Fix Windows 10 Apps: Email Troubleshooting Sequence - RESOLVED
Fix Windows 10 Apps Troubleshooting – Q&A:

Fix Windows 10 Apps systematically. I have collated here, an email chain on a problem that one user had with 15 Windows 10 Apps not working and the step by step procedures that led to the resolution.

It is an unedited email troubleshooting sequence of real life issues with Windows 10 Apps. It will help you in quickly getting a grasp of what has to be done in case you too face the same problem.

The solutions are based on the Blog Post: http://www.techtantri.com/windows-10-apps-not-working-download-apps-folder/

From: Yusuf Lateef
Sent: Tuesday, June 7, 2016 3:14 PM
To: support@techtantri.com
Subject: Windows Apps Not Working: Fix Windows 10 Apps systematically

Hi Fernz, I read your article on www.techtantri.com that explains how to fix the 15 windows apps that stop working after running a PowerShell command on Microsoft Windows 10 v 1511.

My 'Store' initially stopped working and the fixes I found involved running the PowerShell command. I didn't even realize the other 14 app weren't working until I read your article. I suspect the store stopped working because I created a new user (local 'standard user' account). I deleted the user account but a little too late (I had already run the PowerShell cmdlet).

I read your tutorial and followed it to the letter until I realized that the files you uploaded are for the 64-bit OS whereas I run a 32-bit OS. I overlooked that and went ahead but I also realized the files are a little dated as almost all of them has been updated (thankfully, except Get Skype *skypeapp*).
I decided to try the fix for only Get Skype and see if it works; that was when I found out that the folder is not missing in my 'Windows App' folder, and the contents of both the present folder and downloaded one are exactly the same. I then replaced the entire folder with the one I downloaded but still the *skypeapp* doesn't work.

I'm now at a crossroad and don't know what next to do. I do not have a recent restore point as I 'unknowingly' or by default turned off system protection. I would appreciate it if you can send me the fresh files of folders to replace the current ones in 'WindowsApps' folder. Attached is a screenshot of all folders related to the apps currently not working. PLEASE help me.

**Missing-Apps1.PNG**

**MissingApps2.PNG**

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**From:** support@techtantri.com  
**Sent:** 07 June 2016 11:41 AM  
**To:** 'Yusuf Lateef'  
**Subject:** RE: Windows Apps Not Working: Fix Windows 10 Apps systematically

Hi Yusuf,

First, take a back-up of C:\Program Files\WindowsApps Folder and save it to your desktop.

Run the below cmdlets in PowerShell for the Apps you have issues. (Copying and pasting the cmdlets is recommended to prevent syntax errors)

It will let us know the currently installed Version of the Windows App and their Dependencies. (and thereby the missing files)

You can run PowerShell in Normal mode or Admin Mode.

Please send me the screenshots of the results and I will send you the specific missing files.
Get-AppxPackage *windowsalarms* -Verbose
Get-AppxPackage *windowscalculator* -Verbose
Get-AppxPackage *windowscommunicationsapps* -Verbose
Get-AppxPackage *windowscamera* -Verbose
Get-AppxPackage *windowsstore* -Verbose
Get-AppxPackage *windowsmaps* -Verbose
Get-AppxPackage *windowsphone* -Verbose
Get-AppxPackage *commsphone* -Verbose
Get-AppxPackage *people* -Verbose
Get-AppxPackage *photos* -Verbose
Get-AppxPackage *soundrecorder* -Verbose
Get-AppxPackage *connectivitystore* -Verbose
Get-AppxPackage *zunemusic* -Verbose
Get-AppxPackage *zunevideo* -Verbose
Get-AppxPackage *messaging* -Verbose
Get-AppxPackage *skypeapp* -Verbose
Get-AppxPackage *getstarted* -Verbose
Get-AppxPackage *officehub* -Verbose
Get-AppxPackage *office.sway* -Verbose
Get-AppxPackage *onenote* -Verbose
Get-AppxPackage *3dbuilder* -Verbose
Get-AppxPackage *bingfinance* -Verbose
Get-AppxPackage *bingnews* -Verbose
Get-AppxPackage *bingsports* -Verbose
Get-AppxPackage *bingweather* -Verbose
Get-AppxPackage *solitairecollection* -Verbose
Get-AppxPackage *candycrushsaga* -Verbose
Get-AppxPackage *xboxapp* -Verbose
Get-AppxPackage *xboxonesmartglass* -Verbose
Get-AppxPackage *windowsscan* -Verbose
Get-AppxPackage *appconnector* -Verbose
Get-AppxPackage *twitter* -Verbose

**Windows Apps and their equivalent names for your reference is given below:**

<table>
<thead>
<tr>
<th>App</th>
<th>Equivalent Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarms and Clock</td>
<td>windowsalarms</td>
</tr>
<tr>
<td>Calculator</td>
<td>windowscalculator</td>
</tr>
<tr>
<td>Calendar and Mail</td>
<td>windowscommunicationsapps</td>
</tr>
<tr>
<td>Camera</td>
<td>windowscamera</td>
</tr>
<tr>
<td>Store</td>
<td>windowsstore</td>
</tr>
<tr>
<td>Maps</td>
<td>windowsmaps</td>
</tr>
<tr>
<td>Phone Companion</td>
<td>windowsphone</td>
</tr>
<tr>
<td>Phone</td>
<td>commsphone</td>
</tr>
<tr>
<td>People</td>
<td>people</td>
</tr>
<tr>
<td>Photos</td>
<td>photos</td>
</tr>
<tr>
<td>Voice Recorder</td>
<td>soundrecorder</td>
</tr>
<tr>
<td>Microsoft Wi-Fi</td>
<td>connectivystore</td>
</tr>
<tr>
<td>Groove Music</td>
<td>zunemusic</td>
</tr>
<tr>
<td>App Group</td>
<td>App Name</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>Movies &amp; TV</td>
<td>zunevideo</td>
</tr>
<tr>
<td>Messaging + Skype</td>
<td>messaging</td>
</tr>
<tr>
<td>Get Skype</td>
<td>skypeapp</td>
</tr>
<tr>
<td>Get Started</td>
<td>getstarted</td>
</tr>
<tr>
<td>Get Office</td>
<td>officehub</td>
</tr>
<tr>
<td>Sway</td>
<td>office.sway</td>
</tr>
<tr>
<td>One Note</td>
<td>onenote</td>
</tr>
<tr>
<td>3D Builder</td>
<td>3dbuilder</td>
</tr>
<tr>
<td>Money</td>
<td>bingfinance</td>
</tr>
<tr>
<td>News</td>
<td>bingnews</td>
</tr>
<tr>
<td>Sports</td>
<td>bingsports</td>
</tr>
<tr>
<td>Weather</td>
<td>bingweather</td>
</tr>
<tr>
<td>Solitaire Collection</td>
<td>solitairecollection</td>
</tr>
<tr>
<td>Candy Crush Saga</td>
<td>candycrushsaga</td>
</tr>
<tr>
<td>Xbox</td>
<td>xboxapp</td>
</tr>
<tr>
<td>Xbox One SmartGlass</td>
<td>xboxonesmartglass</td>
</tr>
<tr>
<td>App Connector</td>
<td>appconnector</td>
</tr>
<tr>
<td>Scan</td>
<td>windowsscan</td>
</tr>
<tr>
<td>Twitter</td>
<td>twitter</td>
</tr>
</tbody>
</table>

