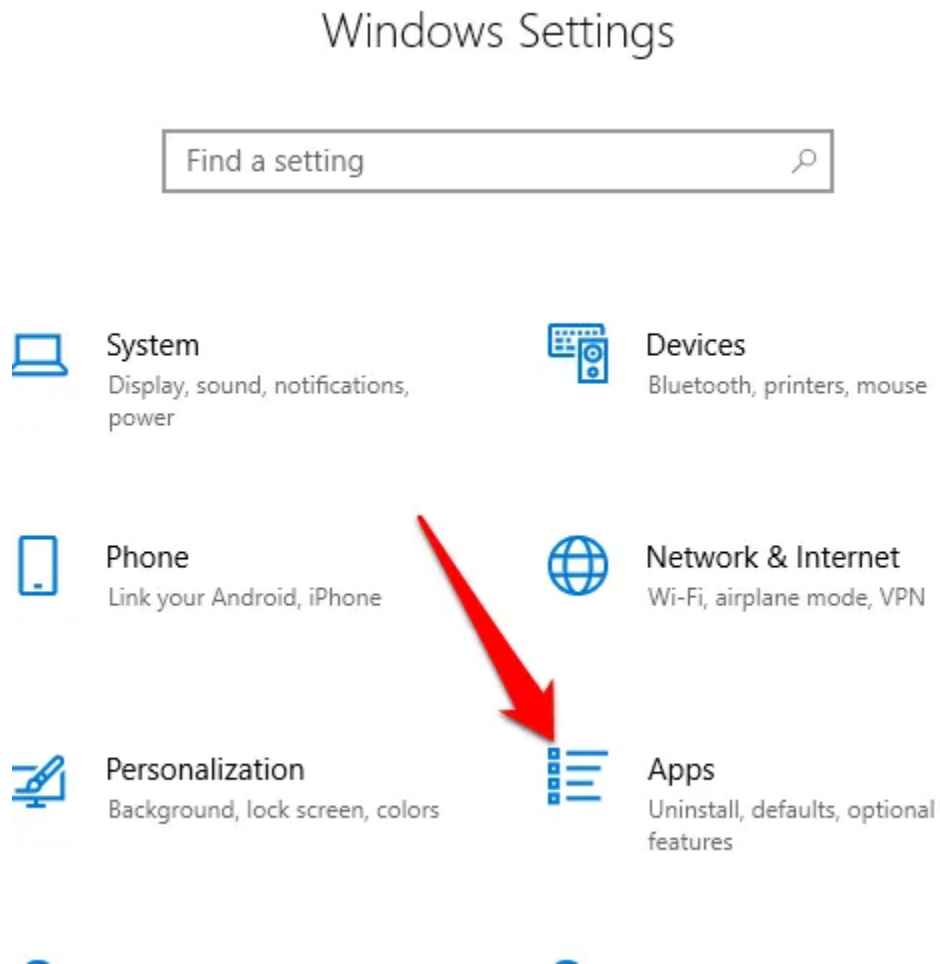


Reset Windows Store

If the Windows Store still won't open, you can reset it back to default settings.









Note: Resetting the Windows Store will clear your settings, preferences, and login details among other things, but it doesn't delete your purchases or installed apps.

1. Click **Start > Settings** and select **Apps**.

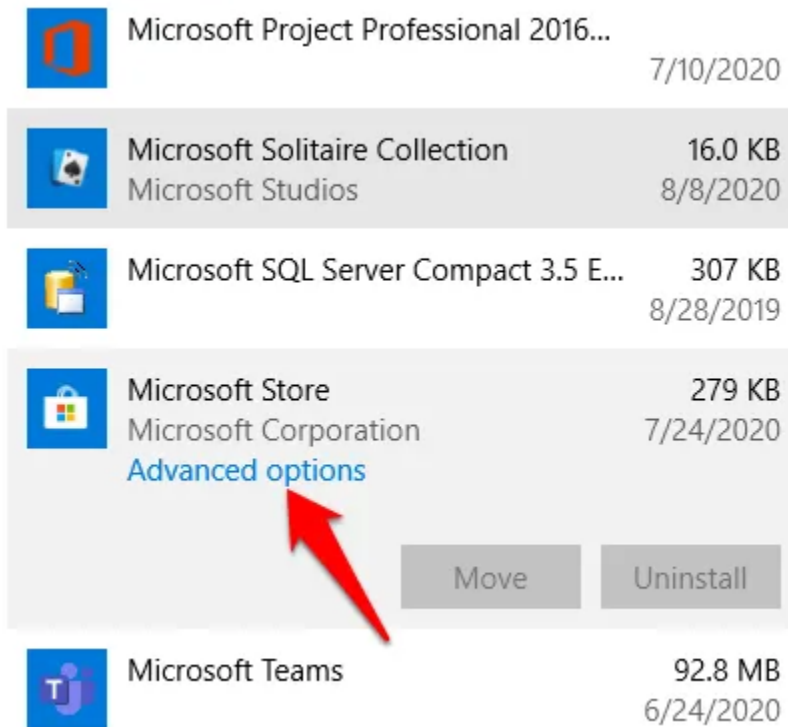


2. Click **Microsoft Store**.

Apps & features

	Microsoft Office Professional Plus 2019	8/30/2019
	Microsoft OneDrive	138 MB 12/8/2019
	Microsoft Photos Microsoft Corporation	6.91 MB 7/24/2020
	Microsoft Project Professional 2016...	7/10/2020
	Microsoft Solitaire Collection Microsoft Studios	16.0 KB 8/8/2020
	Microsoft SQL Server Compact 3.5 E...	307 KB 8/28/2019
	Microsoft Store Microsoft Corporation	279 KB 7/24/2020
	Microsoft Teams	92.8 MB 6/24/2020

3. Next, click **Advanced options**.



4. Click **Reset**. A warning will appear saying that the app's data will be deleted.

Microsoft Store

Terminate

Immediately terminate this app and its related processes.

