FIXING "WINDOWS UPDATE" in "WINDOWS 10..

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TuCSON
COMPUTER SOCIETY

WINNERS
Windows usERS

an International Association of Technology & Computer User Groups
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http://aztcs.org

Click on “Meeting Notes”
"Windows Update" rarely breaks in "Windows 10". When "Windows Update" does break in Windows 10", here is a logical series of steps for repairing it.
TOPICS

- Basic Information About "Windows Update" in "Windows 10"
- How do you know when "Windows Update" is broken?
- Big Step 100: Run "Fix Problems with Windows Update" (from the "Control Panel")
TOPICS (continued)

• Big Step 200: Run the "Windows Update Troubleshooter" (from Microsoft's Web site)

• (We do not have a "Big Step 300" for "Windows 10..)

• Big Step 400: Go to an earlier "System Restore" point (from the "Control Panel)
- Big Step 500: Restore from an Acronis "drive image" or a Macrium "drive image"
BASIC INFORMATION ABOUT "WINDOWS UPDATE"

• See https://support.microsoft.com/en-us/help/12373/windows-update-faq
• To run "Windows Update" in a "Windows 10" computer:
  Click on the "Start button".
  Double-click on "Settings" or the "Settings" gear icon.
  Scroll down vertically to the bottom of the "Settings" window.
  Click on "Update and Security".
  Click on "Windows Update".
  Click on the "Check for Updates" button.
System
Display, notifications, power

Devices
Bluetooth, printers, mouse

Phone
Link your Android, iPhone

Network & Internet
Wi-Fi, airplane mode, VPN

Personalization
Background, lock screen, colors

Apps
Uninstall, defaults, optional features

Accounts
Your accounts, email, sync, work, family
Find a setting

- Your accounts, email, sync, work, family

Time & Language
Speech, region, date

Gaming
Game bar, DVR, broadcasting, Game Mode

Ease of Access
Narrator, magnifier, high contrast

Cortana
Cortana language, permissions, notifications

Privacy
Location, camera

Update & Security
Windows Update, recovery, backup
Settings

Find a setting

- Your accounts, email, sync, work, family

Time & Language
- Speech, region, date

Gaming
- Game bar, DVR, broadcasting, Game Mode

Ease of Access
- Narrator, magnifier, high contrast

Cortana
- Cortana language, permissions, notifications

Privacy
- Location, camera

Update & Security
- Windows Update, recovery, backup
Update & Security

对于我们更新

Windows Update

Windows Defender

备份
Backup

故障排除
Troubleshoot

恢复
Recovery

激活
Activation

找到我的设备
Find my device

为开发者
For developers
Update & Security

- Windows Update
- Windows Defender
- Backup
- Troubleshoot
- Recovery
- Activation
- Find my device
- For developers
Windows Update

Update status

Your device is up to date. Last checked: Today, 7:05 AM

Check for updates

View installed update history

Update settings

We'll automatically download and install updates, except on metered connections (where charges may apply). In that case, we'll automatically download only those updates required to keep Windows running smoothly.

Change active hours

Restart options
Windows Update

Update status

Your device is up to date. Last checked: Today, 7:05 AM

Check for updates

View installed update history

Update settings

We'll automatically download and install updates, except on metered connections (where charges may apply). In that case, we'll automatically download only those updates required to keep Windows running smoothly.

Change active hours

Restart options
Windows Update

Update status

Checking for updates...

View installed update history

Update settings

We'll automatically download and install updates, except on metered connections (where charges may apply). In that case, we'll automatically download only those updates required to keep Windows running smoothly.

Change active hours

Restart options

Advanced options
Windows Update

Update status

Your device is up to date. Last checked: Today, 7:24 AM

Check for updates

View installed update history

Update settings

We'll automatically download and install updates, except on metered connections (where charges may apply). In that case, we'll automatically download only those updates required to keep Windows running smoothly.

