

If Sysprep fails: Fixing Sysprep errors

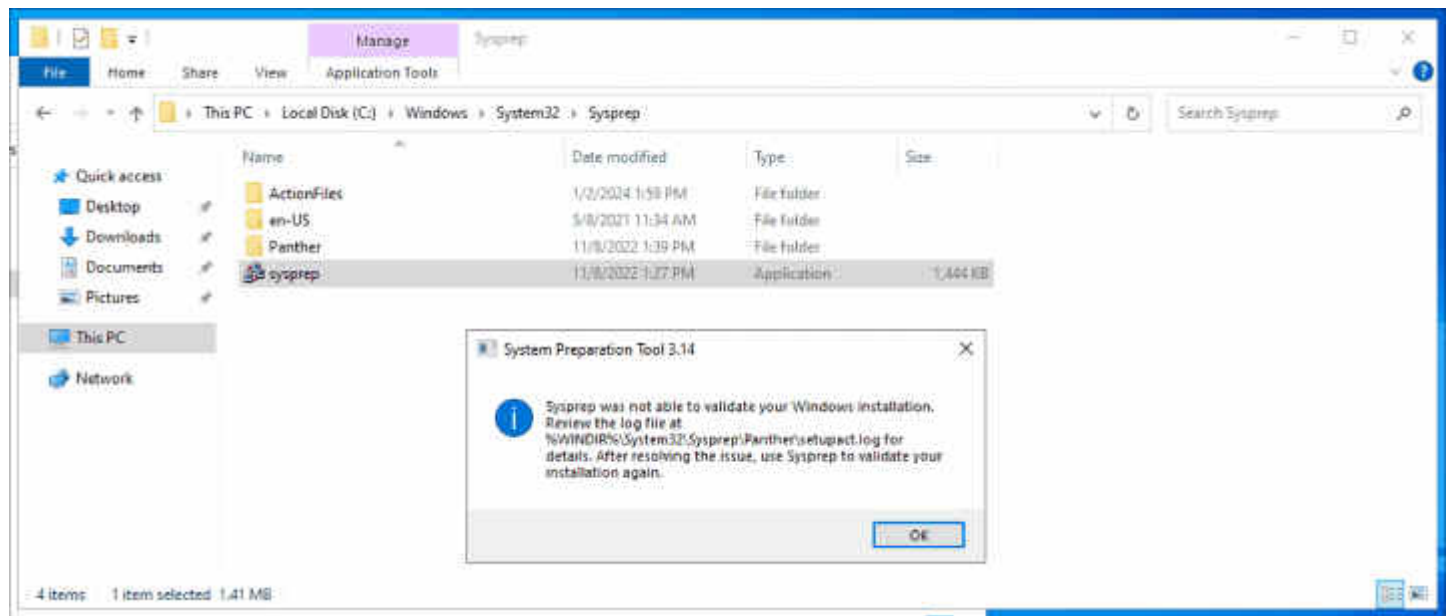
<https://4sysops.com/archives/if-sysprep-fails-fixing-sysprep-errors/>

In this post, you will learn what to do when Sysprep fails and how to fix the error: Sysprep was not able to validate your Windows installation.

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Sysprep is a built-in Windows tool used to generalize OS images before deploying them to multiple machines. There are several reasons why Sysprep fails, but the error message usually states that the validation of the Windows installation has failed.

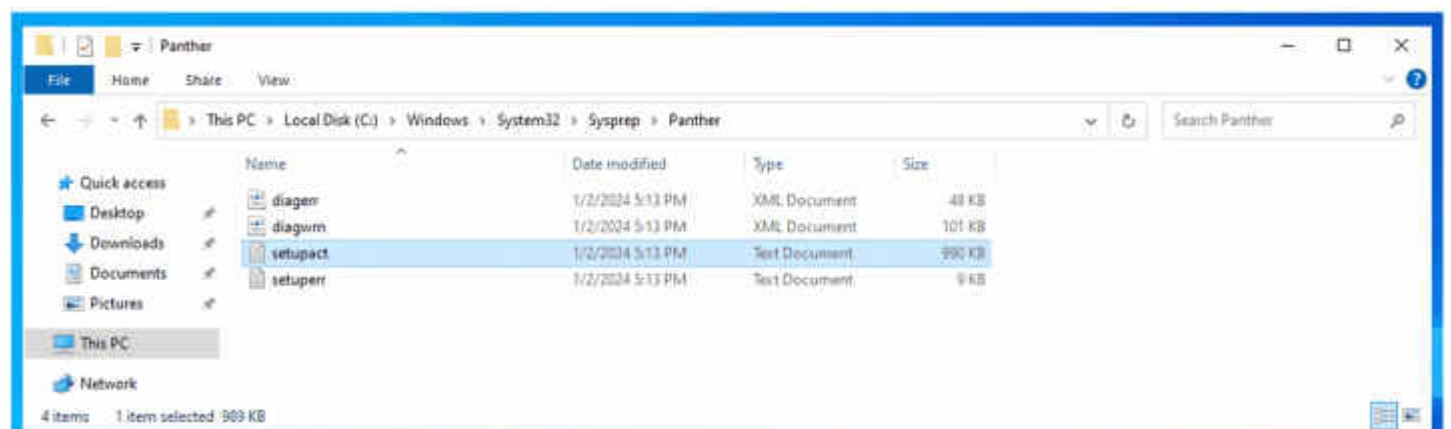


Sysprep was not able to validate your Windows installation

If Sysprep fails to create the generalized image, the first step is to check the *setupact.log* file. This log file can provide valuable information to help troubleshoot and resolve the Sysprep errors.