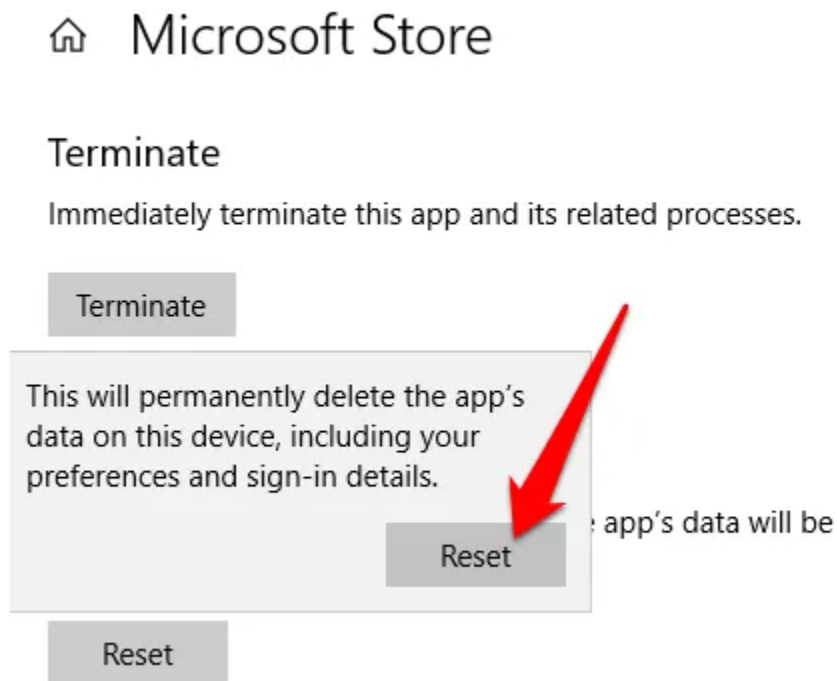
Terminate

Reset

If this app isn't working right, reset it. The app's data will be deleted.

Reset

5. Click **Reset** again.

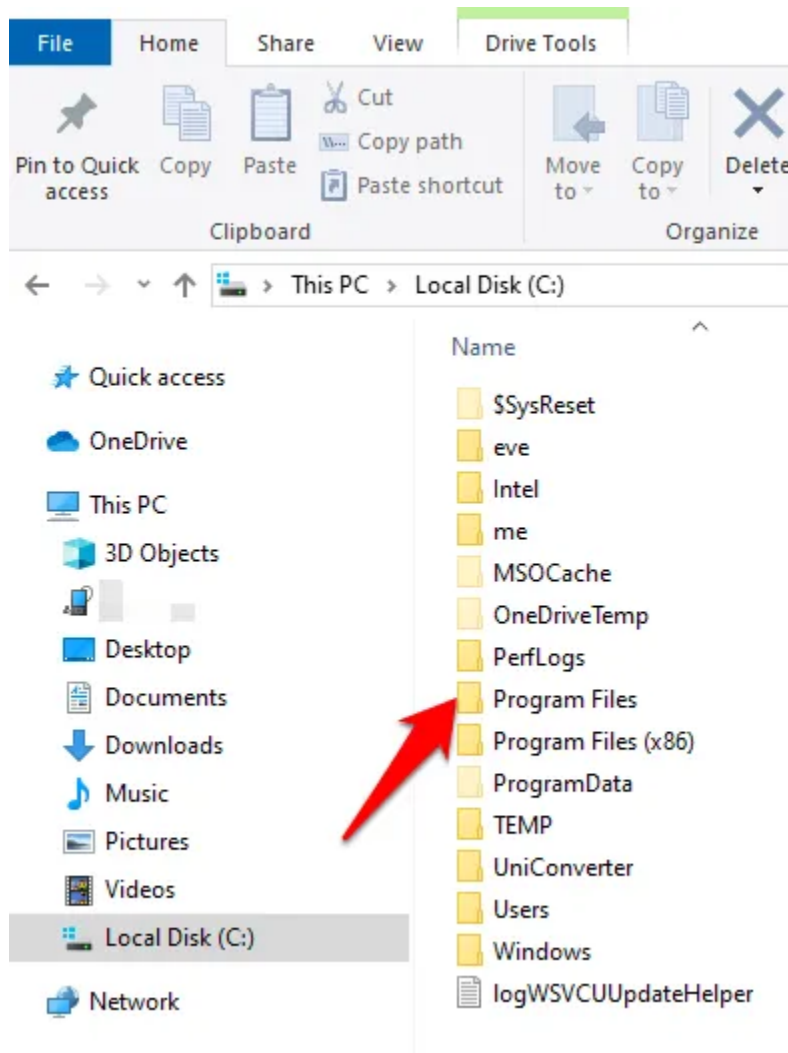


Take Ownership Of The WindowsApp Folder

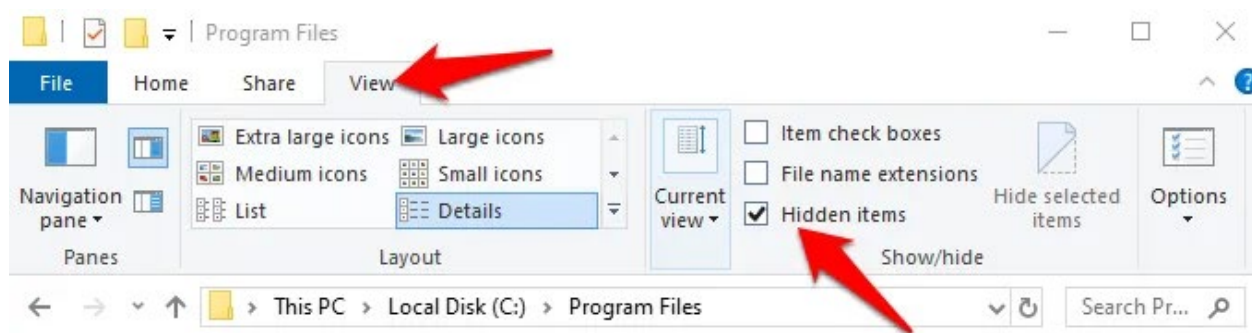
The WindowsApp folder contains all the apps automatically installed on your hard drive, but it's not easily accessible. If you're not the owner of the WindowsApp folder on your computer, the Windows Store may not work properly.

