

Windows laptops & PCs | Easy | 2 min read

Microsoft Store will not open, download or update apps

The Microsoft Store is where Windows gets apps such as Photos, Calculator and many programs. If it will not open, shows an error or gets stuck on **Pending**, these steps usually sort it out.

Quick checks

1. Check your internet connection by opening a web page.
2. Check the date and time at the bottom right. If they are wrong, a Store sign-in can fail.
3. Restart the PC, which clears many temporary faults.
4. Make sure you are signed in to the Store with your Microsoft account.
5. Make sure there is plenty of free space on the **C:** drive.

Update Windows

Open **Settings**, then **Windows Update** (Windows 10: **Update & Security**, then **Windows Update**) and install anything waiting. Restart if asked.

Run the troubleshooter

- Windows 11: **Settings**, **System**, **Troubleshoot**, **Other troubleshooters**, then **Run** beside **Windows Store Apps**.
- Windows 10: **Settings**, **Update & Security**, **Troubleshoot**, **Additional troubleshooters**, then **Windows Store Apps**.

Repair or reset the Store

1. Windows 11: open **Settings**, **Apps**, **Installed apps**. Windows 10: open **Settings**, **Apps**, **Apps & features**.
2. Find **Microsoft Store**, click the three dots (Windows 10: click it), and choose **Advanced options**.
3. Click **Repair** first and try the Store again.
4. If it still fails, click **Reset**. This clears the Store's saved data and signs you out, but it does not remove your installed apps. You will need to sign in again.

Sometimes it helps to sign out of the Store, using your profile picture at the top, and then sign in again.

Open **Library** or **Downloads** in the Store and pause, then resume the download. Make sure the PC is not in battery saver mode, which can stop background downloads.

Work or school PCs

Your organisation may block the Store or limit what you can install. Do not try to get around it.

When to get more help

Get in touch if the Store opens and closes at once, if you see a long error code after resetting, or if a paid app will not download. Send us a photo of the error and we can usually tell what it means.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.