Identifying Sysprep errors in setupact.log

Sysprep generates a log file upon successful or failed completion. The log file **setupact.log** is located at `%WINDIR%\System32\Panther`.



setupact.log – The Sysprep log file

Based on the errors found in the setupact.log file, you can identify the root cause and apply the corresponding fixes. In the following section, we will address the known issues.

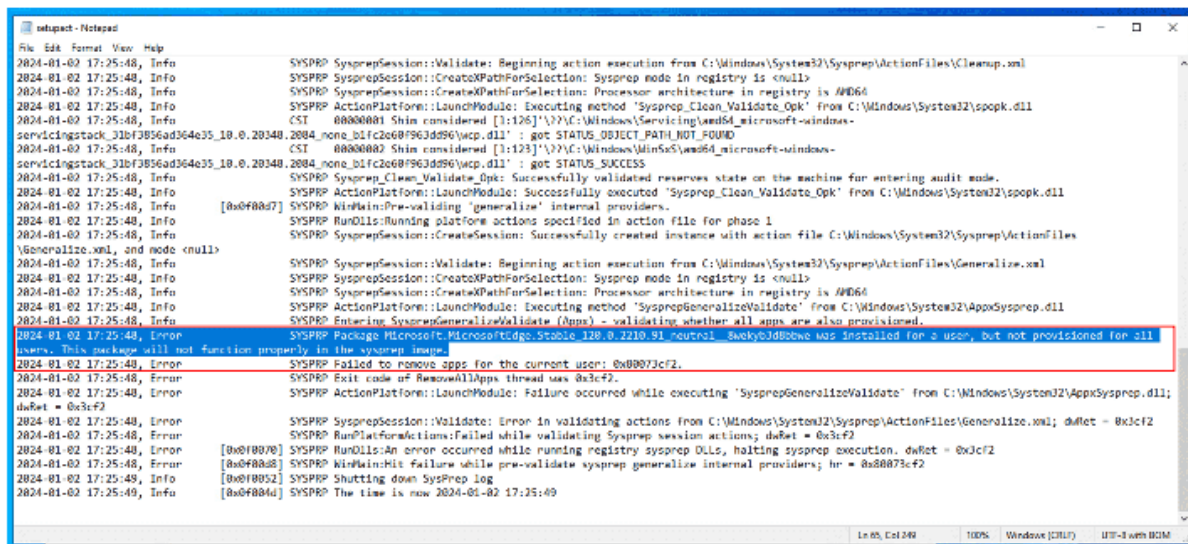
Sysprep failed to remove apps for the current user

When Sysprep fails, it may be due to conflicts with Microsoft applications. For instance, Sysprep may fail to remove the Microsoft Edge package, as shown in the example below.

Here is the error message in setupact.log:

SYSPPR Package Microsoft.MicrosoftEdge.Stable_120.0.2210.91_neutral_8wekyb3d8bbwe was installed for a user, but not provisioned for all users. This package will not function in the sysprep image.

SYSPPR Failed to remove apps for the current users: 0x80073cf2.