You need to set yourself as the owner of the folder and have full control over it to allow the Store to open and work well.

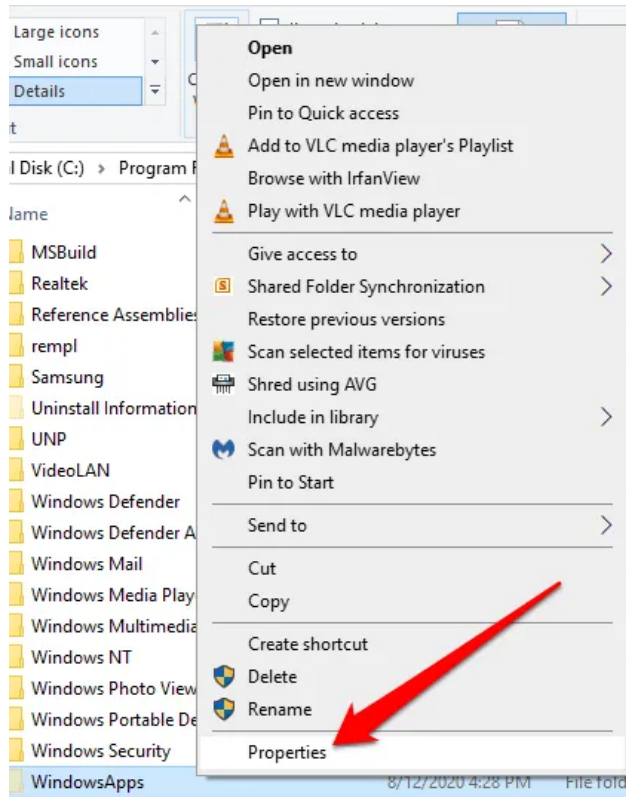
1. To take ownership of the WindowsApp folder, open **File Explorer** and go to **Local Disk (C:) > Program Files** folder.



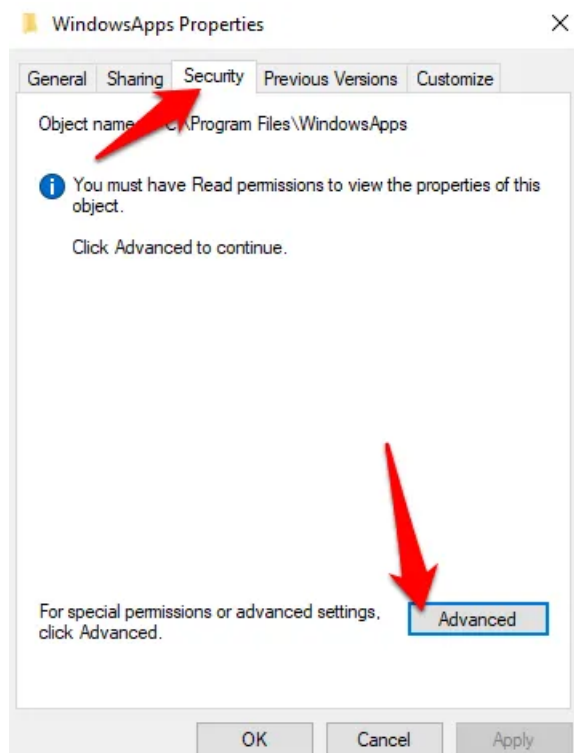
2. Click on the **View** tab and select **Hidden Items** to see the WindowsApps folder.



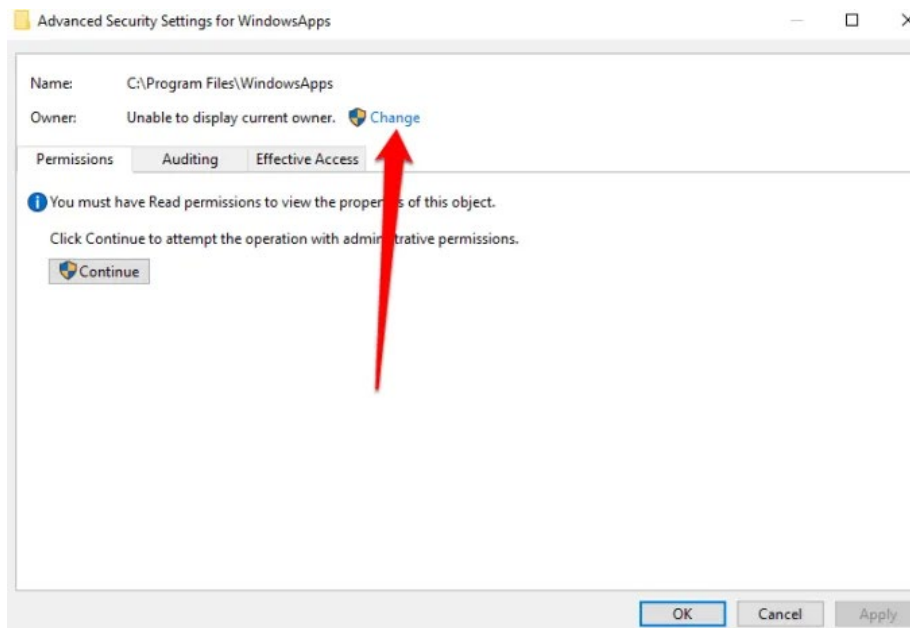
3. To open the folder, right-click on it and select **Properties** from the context menu.



