FIXING "WINDOWS UPDATE" in "WINDOWS 7.."
by Francis Chao
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Web location for this presentation:

http://aztcs.org

Click on “Meeting Notes”
SUMMARY

"Windows Update" breaks a lot in "Windows 7" while it only occasionally breaks in "Windows 8.1" and "Windows 10". When "Windows Update" does break, in Windows 7", here is a logical series of steps for repairing it.
TOPICS

• Basic Information About "Windows Update" in "Windows 7"
• How do you know that "Windows Update" is broken?
• Big Step 100: Run "Fix Problems with Windows Update"
  (from the "Control Panel")
• Big Step 200: Run the "Windows Update Troubleshooter" (from Microsoft's Web site)
• Big Step 300 for Windows 7 only: Run a*****2's Fix Program
• 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"
TOPICS (continued)

• Appendix 1: Microsoft's Super Technical Fix for "Windows Update" (is not recommended)
• Appendix 2: Microsoft's Walk-Through Fix for "Windows Update" (is not recommended)
• Appendix 3: Microsoft's Unofficial "Service Pack 2" for "Windows 7" (is recommended)
HANDS-ON REPAIRS TODAY!

• An Edimax "Wireless Internet Service Provider" router will provide a wired Ethernet connection to Terry's "Windows 7 Pro" computer so we can attempt to fix "Windows Update" for it

• We will also attempt to repair "Windows Update" in various "VMware" virtual machines where "Windows Update" is broken
A router that has "Wireless Internet Service Provider" ("WISP") capability can provide convert a wireless Internet signal into a wired Ethernet signal for a computer that only has a wired Ethernet jack. The conversion has a cost in terms of slowing down your Internet download and upload speeds but it is a lot better than nothing.
"EDIMAX" ROUTER IN "WISP" MODE
"WISP" = "WIRELESS INTERNET SERVICE PROVIDER"

Wi-Fi
Wireless Adapter for connecting to Wireless Access Points

Network Address Translator and Hardware Firewall

Wired Ethernet Network Switch
"EDIMAX" ROUTER IN "WISP" MODE

"WISP" = "WIRELESS INTERNET SERVICE PROVIDER"

- Wi-Fi Wireless Adapter for connecting to Wireless Access Points
- Network Address Translator and Hardware Firewall
- Wired Ethernet Network Switch

Windows, Mac, or Linux Virtual Machine for setting up the "WISP" router
Wireless Internet Service

"EDIMAX" ROUTER IN "WISP" MODE
"WISP" = "WIRELESS INTERNET SERVICE PROVIDER"

Wi-Fi Wireless Adapter for connecting to Wireless Access Points

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"EDIMAX" ROUTER IN "WISP" MODE
"WISP" = "WIRELESS INTERNET SERVICE PROVIDER"

Wi-Fi Wireless Adapter for connecting to Wireless Access Points

Network Address Translator and Hardware Firewall

Wired Ethernet Network Switch

Terry's "Windows 10 Pro" computer with broken "Windows Update"
Edimax
Edimax BR-6478AC New AC1200 Gigabit Dual-Band Wi-Fi Router/Range Extender/AP/Bridge/WISP with USB Port and VPN (White)

List Price: $69.99
Price: $57.52 & FREE Shipping
You Save: $12.47 (18%)

Get $50 off instantly: Pay $7.52 upon approval for the Amazon Rewards Visa Card.

In stock
Usually ships within 4 to 5 days.
Want it Thursday, Jan. 25? Order within 21 hrs 9 mins and choose Two-Day Shipping at checkout. Details
Ships from and sold by my Goods.