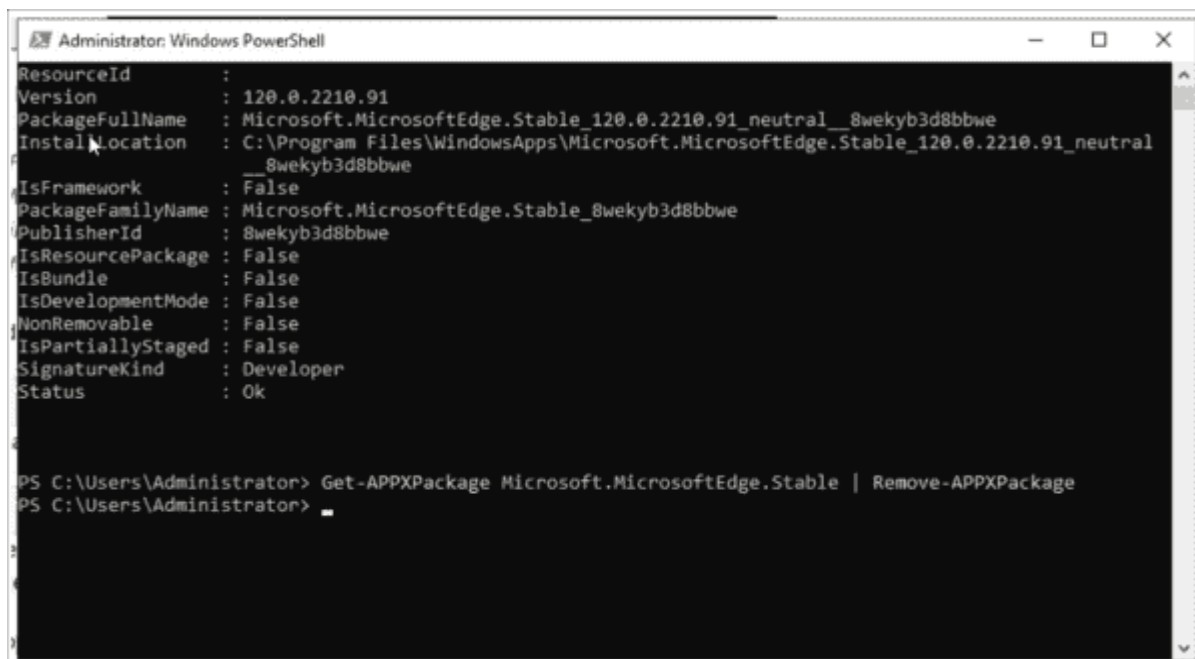
```
File Edit Format View Help
2024-01-02 17:25:48, Info SYSPPR SysprepSession::Validate: Beginning action execution from C:\Windows\System32\Sysprep\ActionFiles\Cleanup.xml
2024-01-02 17:25:48, Info SYSPPR SysprepSession::CreateXPathForSelection: Sysprep mode in registry is <null>
2024-01-02 17:25:48, Info SYSPPR SysprepSession::CreateXPathForSelection: Processor architecture in registry is AMD64
2024-01-02 17:25:48, Info SYSPPR ActionPlatform::LaunchModule: Executing method 'Sysprep_Clean_Validate_OpK' from C:\Windows\System32\spopk.dll
2024-01-02 17:25:48, Info CST 80000001 Shim considered [1:126]'\??C:\Windows\Serviceicing\amd64_microsoft-windows-
servicingstack_31bf3856ad364e35_10.0.20348.2004_none_b1fc2e0f963d096\wcp.dll' : got STATUS_OBJECT_PATH_NOT_FOUND
2024-01-02 17:25:48, Info CST 80000002 Shim considered [1:123]'\??C:\Windows\WinSxS\amd64_microsoft-windows-
servicingstack_31bf3856ad364e35_10.0.20348.2004_none_b1fc2e0f963d096\wcp.dll' : got STATUS_SUCCESS
2024-01-02 17:25:48, Info SYSPPR Sysprep_Clean_Validate_OpK: Successfully validated reserves state on the machine for entering audit mode.
2024-01-02 17:25:48, Info SYSPPR ActionPlatform::LaunchModule: Successfully executed 'Sysprep_Clean_Validate_OpK' from C:\Windows\System32\spopk.dll
2024-01-02 17:25:48, Info [800f8007] SYSPPR WinMain:Pre-validating 'generalize' internal providers.
2024-01-02 17:25:48, Info SYSPPR RunDlls:Running platform actions specified in action file for phase 1
2024-01-02 17:25:48, Info SYSPPR SysprepSession::CreateSession: Successfully created instance with action file C:\Windows\System32\Sysprep\ActionFiles
\Generalize.xml, and mode <null>
2024-01-02 17:25:48, Info SYSPPR SysprepSession::Validate: Beginning action execution from C:\Windows\System32\Sysprep\ActionFiles\Generalize.xml
2024-01-02 17:25:48, Info SYSPPR SysprepSession::CreateXPathForSelection: Sysprep mode in registry is <null>
2024-01-02 17:25:48, Info SYSPPR SysprepSession::CreateXPathForSelection: Processor architecture in registry is AMD64
2024-01-02 17:25:48, Info SYSPPR ActionPlatform::LaunchModule: Executing method 'SysprepGeneralizeValidate' from C:\Windows\System32\AppxSysprep.dll
2024-01-02 17:25:48, Info SYSPPR Entering SysprepGeneralizeValidate (hms) - validating whether all apps are also provisioned.
2024-01-02 17:25:48, Error SYSPPR Package Microsoft.MicrosoftEdge.Stable_120.0.2210.91_neutral_8wekyb3d8bbwe was installed for a user, but not provisioned for all
users. This package will not function properly in the sysprep image.
2024-01-02 17:25:48, Error SYSPPR Failed to remove apps for the current user: 0x80073cf2.
2024-01-02 17:25:48, Error SYSPPR Exit code of RemoveAllApps thread was 0x3cf2.
2024-01-02 17:25:48, Error SYSPPR ActionPlatform::LaunchModule: Failure occurred while executing 'SysprepGeneralizeValidate' from C:\Windows\System32\AppxSysprep.dll;
dwRet = 0x3cf2
2024-01-02 17:25:48, Error SYSPPR SysprepSession::Validate: Error in validating actions from C:\Windows\System32\Sysprep\ActionFiles\Generalize.xml; dwRet = 0x3cf2
2024-01-02 17:25:48, Error SYSPPR RunPlatformActions:Failed while validating Sysprep session actions; dwRet = 0x3cf2
2024-01-02 17:25:48, Error [800f8070] SYSPPR RunDlls:An error occurred while running registry sysprep DLLs, halting sysprep execution. dwRet = 0x3cf2
2024-01-02 17:25:48, Error [800f8008] SYSPPR WinMain:Hit failure while pre-validate sysprep generalize internal providers; hr = 0x80073cf2
2024-01-02 17:25:48, Info [800f8052] SYSPPR Shutting down SysPrep log
2024-01-02 17:25:49, Info [800f8004] SYSPPR The time is now 2024-01-02 17:25:49
```