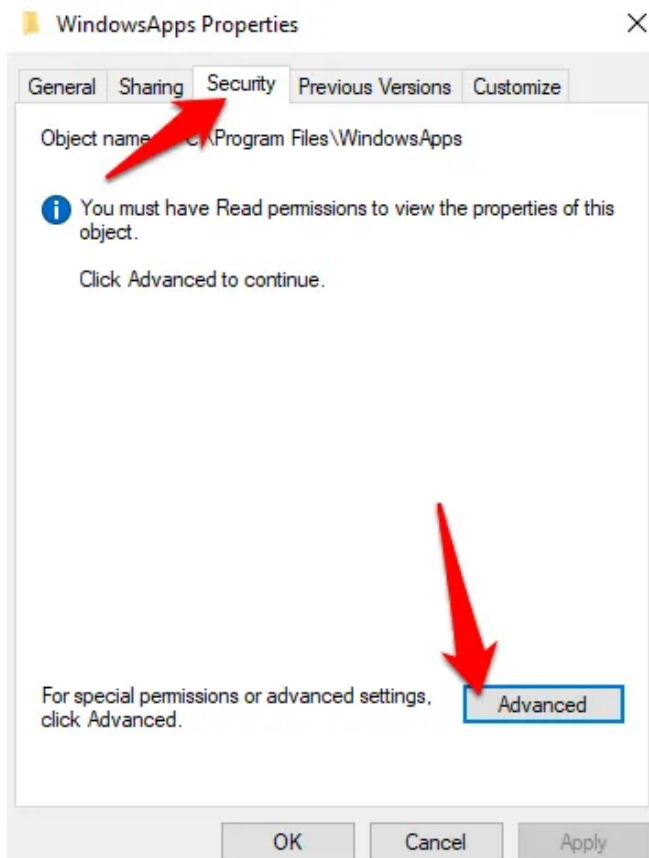
3. Click the **Security** tab in the Properties window and then click **Advanced**.



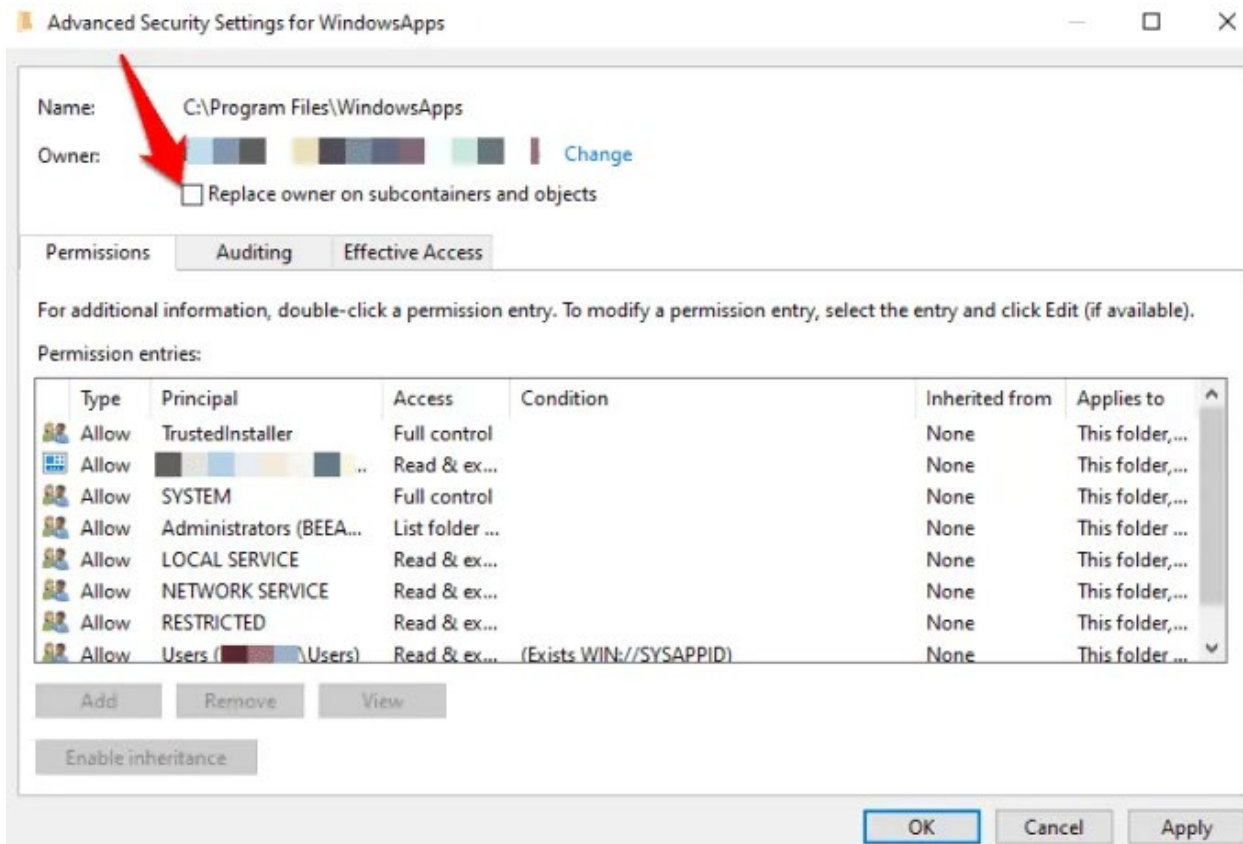
4. Click the **Change** link in the **Advanced Security Settings**.



5. Enter your administrator username in the **Select User or Group** window. Click on the **CheckNames** button, and then click **OK**.



6. Before applying the change, select the **Replace owner on sub containers and objects** checkbox. This way, you'll be able to interact with other files and folders within the WindowsApps folder. Click **OK** to save the changes.



