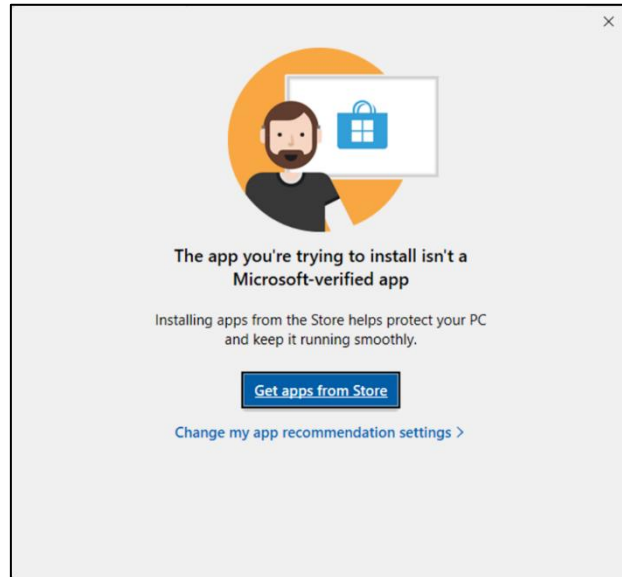


Fix Bitdefender installation error “The app you’re trying to install isn’t a Microsoft-verified app”

When attempting to install Bitdefender on Windows, you might encounter the error message: *The app you’re trying to install isn’t a Microsoft-verified app. Installing apps from the Store helps protect your PC and keep it running smoothly. Get apps from Store.*



Why You See This Message

The message “The app you’re trying to install isn’t a Microsoft-verified app” indicates that your PC is set to only allow app installations from the Microsoft Store for one of the following reasons:

- **App Source Restriction Settings:** In Windows 10 and Windows 11, the App Recommendations feature restricts app installations to those downloaded only from the [Microsoft Store](#). This setting is designed to ensure that only apps that have been reviewed and verified by Microsoft are installed, enhancing security and stability.
- **S Mode:** If the device is running Windows 10 or Windows 11 in [S Mode](#), it restricts the installation of apps to those available only from the Microsoft Store. S Mode is a streamlined version of Windows that restricts installations to Microsoft Store apps only.

How to fix “The app you’re trying to install isn’t a Microsoft-verified app” message on Windows

To fix the error message “The app you’re trying to install isn’t a Microsoft-verified app” you need to consider the following actions based on the underlying cause:

Solution 1: Change App Recommendation Settings

If the error is due to the app source restriction settings, you can allow the installation of apps from outside the Microsoft Store, including Bitdefender. This involves modifying the system settings to permit app installations from other sources.

1. Open Windows Settings

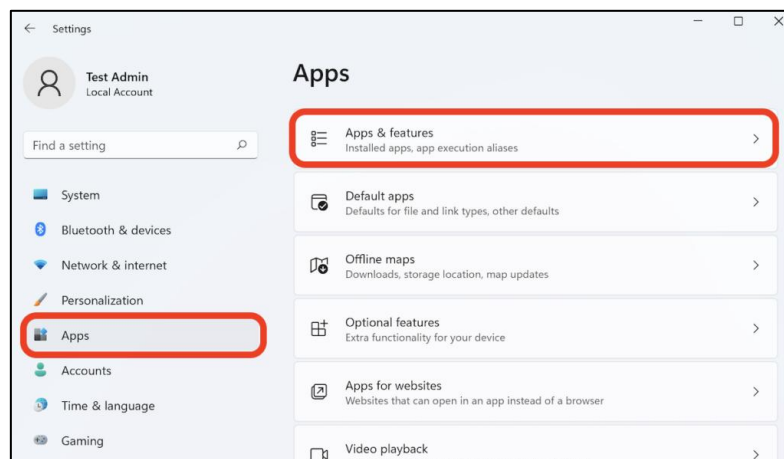
- Click on the Windows  Start menu.
- Select the Settings  gear icon.

You can also press **Win + I** on your keyboard to open the Settings app.