- AC1200 High-Speed: Next generation 802.11ac Wi-Fi standard
- 5 Modes in 1: Router, Access Point, Wi-Fi Range Extender, Wi-Fi Bridge and WISP
- Concurrent Dual-Band: Wireless connectivity for 2.4GHz and 5GHz
- VPN (Virtual Private Network): Access secure, remote networks from anywhere and protect privacy on public Wi-Fi and bypass internet censorship
- USB Port: Storage & FTP file or printer sharing as your own private, secure cloud

Compare with similar items
Edimax

Edimax BR-6478AC New AC1200 Gigabit Dual-Band Wi-Fi Router/Range Extender/AP/Bridge/WISP with USB Port and VPN (White)

🌟🌟🌟🌟🌟 33 customer reviews  |  18 answered questions

List Price: $69.99
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- USB Port: Storage & FTP file or printer sharing as your own private, secure cloud

Compare with similar items
BASIC INFORMATION ABOUT "WINDOWS UPDATE"

- See https://support.microsoft.com/en-us/help/12373/windows-update-faq
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

To run "Windows Update" in a "Windows 7" computer:
Use the left mouse button to click on the "Start button". Click on "Control Panel". Click on "Windows Update"
OR
click on "System and Security", and then click on "Check for updates" in the "Windows Update" section
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• If you wish to have a "shortcut" for "Windows Update" in the "Start Menu" of "Windows 7" the "Start Menu" of "Windows 10", or on the Desktop of "Windows 8.1":
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• To make a shortcut for "Windows Update in "Windows 7", see https://www.sevenforums.com/tutorials/20813-windows-update-shortcut-create-windows-7-a.html
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• To make a shortcut for "Windows Update in "Windows 8", see https://www.eightforums.com/tutorials/9396-windows-update-shortcut-create-windows-8-a.html
To make a shortcut for "Windows Update in "Windows 10", see https://www.windowscentral.com/how-create-shortcut-windows-update-windows-10
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• When "Windows Update" is operational in "Windows 7", it looks like this:
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

- Use the left mouse button to click on the "Start button" of "Windows 7":
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• The "Start menu" of "Windows 7" will be displayed:
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• Click on "Control Panel":

Adjust your computer's settings

System and Security
Review your computer's status
Back up your computer
Find and fix problems

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 and Family Safety
Add or remove user accounts
Set up parental controls for any user

Appearance and Personalization
Change the theme
Change desktop background
Adjust screen resolution

Clock, Language, and Region
Change keyboards or other input methods

Ease of Access
Let Windows suggest settings
Optimize visual display
Adjust your computer's settings

**System and Security**
- Review your computer's status
- Back up your computer
- Find and fix problems

**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 and Family Safety**
- Add or remove user accounts
- Set up parental controls for any user

**Appearance and Personalization**
- Change the theme
- Change desktop background
- Adjust screen resolution

**Clock, Language, and Region**
- Change keyboards or other input methods

**Ease of Access**
- Let Windows suggest settings
- Optimize visual display
System and Security

- Control Panel Home
- Network and Internet
- Hardware and Sound
- Programs
- User Accounts and Family Safety
- Appearance and Personalization
- Clock, Language, and Region
- Ease of Access

Action Center
- Review your computer's status and resolve issues
- Troubleshoot common computer problems
- Restore your computer to an earlier time

Windows Firewall
- Check firewall status
- Allow a program through Windows Firewall

System
- View amount of RAM and processor speed
- Check the Windows Experience Index
- See the name of this computer
- Allow remote access
- Device Manager

Windows Update
- Turn automatic updating on or off
- Check for updates
- View installed updates

Power Options
- Require a password when the computer wakes
- Change what the power buttons do
- Change when the computer sleeps

Backup and Restore
- Back up your computer
- Restore files from backup

Windows Anytime Upgrade
- Get more features with a new edition of Windows 7

Administrative Tools
- Free up disk space
- Defragment your hard drive
- Create and format hard disk partitions
- View event logs
- Schedule tasks
Windows Update
Turn automatic updating on or off | Check for updates | View installed updates
Windows Update

Control Panel Home
Check for updates
Change settings
View update history
Restore hidden updates
Updates: frequently asked questions

See also
Installed Updates
Windows Anytime Upgrade

Windows Update

Download and install updates for your computer

6 important updates are available
9 optional updates are available

5 important updates selected, 372.7 MB

Install updates

Most recent check for updates: 5/23/2017 at 7:46 PM
Updates were installed: 5/23/2017 at 7:57 PM.
View update history

You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update. Click here for details.
Windows Update

Checking for updates... Downloading 6 updates (413.7 MB total, 48% complete)

Most recent check for updates: Today at 2:28 PM
Updates were installed: 5/23/2017 at 7:57 PM.