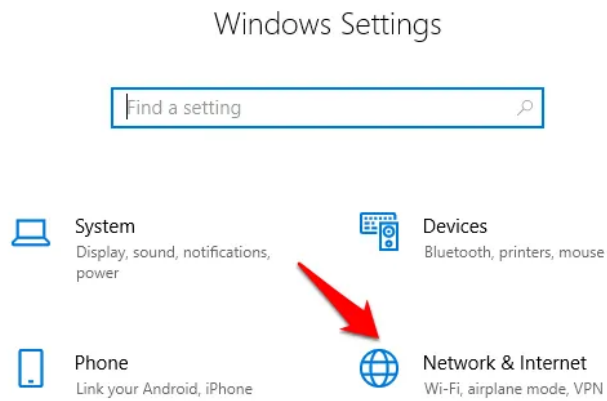
Once you've taken ownership of the WindowsApp folder, open it and check if you can launch the Windows Store.

Check Proxy Settings

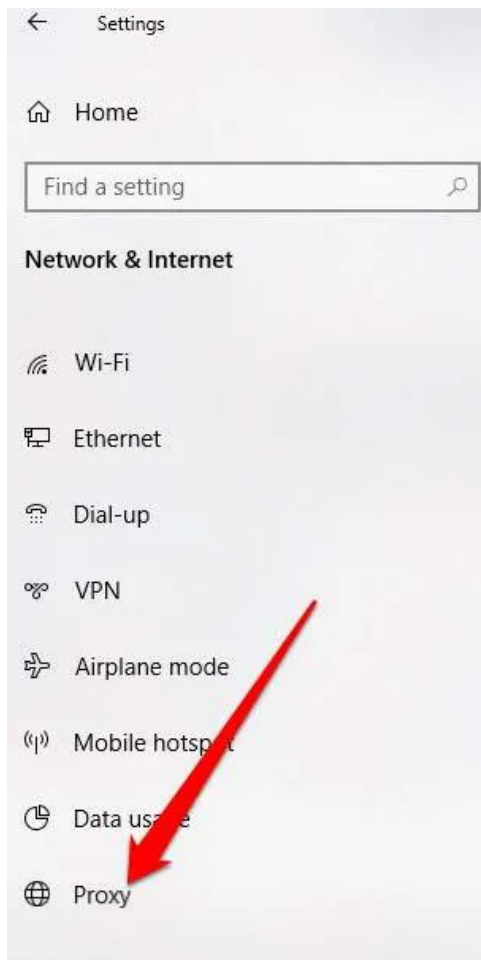
The Windows Store may not open or work well if your device's network settings are configured incorrectly. In such cases, a misconfigured proxy setting could affect the Windows Store.

To resolve the problem and get the Windows Store working again, disable the proxy and uninstall any VPN if you've installed one.

1. Check your proxy settings as well. You can do this by **clicking Start > Settings > Network & Internet**.



2. Select **Proxy**.



3. Under **Manual proxy setup**, set the Use a proxy server to **Off**, and then try to open the Windows Store again.

Proxy

Manual proxy setup

Use a proxy server for Ethernet or Wi-Fi connections.
These settings don't apply to VPN connections.

Use a proxy server

☐ Off

Address Port

Use the proxy server except for addresses that start with the following entries. Use semicolons (;) to separate entries.

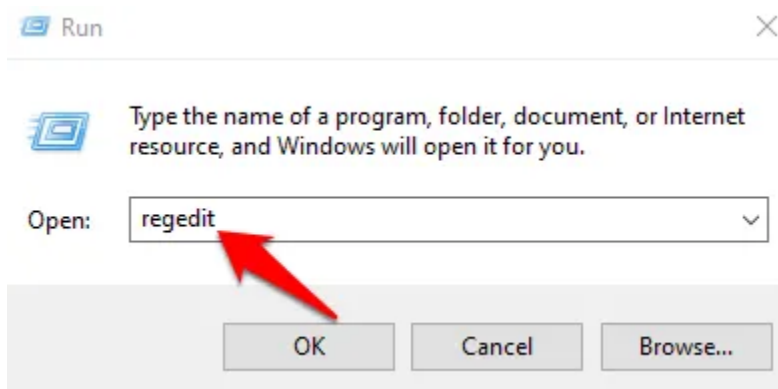
☐ Don't use the proxy server for local (intranet) addresses

Save

Edit The Registry

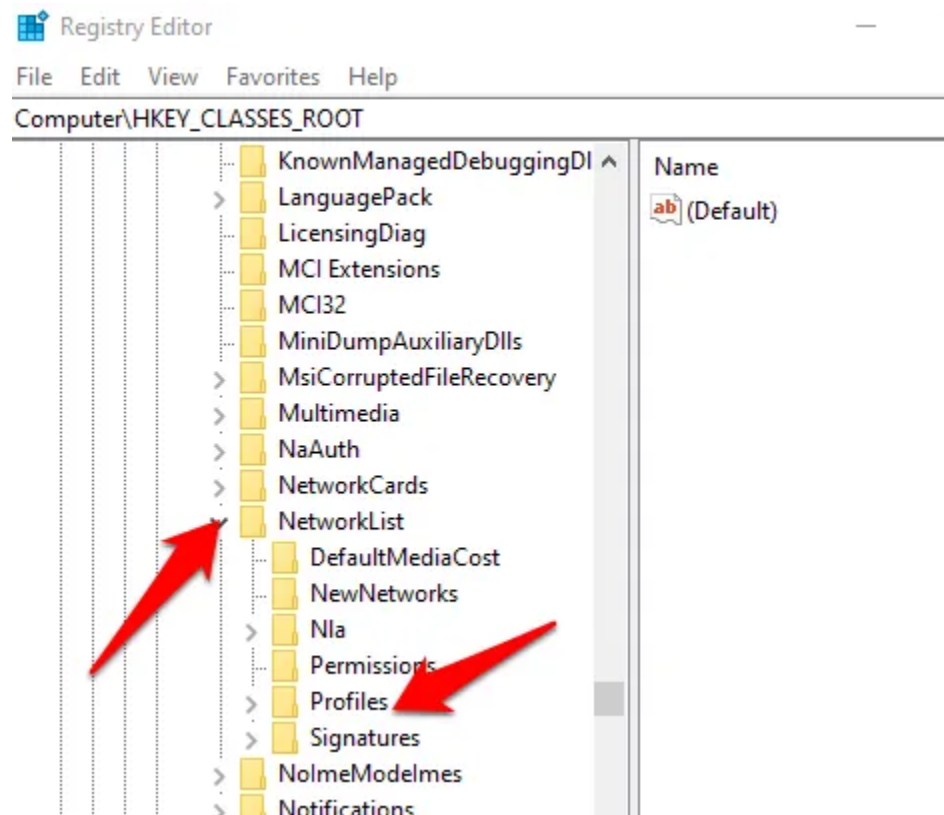
If you're trying to open the Windows Store and get a connection error, checking and editing the registry will help prevent further problems that such errors can bring. Always make sure to backup the registry before making any changes there.