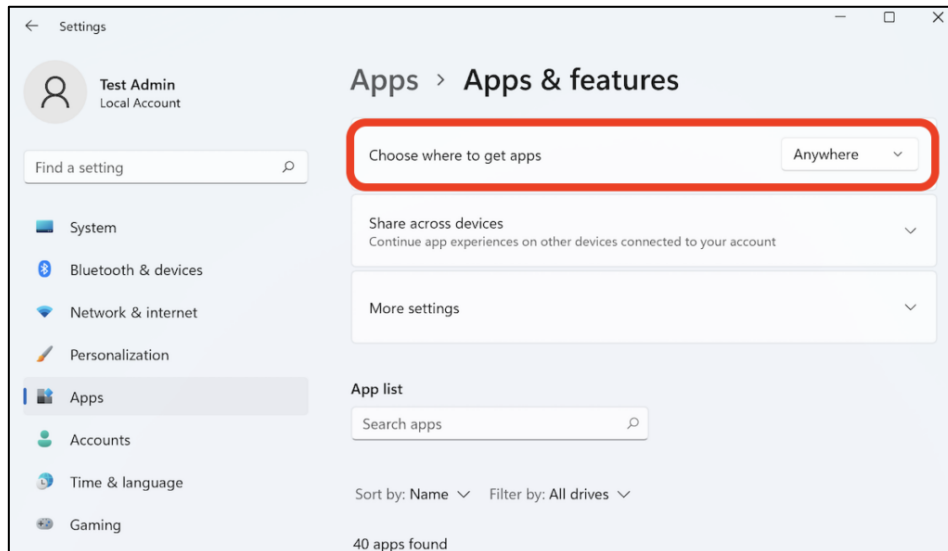
2. Navigate to Apps Settings

- In the Settings window, click on “Apps”.
- Select “Apps & features” (or “Advanced app settings” on some versions of Windows).



3. Change App Installation Preferences

- In the “Choose where to get apps” section, you’ll see a dropdown menu.
- Change the selection from “The Microsoft Store only (Recommended)” to “Anywhere”. This option will allow you to install applications that are not from the Microsoft Store



4. Retry Installing Bitdefender

- Once you have adjusted the operating system to install applications from any source, attempt to [install Bitdefender](#) again. The installation should proceed without the previous restriction.

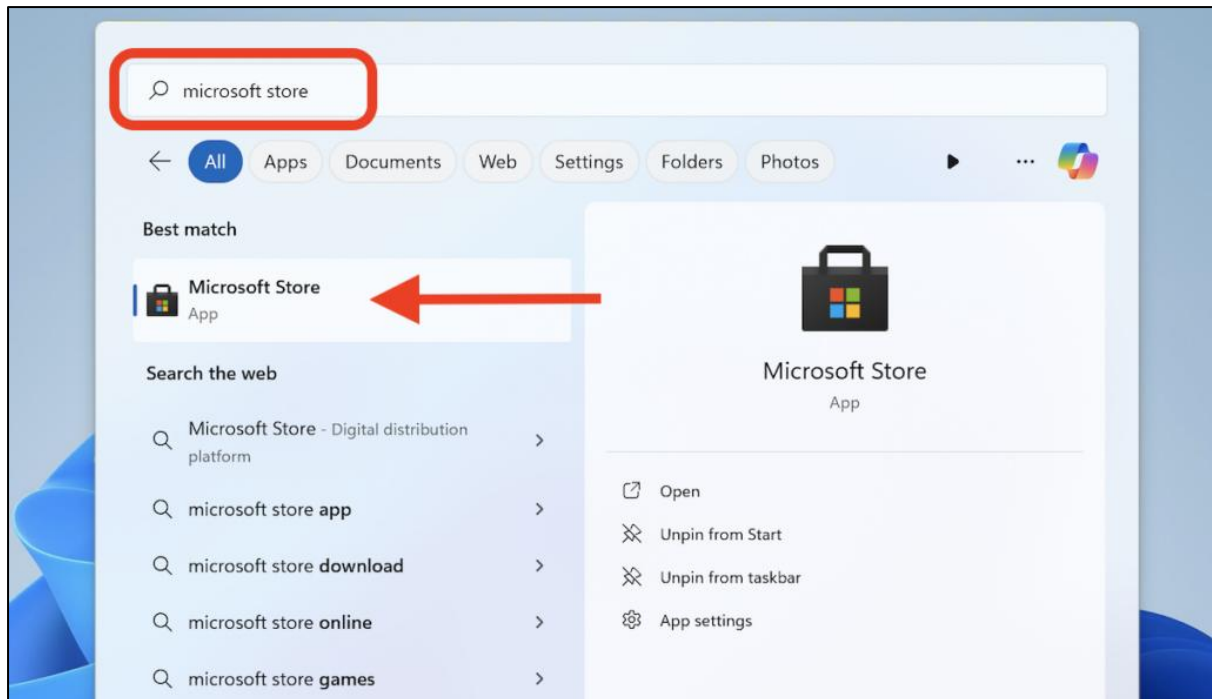
Solution 2: Switch Out of Windows in S Mode

If your computer is running Windows in S Mode, you can only install apps from the Microsoft Store. To install Bitdefender, you need to switch out of S Mode by clicking the [“Switch out of S Mode” button on this Microsoft page](#) or by following the instructions below.

