Below is the summary of the troubleshooting steps taken to fix the Sysprep issue.

**Issue**: Sysprep failing with error: 0x80073cf2.

**Symptoms:** We see the error below during the failure.

A screenshot of a computer error

Description automatically generated

Below is the log reference from c:\windows\system32\sysprep\panther\setupact.log

2023-08-28 09:47:02, Error                 SYSPRP Package Microsoft.LanguageExperiencePackde-DE\_19041.65.216.0\_neutral\_\_8wekyb3d8bbwe was installed for a user, but not provisioned for all users. This package will not function properly in the sysprep image.

2023-08-28 09:47:02, Error                 SYSPRP Failed to remove apps for the current user: 0x80073cf2.

2023-08-28 09:47:02, Error                 SYSPRP Exit code of RemoveAllApps thread was 0x3cf2.

2023-08-28 09:47:02, Error                 SYSPRP ActionPlatform::LaunchModule: Failure occurred while executing 'SysprepGeneralizeValidate' from C:\Windows\System32\AppxSysprep.dll; dwRet = 0x3cf2

2023-08-28 09:47:02, Error                 SYSPRP SysprepSession::Validate: Error in validating actions from C:\Windows\System32\Sysprep\ActionFiles\Generalize.xml; dwRet = 0x3cf2

2023-08-28 09:47:02, Error                 SYSPRP RunPlatformActions:Failed while validating Sysprep session actions; dwRet = 0x3cf2

2023-08-28 09:47:02, Error      [0x0f0070] SYSPRP RunDlls:An error occurred while running registry sysprep DLLs, halting sysprep execution. dwRet = 0x3cf2

From the above logs, we can see that the Sysprep has detected a package that may not work appropriately in the image. This is because the package is installed in a user context and the files are not available any more to make the necessary changes. In our case the package name is **Microsoft.LanguageExperiencePackde-DE\_19041.65.216.0\_neutral\_\_8wekyb3d8bbwe.** Below is the package state query for package name **Microsoft.LanguageExperiencePackde-DE\_19041.65.216.0\_neutral\_\_8wekyb3d8bbwe**

Name                   : Microsoft.LanguageExperiencePackde-DE

Publisher              : CN=Microsoft Corporation, O=Microsoft Corporation, L=Redmond, S=Washington, C=US

Architecture           : Neutral

ResourceId             :

Version                : 19041.65.216.0

PackageFullName        : Microsoft.LanguageExperiencePackde-DE\_19041.65.216.0\_neutral\_\_8wekyb3d8bbwe

InstallLocation        : C:\Program

                         Files\WindowsApps\Microsoft.LanguageExperiencePackde-DE\_19041.65.216.0\_neutral\_\_8wekyb3d8bbwe

IsFramework            : False

PackageFamilyName      : Microsoft.LanguageExperiencePackde-DE\_8wekyb3d8bbwe

PublisherId            : 8wekyb3d8bbwe

**PackageUserInformation : {S-1-5-21-3535362370-1053918279-1997843413-8175**

**[S-1-5-21-3535362370-1053918279-1997843413-8175]: Installed,**

**S-1-5-21-3535362370-1053918279-1997843413-373644**

**[S-1-5-21-3535362370-1053918279-1997843413-373644]: Staged,**

**S-1-5-21-3535362370-1053918279-1997843413-147785**

**[S-1-5-21-3535362370-1053918279-1997843413-147785]: Staged,**

**S-1-5-21-3535362370-1053918279-1997843413-385026**

**[S-1-5-21-3535362370-1053918279-1997843413-385026]: Installed...}**

IsResourcePackage      : False

IsBundle               : False

IsDevelopmentMode      : False

NonRemovable           : False

IsPartiallyStaged      : False

SignatureKind          : Store

Status                 : Ok

This is known issue caused by installing application in user context below is an article that explains this issue in detail and you can use this for your future reference:

[Sysprep fails with Microsoft Store apps - Windows Client | Microsoft Learn](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Flearn.microsoft.com%2Fen-US%2Ftroubleshoot%2Fwindows-client%2Fdeployment%2Fsysprep-fails-remove-or-update-store-apps&data=05%7C01%7C%7Ccf8eab9e0f1440aa2c3008dbafcc548a%7C8b4a07aecf3941d38e235c8d4c152da5%7C0%7C0%7C638297064427474637%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=QzacGocx8G2hrnW%2BOp5T6x1xe14pHyCkmKwLwzdUmUw%3D&reserved=0)

**Fix:**

After running,  PowerShell command below machine completed the Sysprep successfully.

**Remove-AppxPackage -Package Microsoft.LanguageExperiencePackde-DE\_19041.65.216.0\_neutral\_\_8wekyb3d8bbwe -allusers**