1. Right-click **Start > Run** and type **regedit** in the Run box. Click OK or press Enter to open the Registry Editor.

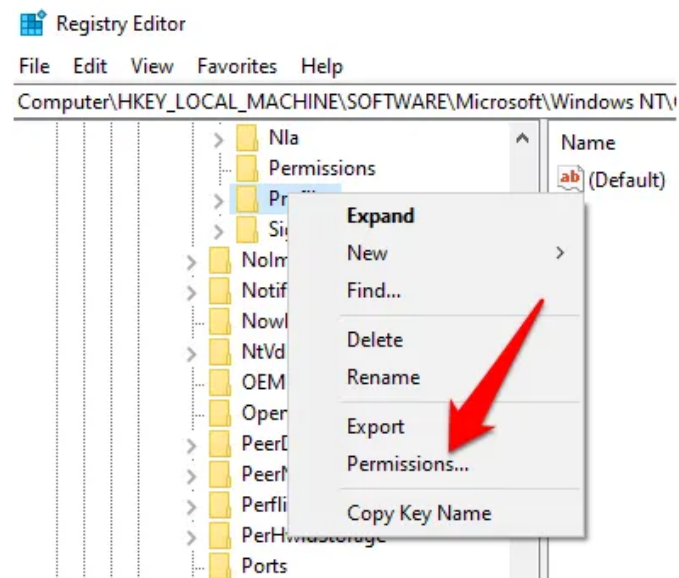


2. Navigate to the folder path:

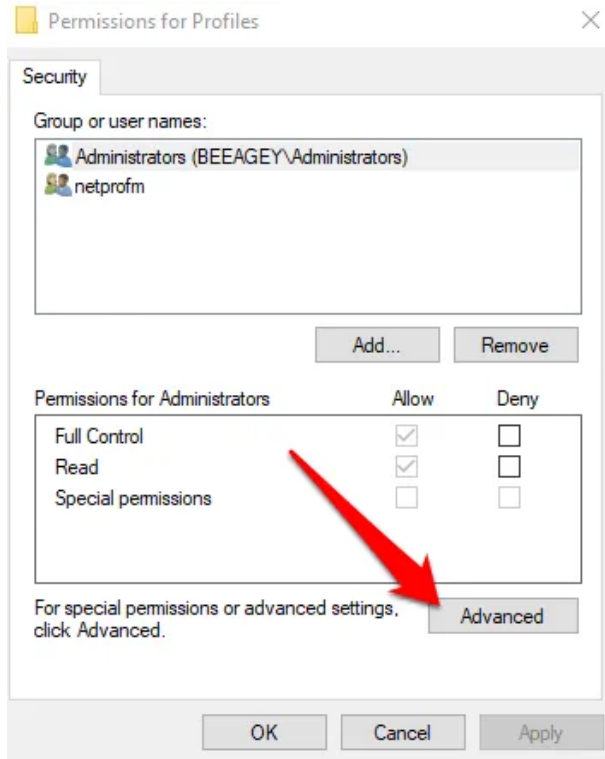
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\NetworkList\Profiles



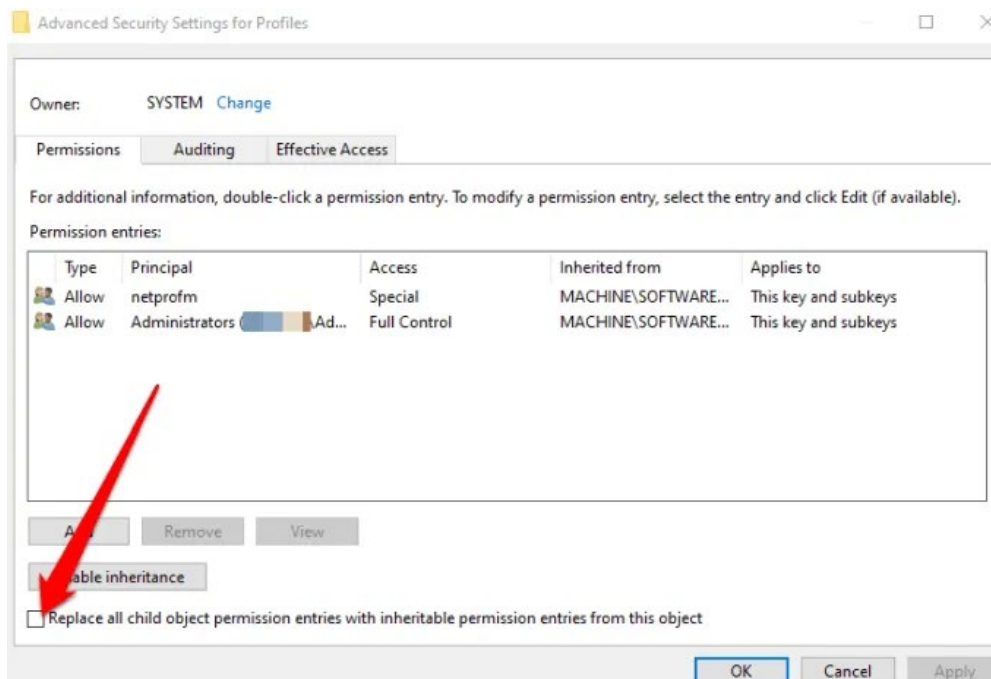
3. Right click **Profiles** > **Permissions**.