Regards,
Theodore Heston Fernandez
From: Yusuf Lateef  
Sent: Tuesday, June 7, 2016 5:50 PM  
To: support@techtantri.com  
Subject: RE: Windows Apps Not Working: Fix Windows 10 Apps systematically

Thanks a lot for taking this up. I have run the PowerShell cmdlet for the Apps having issues. I copied the results from PowerShell into Notepad and I’ve attached the .txt file. The Apps not working include:

1. Store
2. Messaging + Skype
3. Alarms
4. Get Skype
5. Solitaire Collection
6. People
7. Photos
8. Calculator
9. Camera
10. Voice Recorder
11. Groove Music
12. Movies & TV
13. Maps
14. Microsoft WiFi
15. Phone

WindowsApps-with-Issues.txt

On Tuesday, June 7, 2016 7:02 PM, "support@techtantri.com" <support@techtantri.com> wrote:

Hi Yusuf,

I’ll get back to you tomorrow as I am out of station away from my computer.

Regards,
Theodore Heston Fernandez
On 8 Jun 2016 13:45, Yusuf omotoyosi Lateef wrote:

Thanks a lot. I’ll be expecting.

From: Yusuf Lateef  
Sent: Friday, June 10, 2016 2:50 PM  
To: support@techtantri.com  
Subject: Re: Windows Apps Not Working: Fix Windows 10 Apps systematically

You promised to get back to me two days ago. I made a System Image Backup soon after I upgraded to Windows 10 from 8.1. I would to try a System Image Recovery, do you think that would help me?

On 10 Jun 2016 10:31, support@techtantri.com wrote:

Hi Yusuf,

Sorry for not getting back as promised, as I am out of station with no access to my desktop computer and little access to the internet.

To send the required files, I need to get to my desktop computer. Expected to reach home by 6AM tomorrow Morning.

A system Image recovery will help if the image back-up that was created is clean.

Regards,  
Theodore Heston Fernandez
From: Yusuf Lateef  
Sent: Friday, June 10, 2016 3:13 PM  
To: support@techtantri.com  
Subject: RE: Windows Apps Not Working: Fix Windows 10 Apps systematically

Okay, I understand, I'll wait. The Image Recovery is clean as I made it immediately after the upgrade and confirmed everything works well. Thank You.

From: support@techtantri.com  [mailto:support@techtantri.com]  
Sent: Saturday, June 11, 2016 6:56 AM  
To: 'Yusuf Lateef'  
Subject: RE: Windows Apps Not Working: Fix Windows 10 Apps systematically

Hi Yusuf,

I am back and will be sending you the files shortly

Regards,  
Theodore Heston Fernandez

From: support@techtantri.com  
Sent: 11 June 2016 6:00 AM  
To: 'Yusuf Lateef'  
Subject: RE: Windows Apps Not Working: Fix Windows 10 Apps systematically

Hi Yusuf,

Please find attached the missing dependent folders for the Alarms, calculator and Camera App.

Alarm-calc-cam.zip
**Step 1**

Extract it and copy and paste the 3 folders that has the below file names into the C:\Program Files\WindowsApps Folder

1. WindowsAlarms_10.1603.12020.0_neutral_split.scale-125_8wekyb3d8bbwe
2. WindowsCalculator_10.1601.49020.0_neutral_split.scale-125_8wekyb3d8bbwe
3. WindowsCamera_2016.325.60.0_neutral_split.scale-125_8wekyb3d8bbwe

**Step 2**

Try to launch the App. You may have to click the app icon 2 or 3 times for it to launch.

(Assuming you have taken full Ownership and Set Permission for App Packages to access the Windows App Folder. This is Important. If not the Apps won’t launch after the missing dependent App folders are pasted in there.)

If not working, follow the below steps.

[FIX ONE APP AT A TIME, then go to the next. Do not try to fix all three at the same time]

**Step 3**

we need to run the respective cmdlet commands in PowerShell Admin mode to register the Apps that is not working

Add-AppxPackage -register "C:\ProgramFiles\WindowsApps\Microsoft.WindowsAlarms_10.1603.12020.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose

Add-AppxPackage -register "C:\ProgramFiles\WindowsApps\Microsoft.WindowsCalculator_10.1601.49020.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose

Add-AppxPackage -register "C:\ProgramFiles\WindowsApps\Microsoft.WindowsCamera_2016.325.60.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose
Step 4

Then check to see if it is working. (Capture a screenshot of the C:\Program Files\WindowsApps Folder showing the folders related to the particular app you ran the above command)

Step 5

Check the C:\Program Files\WindowsApps Folder to confirm presence of the Folders with the above file names.

When the above command is run to register the App, it may auto-delete the dependent folders (It is a behavior after the Windows 10 November update)

If it is missing,

You need to copy and paste it once again in to the C:\Program Files\WindowsApps Folder.

Launch the App to check if it is working.

I will send you the rest of the folders later today as it is taking time to generate the folders.

Meanwhile, keep me updated with the progress.

Capture screenshots if you face any errors on the way.

Regards,

Theodore Heston Fernandez
Yusuf Lateef wrote: 6/12/2016

Thanks! Immediately I copied the folders into Windows Apps folder, I ran Calculator first, the calculator screen comes up (an improvement) and then disappears. I tried running Calculator a couple of times but it just flashes. I then rebooted the system and ran calculator again, still flashes. But Voila! At first attempt, Camera and Calendar now works! Thanks a lot. Should I try the second fix for ‘Calculator’? All I did yet was just copy the folders.

From: Yusuf Lateef
Sent: Sunday, June 12, 2016 10:01 AM
To: support@techtantri.com
Subject: RE: Windows Apps Not Working: Fix Windows 10 Apps systematically

So, I made a mistake, Calendar had no fault initially. (After copy the attached folders into Windows Apps), Camera works but Calculator and Alarms do not. Should I try the second fix?

From: support@techtantri.com
Sent: 12 June 2016 5:54 AM
To: 'Yusuf Lateef'
Subject: RE: Windows Apps Not Working: Fix Windows 10 Apps systematically

Hi Yusuf,

Yes, please try it

Regards,
Theodore Heston Fernandez
Yusuf Lateef wrote: 6/12/2016

Okay, I tried the second fix (PowerShell) for Calculator first; the app was registered apparently without any errors and without any folders/files deleted. I tried running Calculator again but same thing happens, it comes up like it’s going to work and then it disappears.

Bearing in mind you directed not to try and fix two at the same time, I rebooted. For Alarms, the PowerShell Command returned the “+Fully Qualified” error; I crosschecked and found no missing folders (I already copied the ones you sent).