You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update. Click here for details.
Windows Update

Check for updates
Change settings
View update history
Restore hidden updates
Updates: frequently asked questions

Most recent check for updates: Today at 2:28 PM
Updates were installed: 5/23/2017 at 7:57 PM.
View update history

You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update.
Click here for details.
Windows Update

Preparing to install...

Creating a restore point...

Stop installation

Most recent check for updates: Today at 2:28 PM
Updates were installed: 5/23/2017 at 7:57 PM.
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update.
Click here for details.
Installing updates...

Installing update 1 of 6...
2017-09 Security and Quality Rollup for .NET Fram...

Stop Installation

Most recent check for updates: Today at 2:28 PM
Updates were installed: 5/23/2017 at 7:57 PM.
View update history
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update.
Click here for details.
Windows Update

Installing updates...

Installing update 4 of 6...
Windows Malicious Software Removal Tool x64 - J...

Stop installation

Most recent check for updates: Today at 2:28 PM
Updates were installed: 5/23/2017 at 7:57 PM.
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update.
Click here for details.

See also
- Installed Updates
- Windows Anytime Upgrade
Windows Update

Installing updates...

Installing update 6 of 6...
2017-11 Security and Quality Rollup for .NET Fram...

Stop installation

Most recent check for updates: Today at 2:28 PM
Updates were installed: 5/23/2017 at 7:57 PM.
View update history

You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update.
Click here for details.

See also
Installed Updates
Windows Anytime Upgrade
Windows Update

The updates were successfully installed

Restart now to finish installing updates.
Succeeded: 6 updates

Windows can't update important files and services while the system is using them. Save any open files, and then restart the computer.

Most recent check for updates: Today at 2:28 PM
Updates were installed: Today at 2:39 PM. View update history
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update.
Click here for details.

See also
- Installed Updates
- Windows Anytime Upgrade
Configuring Windows updates
30% complete
Do not turn off your computer.
Windows Update

Control Panel Home
Check for updates
Change settings
View update history
Restore hidden updates
Updates: frequently asked questions

Updates are available for your computer
1 important update is available
9 optional updates are available
No updates are currently selected.

Most recent check for updates: Today at 2:28 PM
Updates were installed: Today at 2:39 PM. View update history
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update. Click here for details.

See also
Installed Updates
Windows Anytime Upgrade
<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Important (1)</td>
<td></td>
</tr>
<tr>
<td>Windows 7 (1)</td>
<td></td>
</tr>
<tr>
<td>Optional (9)</td>
<td></td>
</tr>
<tr>
<td>Microsoft .NET Framework 4.7.1 for Windows 7</td>
<td>26.8 MB - 77.0 MB</td>
</tr>
</tbody>
</table>
Select the updates you want to install

<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 7 (1)</td>
<td></td>
</tr>
<tr>
<td>Microsoft .NET Framework 4.7.1 for Windows 7</td>
<td>2.6 MB - 77.0 MB</td>
</tr>
</tbody>
</table>

Microsoft .NET Framework 4.7.1 for Windows 7 and Windows Server 2008 R2 for x64 (KB4033342)

Recommended Update

The Microsoft .NET Framework 4.7.1 is a highly compatible, in-place update for all the previous versions of .NET Framework 4.X.

After you install this update, you may have to restart your computer.

**Published:** 1/9/2018

You may need to restart your computer after installing this update.

Total selected: 1 Important update
Select the updates you want to install

<table>
<thead>
<tr>
<th>Important (1)</th>
<th>Name</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Windows 7 (1)</td>
<td></td>
</tr>
<tr>
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<td>Microsoft .NET Framework 4.7.1 for Windows 7 (KB4033342)</td>
<td>2.6 MB - 77.0 MB</td>
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**Microsoft .NET Framework 4.7.1 for Windows 7 and Windows Server 2008 R2 for x64 (KB4033342)**

Recommended Update

The Microsoft .NET Framework 4.7.1 is a highly compatible, in-place update for all the previous versions of .NET Framework 4.X. After you install this update, you may have to restart your computer.