4. Click **Advanced**.



5. Check the **Replace all child object permission entries with inheritable permission entries from this object** box. Click **OK**, restart your computer, and try to open the Windows Store again.



Change DNS Address

Sometimes you may see the **0x80131500** error when trying to open the Windows Store. In this case, your computer is probably connecting to the internet via DNS servers that are assigned automatically by your home networking setup or your ISP.

1. You can change the DNS server address by clicking **Start > Settings > Network & Internet > Status > Change adapter options**.

Status

[SHOW AVAILABLE NETWORKS](#)

Change your network settings



Change adapter options

View network adapters and change connection settings.



Sharing options

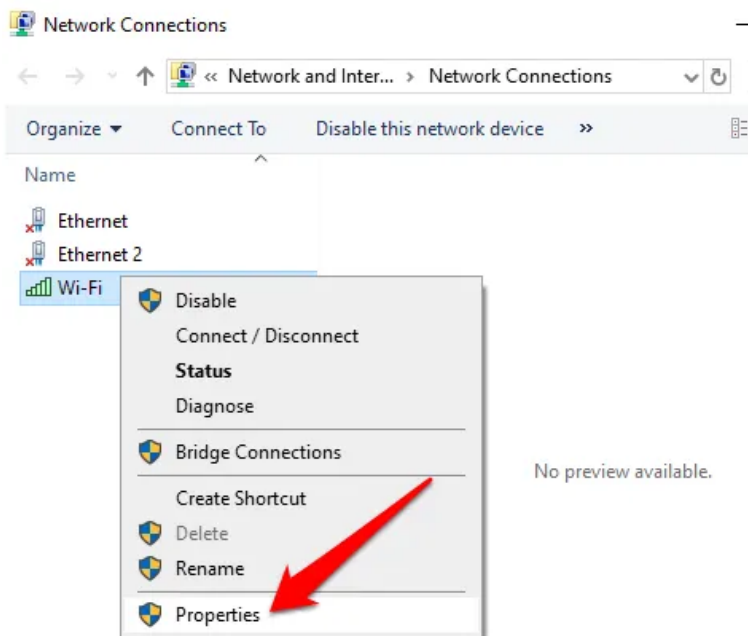
For the networks you connect to, decide what you want to share.



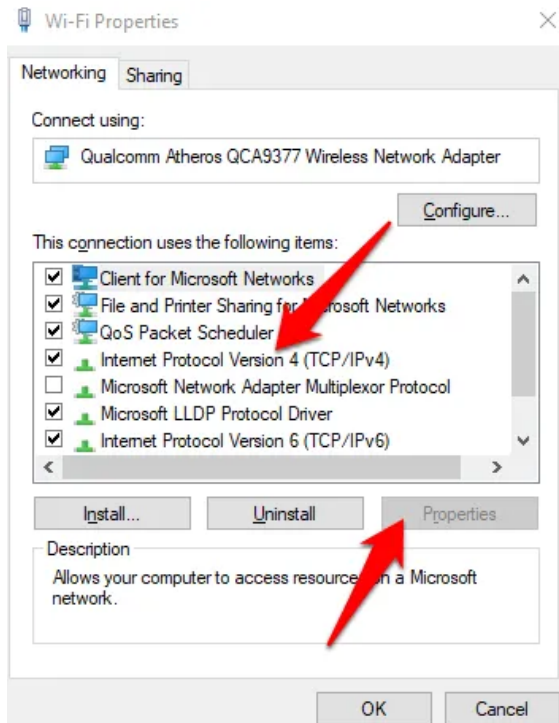
Network troubleshooter

Diagnose and fix network problems.

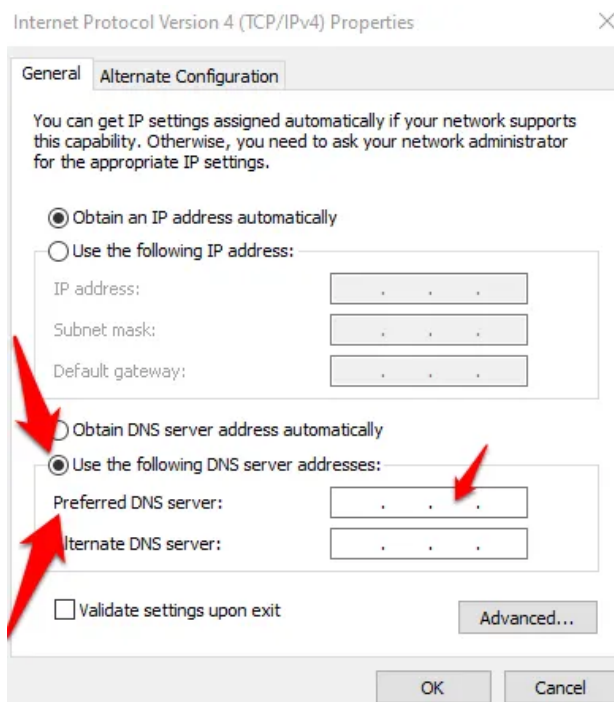
2. Right-click your network connection, click **Properties**.