I checked if “ALL APPLICATION PACKAGES” has full permission and it does. I don’t understand why Camera would suddenly work and these other two won’t.

Please, I’d like to know if there’s anything else I can try.

N.B: I’ve attached both the screenshot of the files before I ran the PowerShell cmdlet and a a.txt file of the results after the command. Thank You.

Alarms-Before.PNG
Calculator-Before.PNG
Alarms-PowerShell.txt
CalculatorPowerShell.txt

From: support@techtantri.com
Sent: 12 June 2016 7:46 AM
To: 'Yusuf Lateef'
Subject: RE: Windows Apps Not Working: Fix Windows 10 Apps systematically

Hi Yusuf,

Please find attached the missing dependent folders for:

1. CommsPhone_2.15.28004.0_neutral_split.scale-125_8wekyb3d8bbwe
2. Windows.Photos_16.325.12390.0_neutral_split.scale-125_8wekyb3d8bbwe
3. WindowsSoundRecorder_10.1512.21110.0_neutral_split.scale-125_uwekyb3d8bbwe
4. ConnectivityStore_1.1604.4.0_neutral_split.scale-125_uwekyb3d8bbwe
5. ZuneMusic_3.6.15131.0_neutral_resources.scale-125_uwekyb3d8bbwe
6. ZuneVideo_3.6.20961.0_neutral_resources.scale-125_uwekyb3d8bbwe
7. SkypeApp_3.2.1.0_neutral_split.scale-125_kzf8qxf38zg5c

Phone-photo-sound-connectstore-music-video-skypeapp.zip

And the PowerShell cmdlet commands to register the App if required.

Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.CommsPhone_2.15.28004.0_x86__uwekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose

Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.Windows.Photos_16.325.12390.0_x86__uwekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose

Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.WindowsSoundRecorder_10.1512.21110.0_x86__uwekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose

Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.ConnectivityStore_1.1604.4.0_x86__uwekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose

Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.ZuneMusic_3.6.15131.0_x86__uwekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose

Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.ZuneVideo_3.6.20961.0_x86__uwekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose
Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.SkypeApp_3.2.1.0_x86__kzf8qxf38zg5c\AppxManifest.xml" -DisableDevelopmentMode -Verbose

Follow the same method as mentioned earlier in the email dated: 11 June 2016 6:00 AM

Regards,
Theodore Heston Fernandez

From: Yusuf Lateef
Sent: Sunday, June 12, 2016 1:52 PM
To: support@techtantri.com
Subject: RE: Windows Apps Not Working: Fix Windows 10 Apps systematically

Thank You. Of the ones you sent, I have 3 categories of apps now.

1. Works!: Immediately after copying the folders, they work with no issues (yet). They include: Camera, Get Skype, Windows Photos, Phone, Groove Music.
2. Flashes: This group of apps, after copying the folders, Open up and then closes in a second. Registering on PowerShell completes successfully but still doesn’t work. This include: Calculator, Voice Recorder, Microsoft Wi-Fi.
3. The Same!: These apps do not work at all after copying the folders. Registering on PowerShell returns an error. This include: Alarms & Clock, Movies & TV (Zune Video).

I’m really grateful for the ones that work. The folders you haven’t sent at all include:

- Store
- Messaging + Skype
- Solitaire Collection
- People
- Maps
Hi Yusuf,

For the:

- Store
- Messaging + Skype
- Solitaire Collection
- People
- Maps

Please run the Cmdlets once again in PowerShell AS THE INFORMATION WAS NOT COMPLETE with respect to the missing files info. (It seems to be truncated)

```
Get-AppxPackage *windowsstore* -Verbose
Get-AppxPackage *messaging* -Verbose
Get-AppxPackage *solitairecollection* -Verbose
Get-AppxPackage *people* -Verbose
Get-AppxPackage *windowsmaps* -Verbose
```

For the apps that flashes, we need to try another method.

For the apps that don’t work, we need to analyze the error messages when the cmdlet commands were run. It will lead us to the next step.

Please send me the screenshots.

Regards,
Theodore Heston Fernandez
Example of an incomplete result when we check for the dependent files. Some information is missing. It does not show all the dependencies. It seems to be truncated denoted by the 3 dots at the end of the last curly bracket. It is Highlighted below in Blue.

```powershell
PS C:\WINDOWS\system32> Get-AppxPackage *windowsmaps* -Verbose

Name              : Microsoft.WindowsMaps
Publisher         : CN=Microsoft Corporation, O=Microsoft Corporation, L=Redmond, S=Washington, C=US
Architecture      : X86
ResourceId        :
Version           : 4.1603.1190.0
PackageFullName   :
Microsoft.WindowsMaps_4.1603.1190.0_x86__8wekyb3d8bbwe
InstallLocation   : C:\Program Files\WindowsApps\Microsoft.WindowsMaps_4.1603.1190.0_x86__8wekyb3d8bbwe
IsFramework       : False
PackageFamilyName : Microsoft.WindowsMaps_8wekyb3d8bbwe
PublisherId       : 8wekyb3d8bbwe
IsResourcePackage : False
IsBundle          : False
IsDevelopmentMode : False
Dependencies      :
{Microsoft.VCLibs.140.00_14.0.23816.0_x86__8wekyb3d8bbwe,
Microsoft.NET.Native.Framework.1.1_1.0.23115.0_x86__8wekyb3d8bbwe,
Microsoft.NET.Native.Runtime.1.1_1.1.23406.0_x86__8wekyb3d8bbwe,
Microsoft.WindowsMaps_4.1603.1190.0_neutral_split.scale-100_8wekyb3d8bbwe...}
```

In the email chain, below (In Step 2 of email dated: Wednesday, July 6, 2016 5:42 PM) you will find alternate PowerShell cmdlet command that overcomes this issue.
From: Yusuf omotoyosi Lateef  
Sent: Sunday, June 12, 2016 3:02 PM  
To: Techtantri Support <support@techtantri.com>  
Subject: Re: Windows Apps Not Working: Fix Windows 10 Apps systematically

Attached is the results for PowerShell cmdlets run for Store, Messaging + Skype, Solitaire Collection, People, Maps. I also attached the results for the PowerShell Registering cmdlet for Apps Not working at all (Alarms and ZuneVideo)

[Store-Messaging-Solitaire-People-Maps.txt](attachment:Store-Messaging-Solitaire-People-Maps.txt)
[Alarms-and-Movies-Error.txt](attachment:Alarms-and-Movies-Error.txt)

From: support@techtantri.com  
Sent: 12 June 2016 11:41 AM  
To: 'Yusuf omotoyosi Lateef'  
Subject: RE: Windows Apps Not Working: Fix Windows 10 Apps systematically

Hi Yusuf

Please run the below commands in PowerShell Admin Mode. It is taken from the error message screenshots.

