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## Microsoft Store Glitch and Hang Issues

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##### Sent by you:

I closed the microsoft store mistakenly while imatalling an application, after which my system started to glitch and hang

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###### Sent by Copilot:

I’m sorry to hear that you’re experiencing these issues. Here are a few steps you can try to resolve the problem:

1. **Restart Your Computer**: Sometimes, a simple restart can resolve many issues.
2. **Run the Windows Store Apps Troubleshooter**:
   * Press Windows key + I to open Settings.
   * Go to Update & Security > Troubleshoot.
   * Select Windows Store Apps and click Run the troubleshooter.
3. **Reset the Microsoft Store**:
   * Press Windows key + I to open Settings.
   * Go to Apps > Apps & features.
   * Find Microsoft Store, click on it, and select Advanced options.
   * Scroll down and click Reset.
4. **Clear the Microsoft Store Cache**:
   * Press Windows key + R to open the Run dialog box.
   * Type wsreset.exe and press Enter. A blank Command Prompt window will open, and after about ten seconds, it will close, and the Microsoft Store will open automatically.
5. **Check for Windows Updates**:
   * Press Windows key + I to open Settings.
   * Go to Update & Security > Windows Update and click Check for updates.
6. **Run System File Checker (SFC) and DISM**:
   * Open Command Prompt as an administrator.
   * Type sfc /scannow and press Enter.
   * After the scan completes, type the following commands one by one and press Enter after each:
   * DISM /Online /Cleanup-Image /CheckHealth
   * DISM /Online /Cleanup-Image /ScanHealth
   * DISM /Online /Cleanup-Image /RestoreHealth

[These steps should help resolve the issues with the Microsoft Store and your system1](https://answers.microsoft.com/en-us/windows/forum/all/microsoft-store-keeps-crashing-how-do-i-fix-it/c0d5b93a-d4b4-4817-b34c-f4257da31d5f)[2](https://answers.microsoft.com/en-us/windows/forum/all/apps-on-microsoft-store-get-stuck-downloading-and/4977193f-3cbd-470c-aec8-5fdcbbf92105)[3](https://windowsreport.com/windows-store-closes-windows-10/). If the problem persists, you might want to consider performing a clean boot to see if a third-party application is causing the issue.

Let me know if you need further assistance!

[1answers.microsoft.com](https://answers.microsoft.com/en-us/windows/forum/all/microsoft-store-keeps-crashing-how-do-i-fix-it/c0d5b93a-d4b4-4817-b34c-f4257da31d5f)[2answers.microsoft.com](https://answers.microsoft.com/en-us/windows/forum/all/apps-on-microsoft-store-get-stuck-downloading-and/4977193f-3cbd-470c-aec8-5fdcbbf92105)[3windowsreport.com](https://windowsreport.com/windows-store-closes-windows-10/)[4answers.microsoft.com](https://answers.microsoft.com/en-us/windows/forum/all/microsoft-store-app-keeps-crashing-in-windows-11/1e746aba-02f5-4102-8545-55d7df516bd3)[5answers.microsoft.com](https://answers.microsoft.com/en-us/windows/forum/all/my-microsoft-store-opens-then-closes-instantly/3d1339c5-c226-435d-a32a-f1b18be06086)[6support.microsoft.com](https://support.microsoft.com/en-us/help/12376/)[7answers.microsoft.com](https://answers.microsoft.com/en-us/windows/forum/all/windows-store-keeps-crashing/93770339-6dfd-45b4-bc93-496eea34ab8f)[8pureinfotech.com](https://pureinfotech.com/fix-microsoft-store-problems-windows-10/)[9pureinfotech.com](https://pureinfotech.com/fix-microsoft-store-not-working-windows-11/)[10minitool.com](https://www.minitool.com/news/microsoft-store-crashing-windows-11-fixed.html)+8 more

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##### Sent by you:

what is clean boot, will it affect my files

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###### Sent by Copilot:

A clean boot is a troubleshooting technique that starts Windows with a minimal set of drivers and startup programs. This helps eliminate software conflicts that can occur when you install a program or update, or when you run a program in Windows.

Here’s how to perform a clean boot:

1. **Press**Windows key + R, type msconfig, and press Enter.
2. In the System Configuration window, go to the **Services** tab.
3. Check the box that says **Hide all Microsoft services**.
4. Click **Disable all**.
5. Go to the **Startup** tab and click **Open Task Manager**.
6. In Task Manager, disable all startup items.
7. Close Task Manager and go back to the System Configuration window.
8. Click **OK** and then **Restart** your computer.

Performing a clean boot will not affect your personal files. It only disables third-party services and startup programs temporarily. Once you identify the cause of the issue, you can revert to a normal startup by following the same steps and enabling the services and startup items you need.

If you have any more questions or need further assistance, feel free to ask!

You

##### Sent by you:

what to do after identifying the cause

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Once you’ve identified the cause of the issue during the clean boot, you can take the following steps:

1. **Enable Services and Startup Items Gradually**:
   * Go back to the System Configuration window (msconfig).
   * Enable services and startup items one by one or in small groups.
   * Restart your computer after enabling each group to see if the issue reoccurs.
   * This will help you pinpoint the exact service or startup item causing the problem.
2. **Uninstall or Update Problematic Software**:
   * If you identify a specific program causing the issue, try updating it to the latest version.
   * If updating doesn’t help, consider uninstalling the program and finding an alternative.
3. **Check for Conflicts**:
   * Sometimes, conflicts between programs can cause issues. If you have recently installed new software, check if it conflicts with existing programs.
   * Look for updates or patches from the software vendors that might resolve the conflict.
4. **Revert to Normal Startup**:
   * Once you’ve resolved the issue, you can revert to a normal startup.
   * Open the System Configuration window (msconfig).
   * On the General tab, select **Normal startup**.
   * Click **OK** and restart your computer.

These steps should help you maintain a stable system while addressing the root cause of the problem. If you need further assistance or have any more questions, feel free to ask!