3. Scroll down, click **IPV4 (Internet Protocol Version 4)** and then select **Properties**.



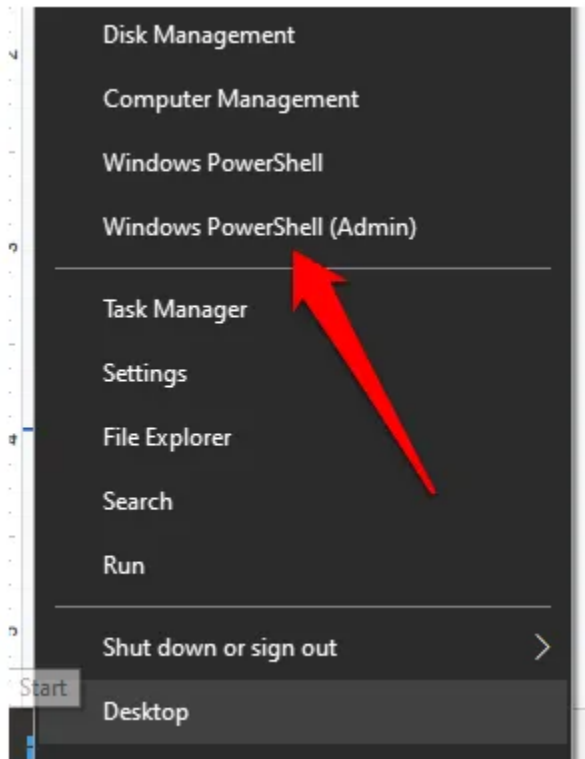
4. Click on **Use the following DNS addresses**, and enter **1.1.1.1** in the **Preferred DNS server box**. Click **OK** and then try to open the Windows Store again. This is using CloudFlare for your DNS, but you can read our guide on the [best public DNS servers](#) if you want more options.



Re-register Windows Store

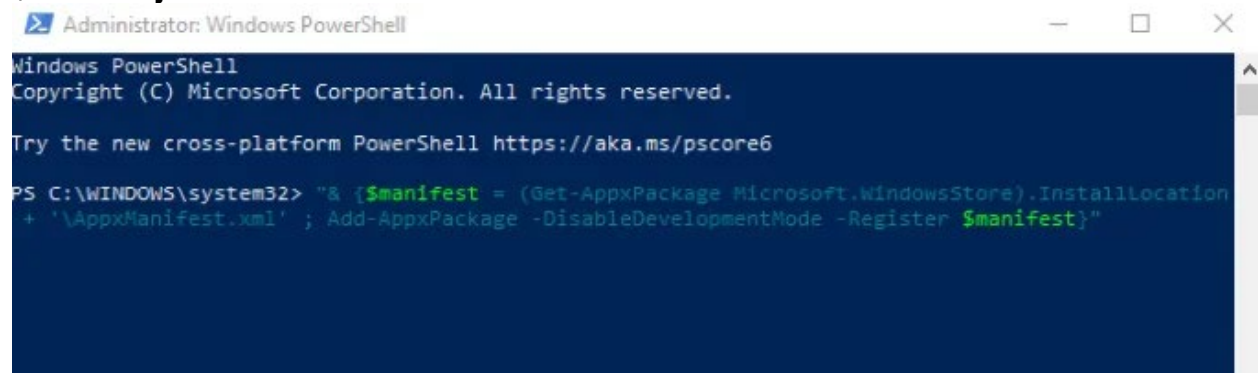
It's not easy to uninstall Windows Store, but you can re-register it on your computer.

1. Right-click **Start > Windows PowerShell (Admin)**.



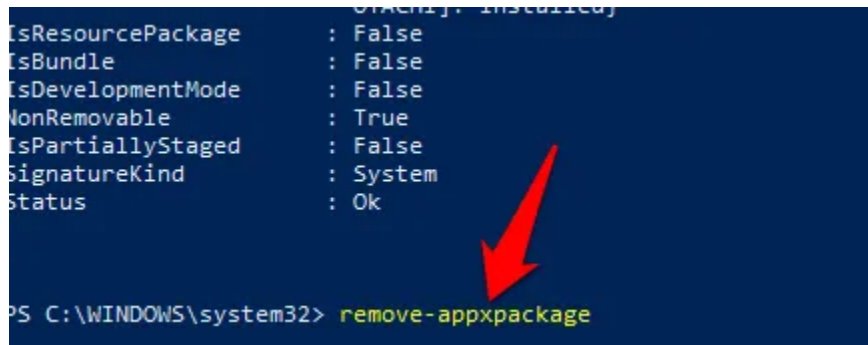
2. Enter the following command and press Enter:

```
"& {$manifest = (Get-AppxPackage Microsoft.WindowsStore).InstallLocation +  
'\AppxManifest.xml' ; Add-AppxPackage -DisableDevelopmentMode -Register  
$manifest}"
```



3. In Windows PowerShell, type **remove-appxpackage** followed by a space, and then paste the PackageName you copied to the clipboard. The PackageName may look something like this:

remove-appxpackage Microsoft.WindowsStore_(number)_x64__8wekyb3d8bbwe
Press Enter to run the command.

A screenshot of a Windows PowerShell terminal window with a dark blue background. The terminal displays the properties of a package: IsResourcePackage : False, IsBundle : False, IsDevelopmentMode : False, NonRemovable : True, IsPartiallyStaged : False, SignatureKind : System, and Status : Ok. Below this, the command 'PS C:\WINDOWS\system32> remove-appxpackage' is entered. A large red arrow points from the package name in the text above to the command in the terminal.

```
IsResourcePackage : False
IsBundle          : False
IsDevelopmentMode : False
NonRemovable      : True
IsPartiallyStaged : False
SignatureKind     : System
Status           : Ok

PS C:\WINDOWS\system32> remove-appxpackage
```

4. Restart your computer and reinstall Windows Store. To do this, go back to PowerShell and type:

**Add-AppxPackage -register "C:\Program
Files\WindowsApps\Microsoft.WindowsStore_11804.1001.8.0_x64__8wekyb3d8bbwe\
AppxManifest.xml" -DisableDevelopmentMode**

Get Your Windows Store Back

We hope you now know what to do if the Windows Store won't open. You can also use the Xbox app to buy and run the same games you were running through the Store. Xbox app also offers other gamer-focused features along with the added perks of friend lists.