**Alarms:**

Get-AppxLog -ActivityID 6ff9e0bb-c473-0001-5c5c-fa6f73c4d101

**Movies:**

Get-AppxLog -ActivityID 6ff9e0bb-c473-0001-725d-fa6f73c4d101

It will usually provide us a detailed report.

Regards,

Theodore Heston Fernandez
On Sunday, June 12, 2016 12:20 PM, Yusuf Lateef wrote:

Done

(ActivityID-Alerts.txt)
(ActivityID-Movies.txt)

From: Yusuf omotoyosi Lateef
Sent: Monday, June 13, 2016 5:35 PM
To: Techtantri Support <support@techtantri.com>
Subject: Re: Windows Apps Not Working: Fix Windows 10 Apps systematically

Hi Fernz ..... I'm still waiting please.

support@techtantri.com wrote:

Hi Yusuf,

I'm working on your issue, trying to generate the supposedly missing folders for the:

- Store
- Messaging + Skype
- Solitaire Collection
- People
- Maps

The cmdlet commands run to know the missing folders have not provided us the complete info. (It seems to get truncated)

So, I will be sending you a set of “may be required folders” for the respective Apps

With respect to the Alarms and Movies, it seems the Installation folder is corrupt.
We may have to run the remove cmdlet commands for the corrupted version and register an earlier or updated version.

I will let you know the steps.

Take a back-up of the Alarms and Movies folders.

Regards,
Theodore Heston Fernandez

From: yusuf_lateef_profit
Sent: Tuesday, June 14, 2016 2:39 AM
To: support@techtantri.com
Subject: RE: Windows Apps Not Working: Fix Windows 10 Apps systematically

I already made a backup of all the folders of the apps I was having issues with including the Alarms and Movies. Should I take another separate backup for these two only?

On Tuesday, June 14, 2016 11:26 AM, "support@techtantri.com" <support@techtantri.com> wrote:

Hi Yusuf

The folders are taking a long time to auto-generate by Windows.

So let us First Remove them.

We will remove the non-working Apps *Except the Store App*.

**Step 1**

Please run the below cmdlet commands to remove the respective non-working Apps.

Get-AppxPackage *Messaging* | Remove-AppxPackage -Verbose
Get-AppxPackage *solitairecollection* | Remove-AppxPackage -Verbose
Get-AppxPackage *people* | Remove-AppxPackage -Verbose
Get-AppxPackage *windowsmaps* | Remove-AppxPackage -Verbose
Get-AppxPackage *windowsalarms* | Remove-AppxPackage -Verbose
Get-AppxPackage *zunevideo* | Remove-AppxPackage -Verbose
Get-AppxPackage *windowscalculator* | Remove-AppxPackage -Verbose
Get-AppxPackage *ConnectivityStore* | Remove-AppxPackage -Verbose
Get-AppxPackage *soundrecorder* | Remove-AppxPackage -Verbose

Capture screenshots of the results.

You may face errors in PowerShell, if any files required for the successful removal is missing – It would be .XML files

**Step 2**

To ensure it was successfully removed, run the below cmdlet commands. It should not provide any result if it was removed

Get-AppxPackage *messaging* -Verbose
Get-AppxPackage *solitairecollection* -Verbose
Get-AppxPackage *people* -Verbose
Get-AppxPackage *windowsmaps* -Verbose

Get-AppxPackage *windowsalarms* -Verbose
Get-AppxPackage *zunevideo* -Verbose

Get-AppxPackage *windowscalculator* -Verbose
Get-AppxPackage *connectivitystore* -Verbose
Get-AppxPackage *soundrecorder* -Verbose

Capture Screenshots of the results

Take a back-up of all the folders of the non-working Apps and save it to your desktop.

(Windows keep updating itself and some of the version numbers may have changed / updated by now.)
There is a likelihood that the Apps can start working automatically due to updates while we are working on it.

Regards,
Theodore Heston Fernandez

From: Yusuf omotoyosi Lateef  
Sent: Tuesday, June 14, 2016 5:30 PM  
To: support@techtantri.com  
Subject: Re: Windows Apps Not Working: Fix Windows 10 Apps systematically

I've run the Remove cmdlets for the apps you said. Most were unsuccessful. I've attached a screenshot of the results.

Removal-Messaging.PNG
Removal-SolitaireCollection.PNG
Removal-People.PNG
Removal-WindowsMaps.PNG
Removal-Alarms.PNG
Removal-Movies.PNG
Removal-Calculator.PNG
Removal-ConnectivityStore.PNG
Removal-SoundRecorder.PNG
On Wednesday, June 15, 2016 10:10 AM, "support@techtantri.com" <support@techtantri.com> wrote:

Hi Yusuf

Please run the below command lines in PowerShell Admin Mode, it will provide us more insight.

It is taken from the error message screenshots you sent me for the Apps: Messaging, People, Solitaire and Maps respectively.

Get-AppxLog -ActivityID edf5ddff-c57c-0000-1e0a-f6ed7cc5d101
Get-AppxLog -ActivityID edf5ddff-c57c-0000-b107-f6ed7cc5d101
Get-AppxLog -ActivityID edf5ddff-c57c-0001-ac09-f6ed7cc5d101
Get-AppxLog -ActivityID edf5ddff-c57c-0003-870b-f6ed7cc5d101

Capture screenshots.

Regards,
Theodore Heston Fernandez

Yusuf omotoyosi Lateef wrote: 6/15/2016

I've run the Log cmdlet for Messaging, People, Maps and Solitaire Collection. Attached are screenshots of the results.

Log-Messaging.PNG
Log-People.PNG
Log-Maps.PNG
Log-SolitaireCollection.PNG
A Sample Screenshot of the Analysis of Log-Maps.PNG (Get-AppxLog -ActivityID edf5ddff-c57c-0003-870b-f6ed7cc5d101): Result Highlighted in Blue. It shows the file Microsoft.WindowsMaps_4.1603.1190.0_neutral_split.scale-125_8wekyb3d8bbwe.xml cannot be found in C:\ProgramData\Microsoft\WindowsAppRepository Folder.

This file is required for the successful removal of the Maps App.

yusuf_lateef_profit wrote: 6/17/2016

Hi Fernz. It's been a while. Are the apps unfixable?

__________________________________________________________

support@techtantri.com wrote: 6/18/2016

Hi Yusuf,

Was busy with my Son's school admission.
Did not get the time to go through the analysis.
I'll get back to you soon. Either today or tomorrow

Regards,
Theodore Heston Fernandez

__________________________________________________________

yusuf_lateef_profit wrote: 6/18/2016

Congrats on your son's admission. Take your time :)

__________________________________________________________

On Tuesday, June 21, 2016 7:13 PM, "support@techtantri.com"
<support@techtantri.com> wrote:

Hi Yusuf

Thank You.
My Son gained admission, However, I am down due to food poisoning for the past 3 days and is on medication.

