

## Troubleshooting

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### Can't find or install an app

If you can't find an app or you found it, but can't install it, here are some reasons why you might not see it:

- **The app isn't available in your country or region.** Not all apps are available worldwide. An app available in France might not be available in Germany. If you bought an app in one country or region and then you moved to another one, the apps you had might disappear.
- **Microsoft family settings might be hiding apps.** Parents can use family settings to make sure that their child can't view or install apps that are inappropriate for their age. [Learn more about Family Safety](#)
- **The app is no longer available.** When an app is removed from Microsoft Store, it takes a little time for the app description page to get removed. In addition, some apps and games aren't available in Microsoft Store, but can be downloaded from the publisher's site directly.
- **The app isn't compatible with your device.** Microsoft Store automatically hides or blocks the purchase button on apps that are incompatible with your device. You might see an app from Microsoft Store available on your PC, but not on another PC, or your Xbox.
- **Your PC was recently updated, but wasn't restarted.** If updates for Windows were recently installed, you'll need to restart your PC before you can install apps from Microsoft Store.
- **Your PC isn't authorized to use Microsoft Store apps.** You'll need to sign into the app with your Microsoft account. To check if your PC is authorized, see [Manage your devices for Microsoft Store](#).

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### No product key or install option

If you don't see **Product key/Install** for your product in [Order history](#), here are a few things to try:

1. If you only see **Install**, select it to start your download and installation. The app or game might not have a product key.
2. If you don't see **Install**, select the product name. It will take you to the product page. If the button that was previously labeled **Buy** is now **Install**, select it to automatically download and install your app or game.
3. If you bought boxed software that we shipped to you, [Order history](#) can't store the product key until you install the software for the first time. Follow the installation instructions that came with the boxed software.
4. Some apps or games won't store their product key in [Order history](#). If your product key is on a card or the back of the box, keep it somewhere safe.
5. Reset the Microsoft Store app:

- a. Press the **Windows logo key Start + R** to open the **Run** dialog box.
- b. Enter **wsreset.exe** then select **OK**. A blank command prompt window will open, and after about ten seconds the window will close and Microsoft Store will open automatically.