Change active hours

Restart options
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• While "Windows Update" sometimes shows up in the "Recently used" section of the "Start Menu", Microsoft does not put "Windows Update" in the "Start Menu" of any version of Windows. However, if you wish to have a "shortcut" for "Windows Update" in the "Start Menu" of "Windows 10":

BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• To make a shortcut for "Windows Update in "Windows 10", see https://www.windowscentral.com/how-create-shortcut-windows-update-windows-10
HOW DO YOU KNOW IF "WINDOWS UPDATE" IS BROKEN?

• No updates are ever found when you tell it to start searching for updates and/or
  Updates never complete downloading and/or
  Updates never complete installing
BIG STEP 100: RUN "FIX PROBLEMS WITH WINDOWS UPDATE"

• Use the left mouse button to click on the "Start button"
• Scroll vertically downward to the "Windows System" category icon
• Click on the "Windows System" icon
• Click on "Control Panel"
BIG STEP 100: RUN "FIX PROBLEMS WITH WINDOWS UPDATE"
(continued)

• Go to "Troubleshooting"
OR
go to "System and Security", and then click on "Troubleshoot common computer problems"

• Click on
"Fix problems with Windows Update"
Adjust your computer's settings

System and Security
- Review your computer's status
- Save backup copies of your files with File History
- Backup and Restore (Windows 7)

Network and Internet
- View network status and tasks
- Choose homegroup and sharing options

Hardware and Sound
- View devices and printers
- Add a device

Programs
- Uninstall a program

User Accounts
- Change account type

Appearance and Personalization
- Clock, Language, and Region
  - Add a language
  - Change input methods
  - Change date, time, or number formats

Ease of Access
- Let Windows suggest settings
- Optimize visual display
System and Security
Review your computer's status
Save backup copies of your files with File History
Backup and Restore (Windows 7)
System and Security
Review your computer's status
Save backup copies of your files with File History
Backup and Restore (Windows 7)
Security and Maintenance
Review your computer's status and resolve issues
Change User Account Control settings | Troubleshoot common computer problems
Troubleshoot

If something isn't working, running a troubleshooter might help. Troubleshooters can find and fix many common problems for you.

Get up and running

- **Internet Connections**
  Find and fix problems with connecting to the Internet or to websites.

- **Playing Audio**
  Find and fix problems with playing sound.

- **Printer**
  Find and fix problems with printing.

- **Windows Update**
  Resolve problems that prevent you from updating Windows.
Troubleshoot

If something isn't working, running a troubleshooter might help. Troubleshooters can find and fix many common problems for you.

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Windows Update
Resolve problems that prevent you from updating Windows.

Run the troubleshooter
Troubleshoot

Get up and running

- Internet Connections
  Find and fix problems with connecting to the Internet or to websites.

- Playing Audio
  Find and fix problems with playing sound.

- Printer
  Find and fix problems with printing.

- Windows Update
  Resolve problems that prevent you from updating Windows.

Run the troubleshooter
Detecting problems

Checking for pending updates

This might take several minutes...
Download and Install pending updates

Did you know that there are pending updates for this machine? Choose “Apply this fix” option below to start the update process in the background immediately.

→ Apply this fix

→ Skip this fix
Continue troubleshooting without applying this fix.
Download and Install pending updates

Did you know that there are pending updates for this machine? Choose “Apply this fix” option below to start the update process in the background immediately.

→ Apply this fix

→ Skip this fix
  Continue troubleshooting without applying this fix.
Repair Windows Update Database Corruption

One troubleshooting step to resolve WU issues is to delete and re-download updates to your computer. Would you like to try this step now? Depending on your network configuration, you may incur download costs.

→ Apply this fix

→ Skip this fix
Continue troubleshooting without applying this fix.
Repair Windows Update Database Corruption

One troubleshooting step to resolve WU issues is to delete and re-download updates to your computer. Would you like to try this step now? Depending on your network configuration, you may incur download costs.