Regards,
Theodore Heston Fernandez

__________________________________________________________

Yusuf omotoyosi Lateef wrote: 6/22/2016

So sorry about that. Wish you quick recovery.
Yusuf omotoyosi Lateef wrote: 6/22/2016

I just want to be sure that all the apps can be fixed by your method and that after waiting for so long, I wouldn't still end up 'resetting' my PC. Thanks.

From: Yusuf omotoyosi Lateef
Sent: Wednesday, June 29, 2016 2:42 PM
To: Techtantri Support <support@techtantri.com>
Subject: Yusuf Lateef - Windows Apps Not Working: Fix Windows 10 Apps systematically

I hope everything's alright. I'm worried I haven't gotten a message from you this long.

On 30 Jun 2016 09:36, support@techtantri.com wrote:

Hi Yusuf

I just quickly check emails. Sitting in front of the computer makes me feel drowsy. I was advised bedrest and hope to be fine by the weekend.

Regards,
Theodore Heston Fernandez

Yusuf omotoyosi Lateef wrote: 6/30/2016

Oh .... get well soon bro.
Yusuf omotoyosi Lateef wrote: 6/30/2016

Would this work?
1. Make a new System Image Backup
2. Restore Image Backup from when my PC was completely fine.
3. Copy all the files related to Apps not working into a flash drive.
4. Restore current System Image backup.
5. Copy and replace all files related to Apps not working from flash into Windows Apps folder.

On Friday, July 1, 2016 1:28 PM, "support@techtantri.com" <support@techtantri.com> wrote:

Hi Yusuf,

Unfortunately, It is not worth the time as it will still have problems.
Will help you real time as I will be at home for the next two days.

Can send you the steps, required files and the options available within about 15 to 17 hours from now.
Once I am at my system, will immediately send you an email.

Regards,
Theodore Heston Fernandez
From: Yusuf omotoyosi Lateef  
Sent: Wednesday, July 6, 2016 5:42 PM  
To: support@techtantri.com  
Subject: Re: Yusuf Lateef - Windows Apps Not Working: Fix Windows 10 Apps systematically

FLASH BACK

15 Apps stopped working; Alarms, Calculator, Camera, Store, Maps, Phone, People, Photos, Voice Recorder, Microsoft Wi-Fi, Groove Music, Movies & TV, Messaging + Skype, Get Skype, Solitaire Collection.

5 Apps now work after copying the file you sent: Camera, Get Skype, Windows Photos, Phone, Groove Music.

Others (10) either flashed (Calculator, Voice Recorder, Microsoft Wi-Fi); or remained the same.

I then attempted to remove all apps not working (except Store), 5 were successfully removed (Alarms, Calculator, Microsoft Wi-Fi, Movies & TV, Sound Recorder), 4 couldn't be removed (Messaging, People, Solitaire Collection, Maps).

Now, I've been awaiting the next step. The last I remembered you said the files are taking long to generate and then the dependencies are truncated or something. I still have hope, please help.

On Thursday, July 7, 2016 2:53 AM, "support@techtantri.com" <support@techtantri.com> wrote:

Hi Yusuf,

We will start with the 4 apps that could not be removed – (Messaging, People, Maps and Solitaire Collection)

The apps could not be removed because .XML files required for the uninstallation is missing from the C:\ProgramData\Microsoft\WindowsAppRepository Folder.
Attaching four .XML files that has the below file names.

**Step 1**

Copy and paste the four .XML files from the attached zipped file in to the C:\ProgramData\Microsoft\Windows\AppRepository Folder.

(You may have to take ownership of the AppRepository Folder) (Hidden items have to be enabled first for the ‘ProgramData’ folder to be visible)

- Microsoft.Messaging_2.15.20002.0_neutral_split.scale-125_8wekyb3d8bbwe.xml
- Microsoft.People_10.0.10811.0_neutral_split.scale-125_8wekyb3d8bbwe.xml
- Microsoft.WindowsMaps_4.1603.1190.0_neutral_split.scale-125_8wekyb3d8bbwe.xml
- Microsoft.MicrosoftSolitaireCollection_3.9.5100.0_neutral_split.scale-125_8wekyb3d8bbwe.xml

**xml-files-for-appreposistory-msg-ppl-maps-soltr.rar**

**WAIT! Do not run the remove cmdlet command. I’ll let you know whether to run it or not.**

**Step 2**

Run the below cmdlet commands in PowerShell and send me the screenshots. (This command may show all the dependencies without it being truncated midway)

(Get-AppxPackage *messaging* -Verbose).Dependencies.PackageFullName
(Get-AppxPackage *people* -Verbose).Dependencies.PackageFullName
(Get-AppxPackage *windowsmaps* -Verbose).Dependencies.PackageFullName
(Get-AppxPackage *solitairecollection* -Verbose).Dependencies.PackageFullName

If it shows all the dependent files, then I can send you the relevant dependent files.

If not, then we can run the remove command. (I will let you know)
[What I meant, when I said, “Files were taking too long to generate”: The files are generated by changing Windows scaling to suit the required files scale numbers. (like in “neutral_split.scale-100”, 125, 150 etc.) and then updating the app from store.

(I use windows in a virtual environment to generate the files, sometimes, it takes a long time to update and generate the relevant files. If unable to generate the correct version of the files, then I edit/modify/rename it to suit our requirements.

(Windows scaling settings can be found under Start => Settings => Display => Customize your display => “Change the size of text, apps, and other items:100% (Recommended)” And then dragging the slider to suit the required scaling files to generate.

(In fact this very scaling is one of the major reasons the apps break and stop working. This can happen when we switch to displays with different screen resolutions)

Regards,
Theodore Heston Fernandez

---

From: Yusuf omotoyosi Lateef
Sent: Friday, July 8, 2016 1:44 AM
To: support@techtantri.com
Subject: Re: Yusuf Lateef - Windows Apps Not Working: Fix Windows 10 Apps systematically

Did exactly as you’ve directed. Attached is a screenshot of the results for all four Apps after pasting the .XML file and running the PackageFullName cmdlet. Hope it helps.

Unsuccessful-Removal-Dependencies.PNG
On Friday, July 8, 2016 1:23 AM, "support@techtantri.com" <support@techtantri.com> wrote:

Hi Yusuf

Attaching the missing dependent folders that has the below file names. It has eight folders: 4 of split.scale-125 & 4 of split.scale-100

(Messaging, Solitaire Collection, People, and Maps)

- Microsoft.Messaging_2.15.20002.0_neutral_split.scale-125_8wekyb3d8bbwe
- Microsoft.MicrosoftSolitaireCollection_3.9.5100.0_neutral_split.scale-125_8wekyb3d8bbwe
- Microsoft.People_10.0.10811.0_neutral_split.scale-125_8wekyb3d8bbwe
- Microsoft.WindowsMaps_4.1603.1190.0_neutral_split.scale-125_8wekyb3d8bbwe
- Microsoft.Messaging_2.15.20002.0_neutral_split.scale-100_8wekyb3d8bbwe
- Microsoft.MicrosoftSolitaireCollection_3.9.5100.0_neutral_split.scale-100_8wekyb3d8bbwe
- Microsoft.People_10.0.10811.0_neutral_split.scale-100_8wekyb3d8bbwe
- Microsoft.WindowsMaps_4.1603.1190.0_neutral_split.scale-100_8wekyb3d8bbwe

[missing-files-for-msg-ppl-maps-soltr.rar]

Extract the files, Copy and paste the first set that is highlighted in Green in to the C:\Program Files\WindowsApps Folder.