① Switching out of Windows S mode is a one-time, irreversible change. You cannot revert back to S Mode and must use the standard version of Windows.

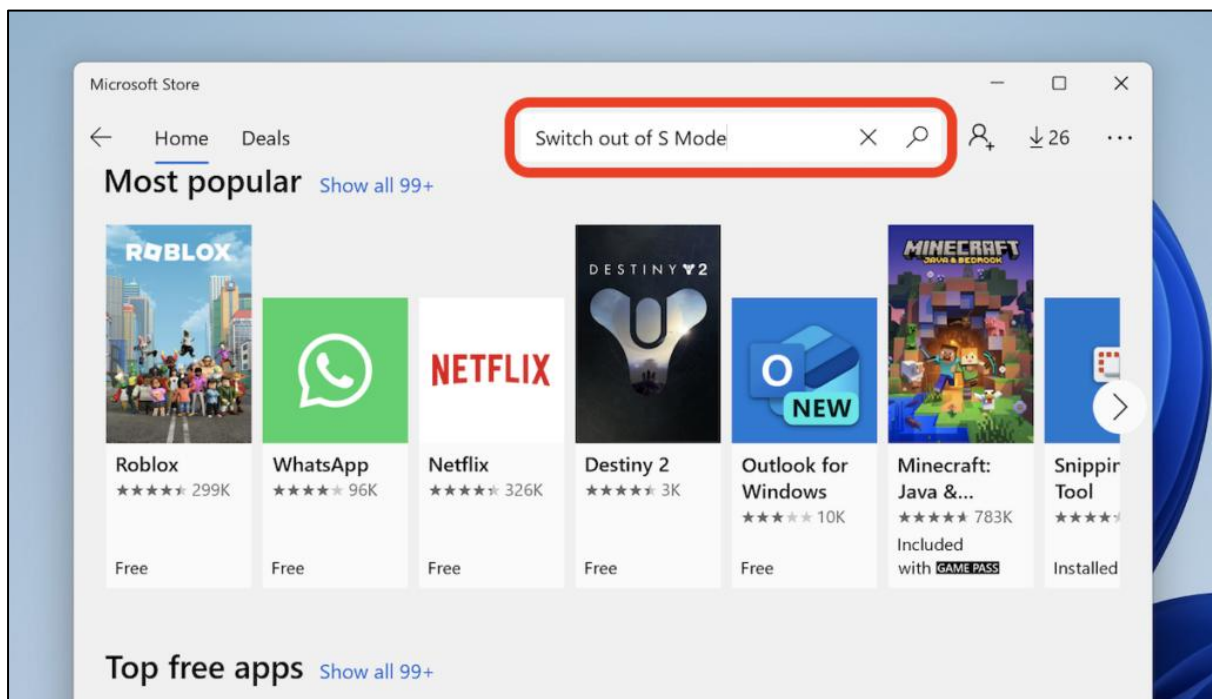
1. Open the Microsoft Store

- Click on the Windows  Start menu.
- Type Microsoft Store in the search bar.
- Select the “Microsoft Store” app to open it.