SYSPPR Failed to remove apps for the current users: 0x80073cf2

In this case, the error **SYSPPR Failed to remove apps for the current user** indicates that the Microsoft Edge package cannot be removed. You can uninstall it manually using PowerShell.

Run PowerShell as Administrator and then execute this command:

Get-APPXPackage Microsoft.MicrosoftEdge.Stable Remove-APPXPackage

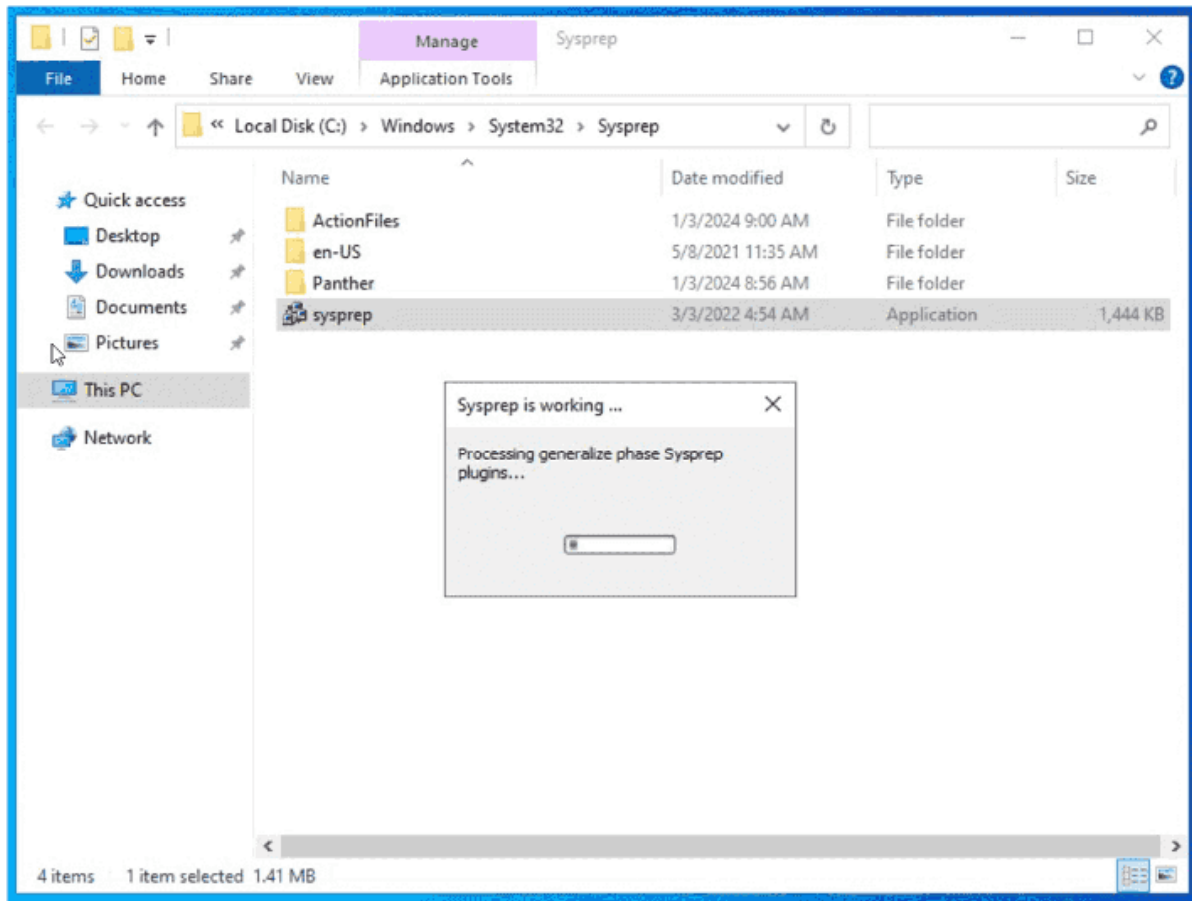


```
Administrator: Windows PowerShell
ResourceId      :
Version        : 120.0.2210.91
PackageFullName : Microsoft.MicrosoftEdge.Stable_120.0.2210.91_neutral_8wekyb3d8bbwe
InstallLocation : C:\Program Files\WindowsApps\Microsoft.MicrosoftEdge.Stable_120.0.2210.91_neutral_8wekyb3d8bbwe
IsFramework    : False
PackageFamilyName : Microsoft.MicrosoftEdge.Stable_8wekyb3d8bbwe
PublisherId    : 8wekyb3d8bbwe
IsResourcePackage : False
IsBundle       : False
IsDevelopmentMode : False
NonRemovable    : False
IsPartiallyStaged : False
SignatureKind   : Developer
Status          : Ok

PS C:\Users\Administrator> Get-APPXPackage Microsoft.MicrosoftEdge.Stable | Remove-APPXPackage
PS C:\Users\Administrator>
```

Removing Edge with APPXPackage

If you rerun Sysprep, the image will be generalized correctly.