Copy and paste the second set highlighted in Yellow in to the C:\Program Files\WindowsApps Folder **ONLY if it is missing.**
Try to launch the respective Apps. (Messaging, Solitaire Collection, People, and Maps)

If not working, Register the Apps using the below cmdlet **commands as required**.

we need to run the respective cmdlet commands in PowerShell Admin mode to register the Apps that is not working.

[FIX ONE APP AT A TIME, then go to the next.]

```powershell
Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.Messaging_2.15.20002.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose
Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.MicrosoftSolitaireCollection_3.9.5100.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose
Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.People_10.0.10811.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose
Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.WindowsMaps_4.1603.1190.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose
```

Try to launch the Apps.

Capture screenshots if you face any errors on the way

Regards,
Theodore Heston Fernandez
From: Yusuf omotoyosi Lateef  
Sent: Friday, July 8, 2016 2:20 PM  
To: support@techtantri.com  
Subject: Re: Yusuf Lateef - Windows Apps Not Working: Fix Windows 10 Apps systematically

None of the split.scale-100 folders were missing. Microsoft Solitaire works immediately after copying the folders, others didn't. I then ran the PowerShell cmdlet for Messaging, People and Maps, all three returned errors with which I've attached screenshots of.

Messing-not-working.PNG  
People-not-working.PNG  
Maps-not-working.PNG

On Friday, July 8, 2016 10:24 AM, "support@techtantri.com" <support@techtantri.com> wrote:

Hi Yusuf  
We can now run the remove cmdlet command for the non-working app. (Messaging, People, and Maps)

Get-AppxPackage *Messaging* | Remove-AppxPackage -Verbose  
Get-AppxPackage *people* | Remove-AppxPackage -Verbose  
Get-AppxPackage *windowsmaps* | Remove-AppxPackage -Verbose

You MAY NOT now face errors in PowerShell, when we try to run the above remove cmdlets as we have already copied and pasted the required missing .XML files. To ensure it was successfully removed, run the below cmdlet commands. It should not provide any result if it was removed

Get-AppxPackage *messaging* -Verbose  
Get-AppxPackage *people* -Verbose  
Get-AppxPackage *windowsmaps* -Verbose

Regards,  
Theodore Heston Fernandez
From: Yusuf omotoyosi Lateef
Sent: Friday, July 8, 2016 3:28 PM
To: support@techtantri.com
Subject: Re: Yusuf Lateef - Windows Apps Not Working: Fix Windows 10 Apps systematically

All three now removed successfully. Now, I have three (3) categories of apps.

1. Fully functional apps
2. Removed apps
3. Store

What next?

From: support@techtantri.com [mailto:support@techtantri.com]
Sent: Saturday, July 9, 2016 3:55 AM
To: 'Yusuf omotoyosi Lateef'

Hi Yusuf,

Attaching 2 files that may be required for the Windows Store.
Copy and paste it in to the C:\Program Files\WindowsApps Folder

- Microsoft.WindowsStore_11602.1.26.0_neutral_split.scale-100_8wekyb3d8bbwe
- Microsoft.WindowsStore_11602.1.26.0_neutral_split.scale-125_8wekyb3d8bbwe

For-WindowsStore_11602.1.26.0.rar

Try to launch the Windows Store.

Do not Run the Remove cmdlet for Windows Store if it is not working.
Our Game plan is as follows:

This is What we did:

**Step 1.**

For the 15 non-working apps We ran the cmdlet command to find the dependent files that is required to launch the respective Windows apps.

**Step 2.**

We copied and pasted the missing dependent files into the C:\Program Files\WindowsApps Folder

**Step 3.**

A few of the apps (6 apps) started working after pasting the missing files:

1. Camera
2. Get Skype
3. Windows Photos
4. Phone
5. Groove Music
6. Solitaire

**Step 4.**

For the rest of the non-working apps (8 apps) except the store, we ran the remove cmdlet command to uninstall the apps.

1. Alarms,
2. Calculator
3. Microsoft Wi-Fi
4. Movies & TV
5. Sound Recorder
Step 5.

For the apps that returned errors (3 apps) when we tried to remove them, we ran the cmdlet commands from the respective error messages to identify the missing .XML files.

(Copying and pasting the missing .XML files in to the C:\ProgramData\Microsoft\Windows\AppRepository Folder enabled it to execute the remove cmdlet command successfully)

6. Messaging
7. People
8. Maps

What we are going to do:

Step 6.

Please send the screenshots of C:\Program Files\WindowsApps Folder of the 8 non-working apps, including the Store app with the file names / version numbers visible.

(The file version numbers may have changed by this time as windows regularly updates itself.)

Step 7

Based upon the screenshots, we can run the Register cmdlet commands on another existing version of the respective apps. And / Or, I can send another / updated version of the respective windows apps & dependencies and then we can Register it.

(The current version that we removed might be corrupted, so we try alternate versions and dependent files of the respective apps)

[The above method would not work only if there is severe registry corruption]

Regards,
Theodore Heston Fernandez
On Friday, July 8, 2016 11:41 PM, "support@techtantri.com"
<support@techtantri.com> wrote:

Hi Yusuf,

I will be away for the next 2 days.

However, please send the screenshots and also let me know if Windows Store Works. So that I can work on your issue as soon as I get back.

I will return after 56 hours from now and be available full time at my system from 56 hours to 72 hours

Regards,
Theodore Heston Fernandez

Yusuf omotoyosi Lateef wrote: 7/9/2016

Store now works!!! Instead of going through all that, can I find the non-working apps in store and just install?

From: Yusuf omotoyosi Lateef
Sent: Saturday, July 9, 2016 3:20 PM
To: support@techtantri.com
Subject: Re: Yusuf Lateef - Windows Apps Not Working: Fix Windows 10 Apps systematically

Turns out the apps ain't even on Store. Copied all the folders related to the removed apps not working into a separate folder and took a screenshot. Hope it’s okay?

Removed-Not-Working.PNG
Hi Yusuf,

Please find the download link for the required files. The file size is approx. 27.5 MB. I have zipped it and uploaded it to my site. It consists of the following “App Installation folders – denoted by x86” and their respective possible dependent folders as listed below:

msg-ppl-map-alm-vdo-x86.rar

Installation folders: 1, 5, 9, 13, 17.

Dependent folders: 2,3,4; 6,7,8; 10,11,12; 14,15,16; 18,19,20,21.