→ Apply this fix

→ Skip this fix
Continue troubleshooting without applying this fix.
Resolving problems

Rebuilding Windows Update Database ...
Troubleshooting has completed

The troubleshooter made some changes to your system. Try attempting the task you were trying to do before.

**Problems found**

- Potential Windows Update Database error detected  Fixed
- Windows Update components must be repaired  Fixed
- Check for pending updates  Fixed

→ Close the troubleshooter

→ Give feedback on this troubleshooter

View detailed information
Troubleshooting has completed

The troubleshooter made some changes to your system. Try attempting the task you were trying to do before.

Problems found

- Potential Windows Update Database error detected (Fixed)
- Windows Update components must be repaired (Fixed)
- Check for pending updates (Fixed)

→ Close the troubleshooter

→ Give feedback on this troubleshooter

View detailed information
Troubleshooting report

Windows Update

Issues found

Potential Windows Update Database error detected
  Fixed
  Completed

Repair Windows Update Database Corruption

Windows Update components must be repaired
  Fixed
  Completed

Repair Windows Update components

Check for pending updates
  Fixed
  Completed

Download and Install pending updates

Potential issues that were checked

Default Windows Update data locations have changed
  Issue not present
Troubleshooting report

Windows Update

Issues found

- Potential Windows Update Database error detected
  - Fixed
- Repair Windows Update Database Corruption
  - Completed
- Windows Update components must be repaired
  - Fixed
- Repair Windows Update components
  - Completed
- Check for pending updates
  - Fixed
- Download and install pending updates
  - Completed

Potential issues that were checked

- Default Windows Update data locations have changed
  - Issue not present
Troubleshooting has completed

The troubleshooter made some changes to your system. Try attempting the task you were trying to do before.

**Problems found**
- Potential Windows Update Database error detected: Fixed
- Windows Update components must be repaired: Fixed
- Check for pending updates: Fixed

→ Close the troubleshooter

→ Give feedback on this troubleshooter

View detailed information
Troubleshooting has completed

The troubleshooter made some changes to your system. Try attempting the task you were trying to do before.

Problems found
- Potential Windows Update Database error detected: Fixed
- Windows Update components must be repaired: Fixed
- Check for pending updates: Fixed

→ Give feedback on this troubleshooter

View detailed information

Close
BIG STEP 100: RUN "FIX PROBLEMS WITH WINDOWS UPDATE"
(continued)

• Reboot the computer
• See if "Windows Update" is now working
• If "Windows Update" is still inoperative, go to "Big Step 200"
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"

• Go to https://support.microsoft.com/en-ie/help/4027322/windows-update-troubleshooter
Windows Update Troubleshooter

Applies to: Windows 10, Windows 8.1, Windows 7

If you’re having problems with Windows Update, make sure you’re connected to the Internet, and then download and run the Windows Update Troubleshooter for your version of Windows.

Download troubleshooter for Windows 10

Download troubleshooter for Windows 7 and Windows 8

After the troubleshooter is done, try running Windows Update again and install any available updates.
Windows Update Troubleshooter

Applies to: Windows 10, Windows 8.1, Windows 7

If you’re having problems with Windows Update, make sure you're connected to the Internet, and then download and run the Windows Update Troubleshooter for your version of Windows.

Download troubleshooter for Windows 10

Download troubleshooter for Windows 7 and Windows 8

After the troubleshooter is done, try running Windows Update again and install any available updates.
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)

• Click on "Download troubleshooter for Windows 10":


Windows Update Troubleshooter

Applies to: Windows 10, Windows 8.1, Windows 7

If you’re having problems with Windows Update, make sure you're connected to the Internet, and then download and run the Windows Update Troubleshooter for your version of Windows.