Processing generalize phase using Sysprep

This example is specific to the *Microsoft Edge.Stable package*. However, the issue can also occur in other apps. You can check for affected apps in the setupact.txt log file.

Audit mode can't be turned on if there is an active scenario

If pending updates exist on your machine and you then run Sysprep, setupact.log will contain the following error message:

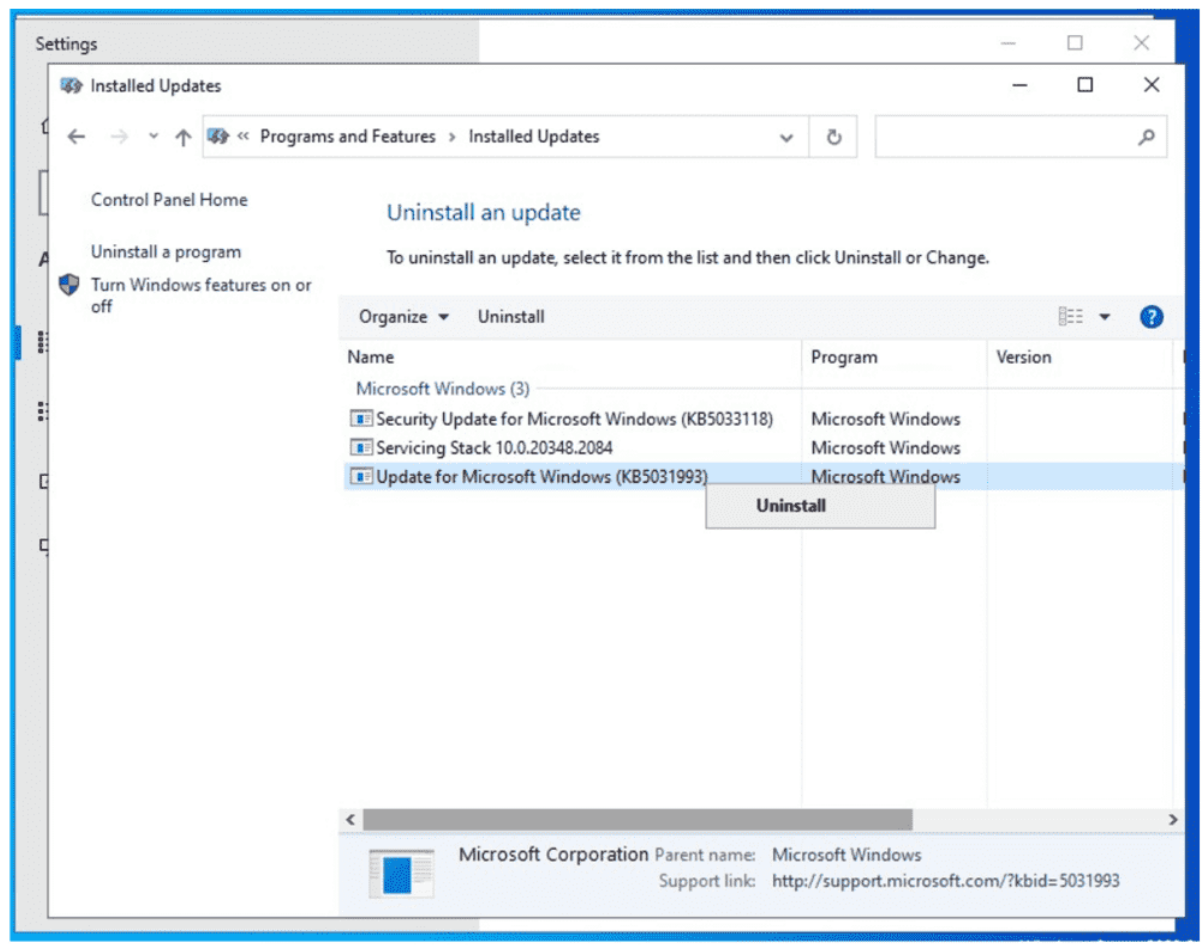
Error SYSPRP: Audit mode can't be turned on if there is an active scenario.; hr = 0x800F0975.

Sysprep will not work if there are active or pending updates. First, finish installing any pending updates, restart your Windows machine, and then rerun Sysprep.

Sysprep fails after installing updates

Sometimes, Sysprep fails after you install new updates on your reference machine. The easiest solution is to uninstall the new updates and then rerun Sysprep.

1. Navigate to **Programs and Features > Installed Programs**.
2. Identify and select the update.
3. Right-click on the update and then click **Uninstall**.