1. Microsoft.Messaging_2.13.20000.0_x86__8wekyb3d8bbwe
2. Microsoft.Messaging_2.1.20000.0_neutral~8wekyb3d8bbwe
3. Microsoft.Messaging_2.13.20000.0_neutral_split.scale-100_8wekyb3d8bbwe
4. Microsoft.Messaging_2.13.20000.0_neutral_split.scale-125_8wekyb3d8bbwe
5. Microsoft.People_10.0.10500.0_x86__8wekyb3d8bbwe
6. Microsoft.People_2016.219.2348.0_neutral~_8wekyb3d8bbwe
7. Microsoft.People_10.0.10500.0_neutral_split.scale-100_8wekyb3d8bbwe
8. Microsoft.People_10.0.10500.0_neutral_split.scale-125_8wekyb3d8bbwe
9. Microsoft.WindowsMaps_4.1601.10150.0_x86__8wekyb3d8bbwe
10. Microsoft.WindowsMaps_4.1.15000.0_neutral~_8wekyb3d8bbwe
11. Microsoft.WindowsMaps_4.1601.10150.0_neutral_split.scale-100_8wekyb3d8bbwe
12. Microsoft.WindowsMaps_4.1601.10150.0_neutral_split.scale-125_8wekyb3d8bbwe
13. Microsoft.WindowsAlarms_10.1512.58020.0_x86__8wekyb3d8bbwe
14. Microsoft.WindowsAlarms_2015.1258.20.0_neutral~_8wekyb3d8bbwe
15. Microsoft.WindowsAlarms_10.1512.58020.0_neutral_split.scale-100_8wekyb3d8bbwe
16. **Microsoft.WindowsAlarms_10.1512.58020.0_neutral_split.scale-125_8wekyb3d8bbwe**

17. **Microsoft.ZuneVideo_3.6.17801.0_x86__8wekyb3d8bbwe**

18. **Microsoft.ZuneVideo_2019.6.17801.0_neutral~8wekyb3d8bbwe**

19. **Microsoft.ZuneVideo_3.6.17801.0_neutral_resources.scale-100_8wekyb3d8bbwe**

20. **Microsoft.ZuneVideo_3.6.17801.0_neutral_resources.scale-125_8wekyb3d8bbwe**

21. **Microsoft.ZuneVideo_3.6.17801.0_neutral_resources.scale-150_8wekyb3d8bbwe**

Copy and paste the folders in to the C:\Program Files\WindowsApps Folder.

Then run the respective “Register cmdlet commands given below in **PowerShell Admin Mode**” Copy and paste the cmdlets to prevent syntax errors.

**Fix one app at a time:**

```
Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.Messaging_2.13.20000.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose
Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.People_10.0.10500.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose
Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.WindowsMaps_4.1601.10150.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose
Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.WindowsAlarms_10.1512.58020.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose
Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.ZuneVideo_3.6.17801.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose
```
After running each of the above Register cmdlet, please go to the C:\Program Files\WindowsApps Folder and check to confirm if the copied and pasted dependent folders are there or not.

It can get auto deleted when the above cmdlet is run.

If it is missing, once again copy and paste only the missing folders.

Try to launch the App.

Please capture screenshots if you encounter any errors.

Regards,
Theodore Heston Fernandez

From: Yusuf omotoyosi Lateef
Sent: Wednesday, July 13, 2016 8:54 AM
To: support@techtantri.com
Subject: Re: Yusuf Lateef - Windows Apps Not Working: Fix Windows 10 Apps systematically

Should I remove the previous folders related to the apps from Windows Apps folder? The ones I sent a screenshot of.

Yusuf omotoyosi wrote: Wed 7/13

It keeps telling me this.

[Alarms-Copy-Failed.PNG]
On Wednesday, July 13, 2016 10:25 AM, "support@techtantri.com"
<support@techtantri.com> wrote:

Hi Yusuf,
You don’t need to remove the previous folders.

As the version numbers are different, and we had already run the remove cmdlet successfully, it would not cause any conflict.

Regards,
Theodore Heston Fernandez

From: Yusuf omotoyosi Lateef
Sent: Wednesday, July 13, 2016 4:37 PM
To: support@techtantri.com
Subject: Re: Yusuf Lateef - Windows Apps Not Working: Fix Windows 10 Apps systematically

I tried Alarms and Movies&TV ... It returned errors (I’ve attached screenshot of) ..... Should I go on with the others?

Alarms-Install-Failed.PNG
ZuneVideo-Install-Failed.PNG

On Wednesday, July 13, 2016 12:13 PM, "support@techtantri.com"
<support@techtantri.com> wrote:

Hi Yusuf,

Yes.
Restart the system, wait for some time and then try to run the register cmdlet commands

Regards,
Theodore Heston Fernandez
From: Yusuf omoyosi Lateef  
Sent: Wednesday, July 13, 2016 5:26 PM  
To: support@techtantri.com  
Subject: Re: Yusuf Lateef - Windows Apps Not Working: Fix Windows 10 Apps systematically

I restarted the PC and re-ran the register cmdlet, it returned the same error (I guess). I then moved to Maps; copied the folder, ran the register cmdlet, still a similar error (Attached). What could be wrong?

Maps-Install-Failed.PNG

On Thursday, July 14, 2016 12:11 AM, "support@techtantri.com" <support@techtantri.com> wrote:

Hi Yusuf,

Run the below Command line:

(It is taken from the Maps app error message that you sent me)

Get-AppxLog -ActivityID c8353cee-dcf8-0003-bd48-35c8f8dcd101

Please send me the result for analysis.

Highlighted below IN A BLUE RECTANGLE, is the place where you can find the above command line with the activity ID.
Every error message that you get will have a similar command line that includes a specific Activity ID which may provide us more information.

Run it in PowerShell Admin Mode for each app's error message

Regards,
Theodore Heston Fernandez
Hi Yusuf,

The analysis of the screenshots, all point to one direction: Windows live mail app has to be closed as that is preventing the installation of the Apps.
The Findings after running the Maps ActivityID is Highlighted in Blue in the Below Screenshot

Ensure that mail app does not automatically launch at start-up. If it is open, close it.

Also make sure the calendar app is closed too and not running.
Since both the mail and calendar depends on the windowscommunicationapps to launch, we can just go to the C:\Program Files\WindowsApps Folder,

Locate all entries that says microsoft.windowscommunicationsapps and RENAME it by adding a suffix .OLD
(The version numbers in the below example may be different in your case)

For example:

microsoft.windowscommunicationsapps_2015.6965.40901.0_neutral__8wekyb3d8bbwe TO microsoft.windowscommunicationsapps_2015.6965.40901.0_neutral__8wekyb3d8bbwe.OLD

microsoft.windowscommunicationsapps_17.6965.40901.0_x86__8wekyb3d8bbwe TO microsoft.windowscommunicationsapps_17.6965.40901.0_x86__8wekyb3d8bbwe.OLD

The renaming of the folders will disable the calendar and mail apps.