Download troubleshooter for Windows 10

Download troubleshooter for Windows 7 and Windows 8

After the troubleshooter is done, try running Windows Update again and install any available updates.
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER" (continued)

• Click on "Download troubleshooter for Windows 10": 
Windows Update Troubleshooter

Applies to: Windows 10, Windows 8.1, Windows 7

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Download troubleshooter for Windows 10

Download troubleshooter for Windows 7 and Windows 8

After the troubleshooter is done, try running Windows Update again and install any available updates.
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)

• A file called "wu170509.diagcab" will download into the "Downloads" folder of your computer.
Windows Update Troubleshooter

Applies to: Windows 10, Windows 8.1, Windows 7

If you're having problems with Windows Update, make sure you're connected to the Internet, and then download and run the Windows Update Troubleshooter for your version of Windows.

Download troubleshooter for Windows 10

Download troubleshooter for Windows 7 and Windows 8

After the troubleshooter is done, try running Windows Update again and install any available updates.
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)

- Double-click on "wu170509.diagcab"
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Windows Support

Downloads  Community

Windows Update Troubleshooter

Applies to: Windows 10, Windows 8.1, Windows 7

If you’re having problems with Windows Update, make sure you’re connected to the Internet, and then download and run the Windows Update Troubleshooter for your version of Windows.

Download troubleshooter for Windows 10

Download troubleshooter for Windows 7 and Windows 8

After the troubleshooter is done, try running Windows Update again and install any available updates.
Troubleshoot and help prevent computer problems

Windows Update
Resolve problems that prevent you from updating Windows.

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
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<td>Windows Update</td>
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Read privacy statement online

Advanced

Next  Cancel
Troubleshoot and help prevent computer problems

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Read privacy statement online
Advanced

Next  Cancel
Issues might be found troubleshooting with administrator permissions

Try troubleshooting as an administrator

→ Give feedback on this troubleshooter

View detailed information
Issues might be found troubleshooting with administrator permissions

Try troubleshooting as an administrator

→ Give feedback on this troubleshooter

View detailed information
Troubleshoot and help prevent computer problems

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[Advanced](#)
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- Read privacy statement online
- Advanced

**Next**  **Cancel**
Detecting problems

Initializing the diagnostic
Repair Windows Update Database Corruption

One troubleshooting step to resolve WU issues is to delete and re-download updates to your computer. Would you like to try this step now? Depending on your network configuration, you may incur download costs.

→ Apply this fix

→ Skip this fix
  Continue troubleshooting without applying this fix.
Repair Windows Update Database Corruption

One troubleshooting step to resolve WU issues is to delete and re-download updates to your computer. Would you like to try this step now? Depending on your network configuration, you may incur download costs.

→ Apply this fix

→ Skip this fix
   Continue troubleshooting without applying this fix.
Resolving problems

Collecting files. This might take several minutes...
Download and Install pending updates

Did you know that there are pending updates for this machine? Choose “Apply this fix” option below to start the update process in the background immediately.

→ Apply this fix

→ Skip this fix
   Continue troubleshooting without applying this fix

Cancel
Download and Install pending updates

Did you know that there are pending updates for this machine? Choose “Apply this fix” option below to start the update process in the background immediately.

→ Apply this fix

→ Skip this fix
  Continue troubleshooting without applying this fix
Detecting additional problems

Initializing the diagnostic
Troubleshooting has completed

Troubleshooting was unable to automatically fix all of the issues found. You can find more details below.

**Problems found**

- Windows Update components must be repaired: Not fixed
- Potential Windows Update Database error detected: Fixed
- Check for pending updates: Fixed

→ Give feedback on this troubleshooter

→ Close the troubleshooter
Troubleshooting has completed

Troubleshooting was unable to automatically fix all of the issues found. You can find more details below.

**Problems found**

- Windows Update components must be repaired, Not fixed
- Potential Windows Update Database error detected, Fixed
- Check for pending updates, Fixed

Give feedback on this troubleshooter

Close the troubleshooter

View detailed information
Troubleshooting report

Windows Update

Issues found
- Windows Update components must be repaired
  - Repair Windows Update components
- Potential Windows Update Database error detected
  - Repair Windows Update Database Corruption
- Check for pending updates
  - Download and Install pending updates

Potential issues that were checked
- Default Windows Update data locations have changed
  - Issue not present