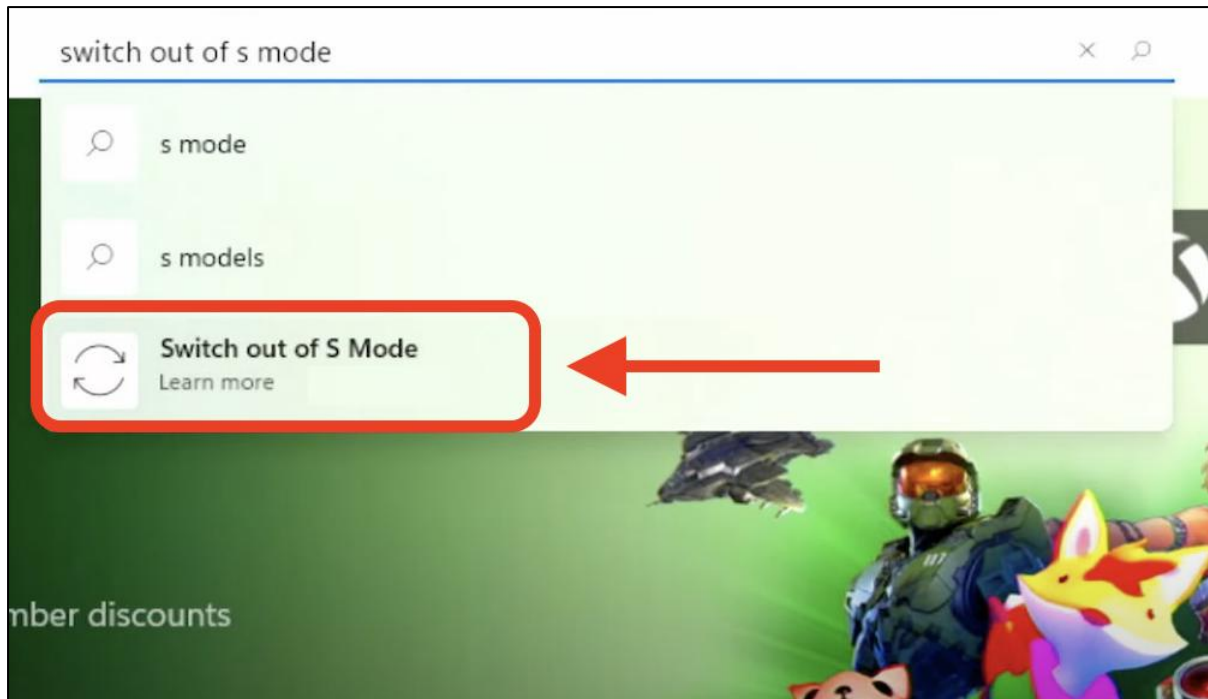


2. Search for “Switch out of S Mode”

- In the Microsoft Store, use the search bar at the top to type “Switch out of S Mode”.

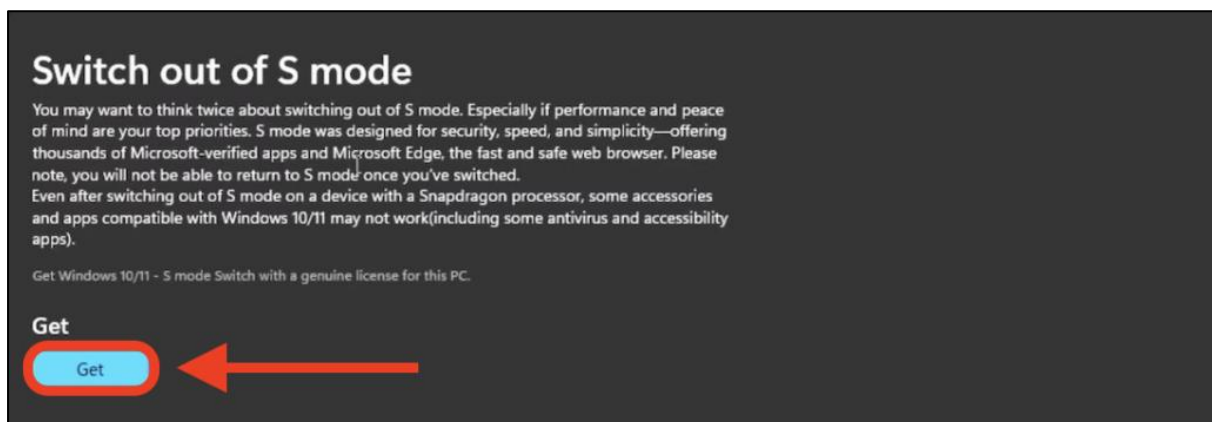


- Click on the search result labeled “Switch out of S Mode Learn more”.



3. Switch out of S Mode

- The “Switch out of S Mode” page will appear on the screen.
- Click on the “Get” button to turn off S Mode.



- You should see a confirmation message shortly after: “You’re all set! You have switched out of S mode and can now install apps from outside the Store.”

4. Retry Installing Bitdefender

After disabling S Mode, attempt to [install Bitdefender](#) again. The installation should proceed without any restrictions.

By following these steps, you should be able to successfully install Bitdefender on your Windows device without encountering the Microsoft-verified app error message.