Uninstalling an update

4. Reboot Windows.
5. Run Sysprep.

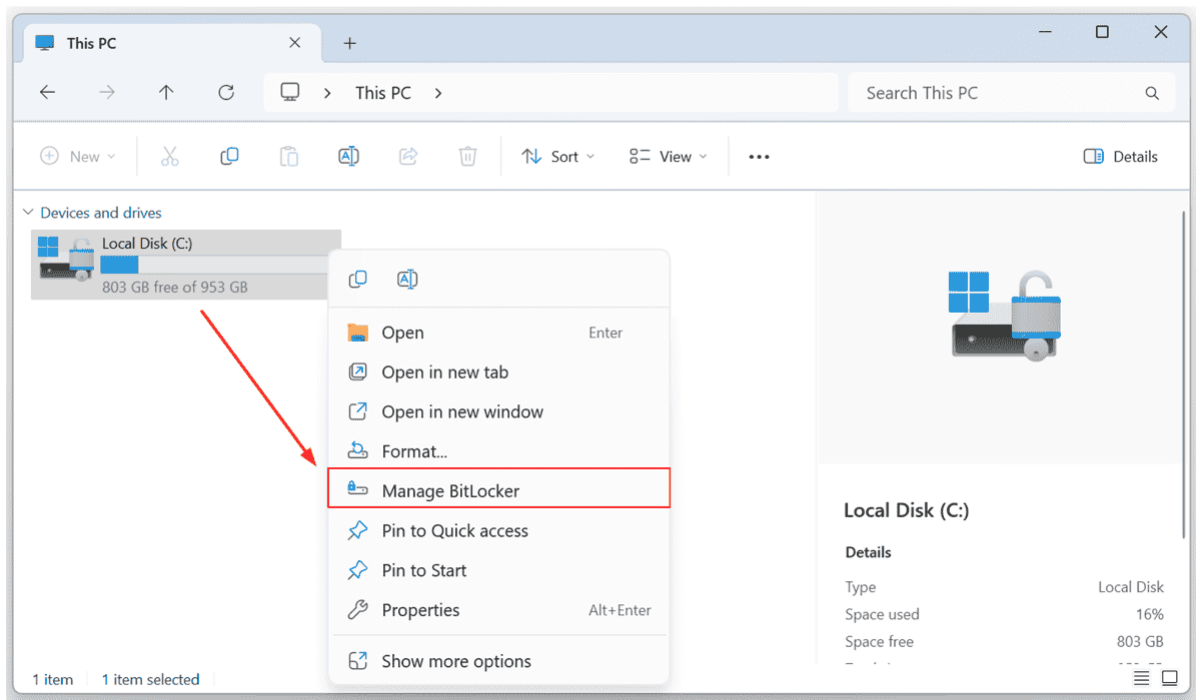
Make sure that the updates are installed after you deploy the image.

Error SYSPRP BitLocker-Sysprep

If you are using BitLocker to encrypt disks, you will encounter the following error in setupact.log when you run Sysprep:
Error SYSPRP BitLocker-Sysprep: BitLocker is on for the OS volume. Turn BitLocker off to run Sysprep. (0x80310039).

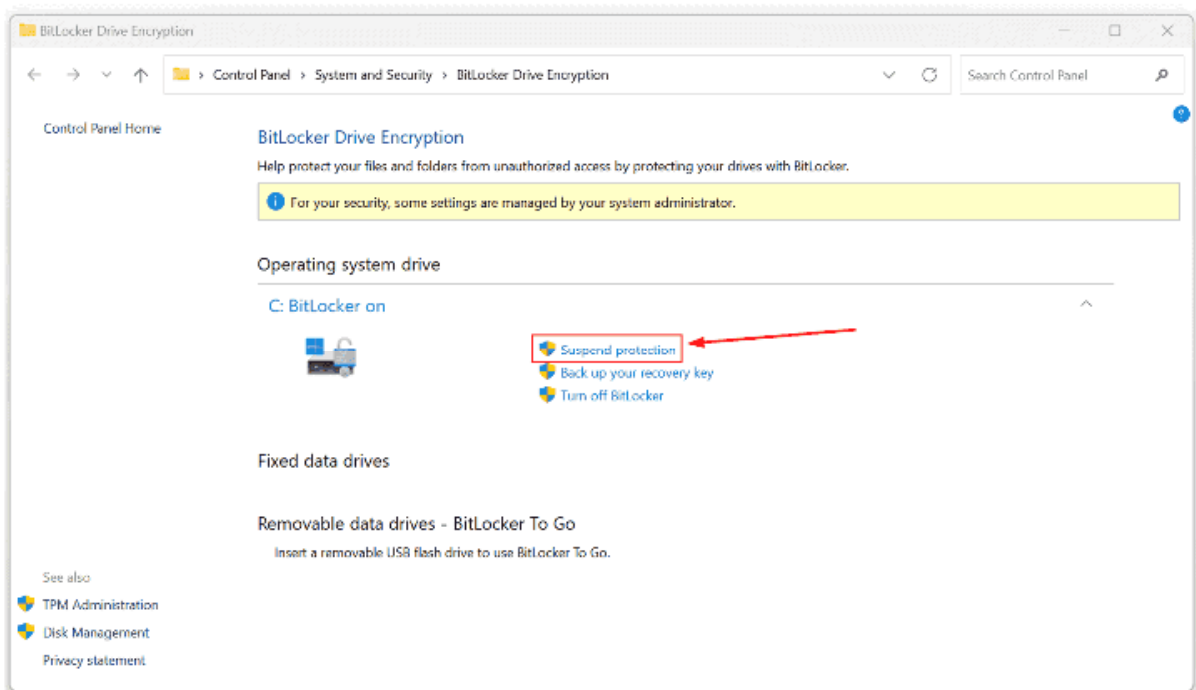
As the error implies, you must suspend BitLocker before running Sysprep. Open the File Explorer and follow these instructions:

1. Navigate to **This PC**.
2. Click on the encrypted disk and then select **Manage BitLocker**.



Manage BitLocker on the encrypted disk

3. Click **Suspend protection**.



Suspend BitLocker protection

4. Rerun Sysprep.

A fatal error occurred while trying to Sysprep the machine

If you try to run Sysprep more than three times on the same image, you will receive this error message:

A fatal error occurred while trying to Sysprep the machine.

In the Setuperr.log file, you may find these error messages:

Error [0x0f0082] SYSPRP LaunchDll: Failure occurred while executing 'C:\Windows\System32\slc.dll, SLReArmWindows', returned error code -1073425657

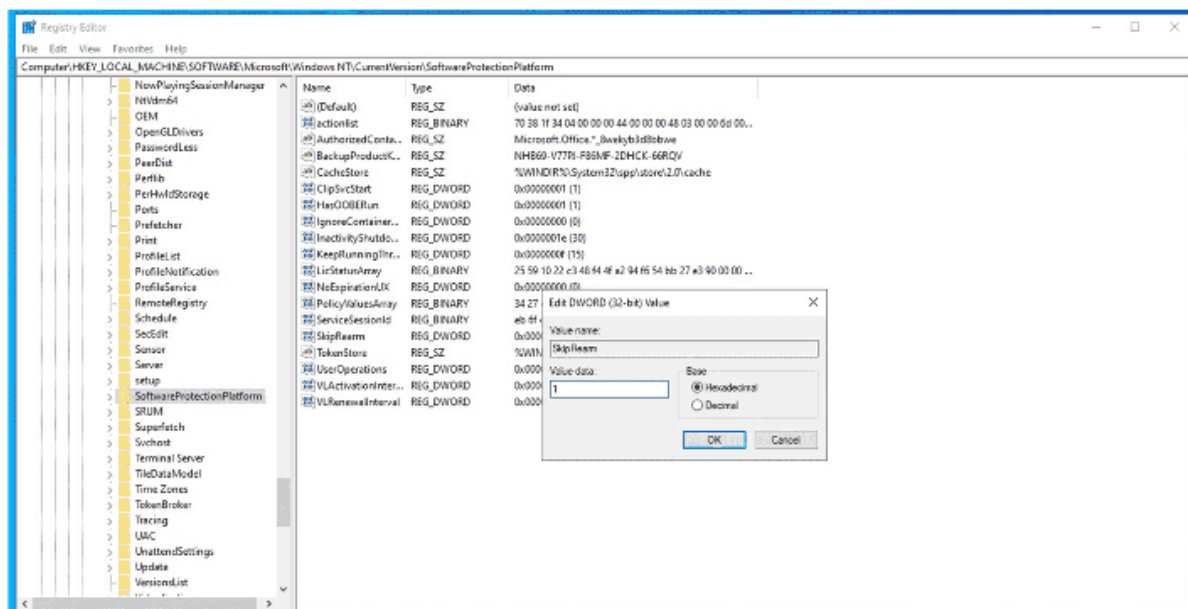
Error [0x0f0070] SYSPRP RunExternalDlls: An error occurred while running registry sysprep DLLs, halting sysprep execution. dwRet = -1073425657

Error [0x0f00a8] SYSPRP WinMain: Hit failure while processing sysprep generalize providers; hr = 0xc004d307

This error occurs when the Windows Software Licensing Rearm program runs thrice in a single image.

To avoid this error, you need to edit the *SkipRearm* key. This will allow you to run Sysprep more than three times.

1. Run **Registry Editor** as an administrator.
2. Navigate to **Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\SoftwareProtectionPlatform**.
3. Right-click on **SkipRearm** and click **Edit**.
4. Enter **1** if it's not already there, and then press **Enter**.