Then, try to run the Register cmdlet commands.
Hopefully the apps will successfully install. Later on we can rename the microsoft.windowscommunicationsapps back to the original by removing the suffix .OLD

Regards,
Theodore Heston Fernandez

Yusuf omotoyosi Lateef wrote: Thu 7/14

Followed the above instructions. All five Apps (Messaging, Alarms, People, Maps and Movies & TV) registered successfully and now works! I’m so happy. Shall I rename the 'microsoft.windowscommunicationsapp' back to the initial (i.e. remove .old)?

Wow.PNG
support@techtantri.com wrote: Fri 7/15

Hi Yusuf,
We can rename the 'microsoft.windowscommunicationsapp back to initial after trying to fix the remaining non-working apps.

Regards,
Theodore Heston Fernandez

From: Yusuf omotoyosi Lateef
Sent: Thursday, July 14, 2016 10:45 PM
To: support@techtantri.com
Subject: Re: Yusuf Lateef - Windows Apps Not Working: Fix Windows 10 Apps systematically

UPDATE
These apps (13) : Alarms, Get Skype, Messaging, People, Photos, Maps, Store, Mail, Camera, Phone, Voice Recorder, Movies & TV, Groove Music, Solitaire Collection now works perfectly.

These apps (3): Microsoft Wi-Fi, Calculator, Voice Recorder are?????

From: support@techtantri.com [mailto:support@techtantri.com]
Sent: Friday, July 15, 2016 4:05 AM
To: 'Yusuf omotoyosi Lateef'

Hi Yusuf,
Glad to know that the apps are now working fine!
I'll get back to you after generating the files required to fix Microsoft Wi-Fi, Calculator and Voice Recorder.
Regards,
Theodore Heston Fernandez
Hi Yusuf,

Attaching the 12 folders required for calculator, sound recorder and Connectivity store.

1. WindowsCalculator_10.1510.9020.0_x86__8wekyb3d8bbwe
2. WindowsCalculator_2015.1009.20.0_neutral__8wekyb3d8bbwe
3. WindowsCalculator_10.1510.9020.0_neutral_split.scale-100__8wekyb3d8bbwe
4. WindowsCalculator_10.1510.9020.0_neutral_split.scale-125__8wekyb3d8bbwe
5. WindowsSoundRecorder_10.1510.12110.0_x86__8wekyb3d8bbwe
6. WindowsSoundRecorder_2015.1012.110.0_neutral__8wekyb3d8bbwe
7. WindowsSoundRecorder_10.1510.12110.0_neutral_split.scale-100__8wekyb3d8bbwe
8. WindowsSoundRecorder_10.1510.12110.0_neutral_split.scale-125__8wekyb3d8bbwe
9. ConnectivityStore_1.1511.2.0_x86__8wekyb3d8bbwe
10. ConnectivityStore_1.1511.2.0_neutral__8wekyb3d8bbwe
11. ConnectivityStore_1.1511.2.0_neutral_split.scale-100__8wekyb3d8bbwe
12. ConnectivityStore_1.1511.2.0_neutral_split.scale-125__8wekyb3d8bbwe

[wifi-calc-voice-recorder.rar]

**Step 1**

Go to the C:\Program Files\WindowsApps Folder,

Locate all entries that says Microsoft.WindowsCalculator, Microsoft.WindowsSoundRecorder and Microsoft.ConnectivityStore. **RENAME** them by adding a suffix .DELETE

(Duplicate versions of files may be present for calculator and sound recorder. Renaming will enable copying and pasting the 12 folders from the attached zipped file without any issues. That is the reason I kept these 3 apps the last items to fix.)
For example:

Microsoft.WindowsCalculator_10.1601.49020.0_x86__8wekyb3d8bbwe TO Microsoft.WindowsCalculator_10.1601.49020.0_x86__8wekyb3d8bbwe.DELETE

Microsoft.WindowsSoundRecorder_10.1512.21110.0_x86__8wekyb3d8bbwe TO Microsoft.WindowsSoundRecorder_10.1512.21110.0_x86__8wekyb3d8bbwe.DELETE

Microsoft.ConnectivityStore_1.1511.2.0_x86__8wekyb3d8bbwe TO Microsoft.ConnectivityStore_1.1511.2.0_x86__8wekyb3d8bbwe.DELETE

**Step 2**

Copy and paste the 12 folders from the attached zipped file in to the C:\Program Files\WindowsApps Folder.

**Step 3**

Then run the respective “Register cmdlet commands given below in **PowerShell Admin Mode**” Copy and paste the cmdlets to prevent syntax errors.

**Fix one app at a time:**

Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.WindowsCalculator_10.1510.9020.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose

Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.WindowsSoundRecorder_10.1510.12110.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose

Add-AppxPackage -register "C:\Program Files\WindowsApps\Microsoft.ConnectivityStore_1.1511.2.0_x86__8wekyb3d8bbwe\AppxManifest.xml" -DisableDevelopmentMode -Verbose

After running each of the above Register cmdlet, please go to the C:\Program Files\WindowsApps Folder and check to confirm if the copied and pasted dependent folders are there or not.
It can get auto deleted when the above cmdlet is run. If it is missing, once again copy and paste only the missing folders.

Try to launch the App.

Please capture screenshots if you encounter any errors.

Regards,
Theodore Heston Fernandez

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**From:** Yusuf omotoyosi Lateef  
**Sent:** Friday, July 15, 2016 4:17 PM  
**To:** Techtantri Support <support@techtantri.com>  
**Subject:** Thank You!

The apps (Calculator, Voice Recorder, Microsoft Wi-Fi) installed successfully and are now working. Thank you very much for your help. I'm so grateful. Now that I have all the apps working, shall I make a System Image Backup or a backup of the WindowsApps folder to fix apps in case of a future occurrence.

Also, you've been very helpful without asking for anything at my end. I'm not financially buoyant but I'd like to show my appreciation in any other way that I can.

THANK YOU!

[All-Installed-Successfully.PNG]
**support@techtantri.com** wrote: Sat 7/16

Hi Yusuf,

Yes, you can take a backup of the WindowsApps folder. It might come handy.
In case you face issues with Windows apps in future, follow the same logic we used to fix
the apps.

I would recommend creating manual system restore points once in a while. If enough
space is allotted for system restore, Windows will automatically create system restore
points.
If at all you face issues with an app or a few apps, don’t try to fix it immediately. Wait for
a few days to see if windows fix it automatically.

It is good practice to restart the system at least once in two days.

There is a major Windows 10 update coming our way. The Windows 10 Anniversary
update is scheduled for July 29th.
Hopefully most of the issues with Windows apps breaking easily would be taken care by
the Update.

I should also thank you for the time and patience you exhibited in trying to get the
problems resolved without giving up midway.
It’s been a pleasure helping you.

Please take some time to comment on the Blog that your issues with Windows Apps
were resolved.
It will keep me and other visitors to my Blog motivated.

Also, please share the link to my Blog with your friends. It might be helpful for them too.

Thanks & Regards,
Theodore Heston Fernandez
[www.techtantri.com/blog](http://www.techtantri.com/blog)