



Error 0x80070020 occurs when you update, install, or start a game or an app

You see the following error code when you try to start an app on your Xbox console or try to install or update a game on your PC:

Error 0x80070020

This error can occur if you try to start an app that is already running.

Note This error can also occur in both the Xbox app for PC and the Store app on PC.

Solutions

[Collapse all](#)

On a PC

Disable antivirus software

Check to see if your antivirus software is enabled or running and temporarily disable it, then try to start, install, or update your game or app again.

On an Xbox console

Did this resolve the issue?

Yes

No