Edit SkipRearm key

Sysprep will not run on an upgraded OS

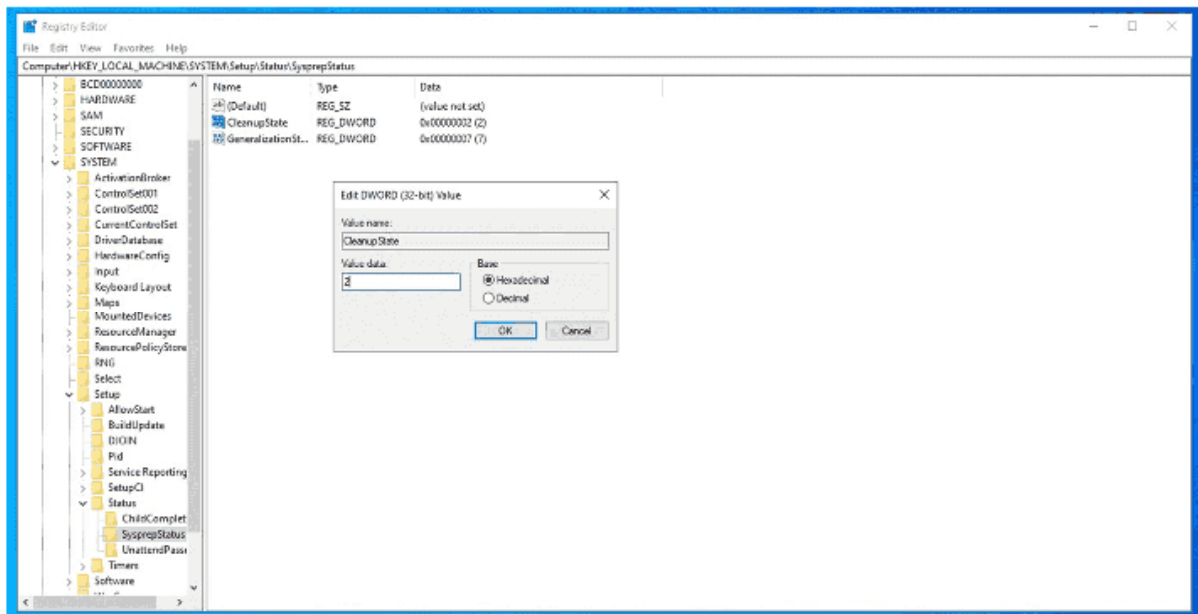
If you upgraded Windows, e.g., from Windows 10 to Windows 11, you will get the following error:

Error SYSPRP: Sysprep will not run on an upgraded OS. You can only run Sysprep on a custom (clean) install version of Windows.

One solution to the problem is to start from scratch and install the new Windows version cleanly. However, if you invested a lot of time configuring the old image, this solution is far from ideal.

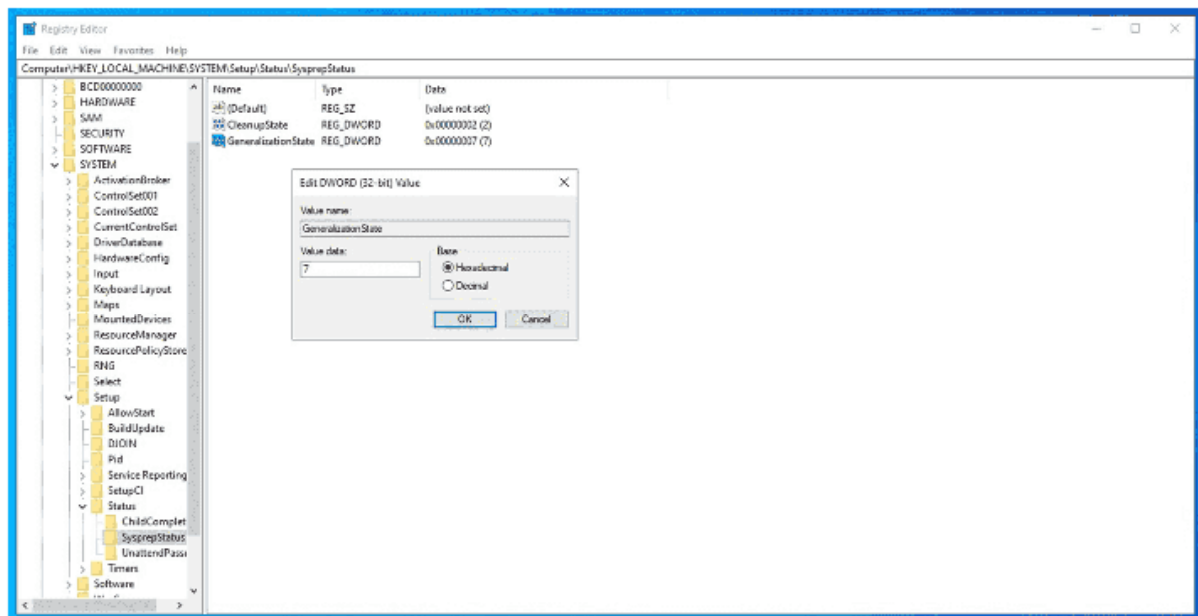
The workaround below allows you to bypass the error by changing the *CleanupState* registry key.

1. Run **Registry Editor** as administrator.
2. Navigate to **HKEY_LOCAL_MACHINE\SYSTEM\Setup\SysprepStatus**.
3. Right-click on **CleanupState** and change the key to **2**.



Configure CleanupState key

4. Right-click on the **GeneralizationState** registry key and click **Edit**.
5. Enter **7** if not already, and click **OK**.



Configure GeneralizationState key

6. Restart your Windows.
7. Run Sysprep.