**Published: 1/9/2018**

You may need to restart your computer after installing this update.

Download is available.

Total selected: 1 Important update

[OK] [Cancel]
Control Panel Home

Check for updates
Change settings
View update history
Restore hidden updates
Updates: frequently asked questions

Windows Update

Download and install your selected updates

1 important update is available
9 optional updates are available

1 important update selected, 74.4 MB

Install updates

Most recent check for updates: Today at 2:28 PM
Updates were installed: Today at 2:39 PM. View update history
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update. Click here for details.

See also

Installed Updates
Windows Anytime Upgrade
Windows Update

1 important update is available
9 optional updates are available

1 important update selected, 74.4 MB

Most recent check for updates: Today at 2:28 PM
Updates were installed: Today at 2:39 PM. View update history
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update.
Click here for details.

See also
Installed Updates
Windows Anytime Upgrade
Control Panel Home

Check for updates
Change settings
View update history
Restore hidden updates
Updates: frequently asked questions

Windows Update

Preparing to install...

Most recent check for updates: Today at 2:28 PM
Updates were installed: Today at 2:39 PM. View update history
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update.
Click here for details.

See also
Installed Updates
Windows Anytime Upgrade
Windows Update

Preparing to install...

Creating a restore point...

Stop installation

Most recent check for updates: Today at 2:28 PM
Updates were installed: Today at 2:39 PM. View update history
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update.
Click here for details.

See also
Installed Updates
Windows Anytime Upgrade
Windows Update

The updates were successfully installed

Restart now to finish installing updates.
Succeeded: 1 update

Windows can't update important files and services while the system is using them. Save any open files, and then restart the computer.

Most recent check for updates: Today at 2:28 PM
Updates were installed: Today at 2:51 PM. View update history
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update. Click here for details.

See also
- Installed Updates
- Windows Anytime Upgrade
The updates were successfully installed

Restart now to finish installing updates.
Succeeded: 1 update

Windows can't update important files and services while the system is using them. Save any open files, and then restart the computer.

Most recent check for updates: Today at 2:28 PM
Updates were installed: Today at 2:51 PM
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update. Click here for details.

See also

Installed Updates
Windows Anytime Upgrade
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
HOW DO YOU KNOW IF "WINDOWS UPDATE" IS BROKEN? (continued)

• The most common failure of "Windows Update" looks like this:
Windows Update

Check for updates for your computer
Always install the latest updates to enhance your computer’s security and performance.

Check for updates

Find out more about free software from (null). Click here for details.

See also
Installed Updates
Windows Anytime Upgrade
Check for updates for your computer
Always install the latest updates to enhance your computer's security and performance.
Check for updates for your computer
Always install the latest updates to enhance your computer's security and performance.
Windows Update

Check for updates for your computer
Always install the latest updates to enhance your computer's security and performance.

Find out more
Windows Update cannot currently check for updates, because the service is not running. You may need to restart your computer.
Windows Update cannot currently check for updates, because the service is not running. You may need to restart your computer.
HOW DO YOU KNOW IF "WINDOWS UPDATE" IS BROKEN? (continued)

• Since the error message states that the "Windows Update", service is not running, type services or services.msc in a search box or a command prompt to see if the "Windows Update" service is running.
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Status</th>
<th>Startup Type</th>
<th>Log On As</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Color System</td>
<td>The WscsColorService service handles the color settings for Windows...</td>
<td>Manual</td>
<td>Local Server</td>
<td>Local Server</td>
</tr>
<tr>
<td>Windows Connect Now - Config Registrar</td>
<td>WCNCSCV hosts the Windows Connect...</td>
<td>Manual</td>
<td>Local Server</td>
<td>Local Server</td>
</tr>
<tr>
<td>Windows Defender</td>
<td>Protection against spyware and ...</td>
<td>Started</td>
<td>Automatic</td>
<td>Local System</td>
</tr>
<tr>
<td>Windows Driver Foundation - User-mode Driver</td>
<td>Creates and manages user-mode...</td>
<td>Manual</td>
<td>Local System</td>
<td>Local System</td>
</tr>
<tr>
<td>Windows Error Reporting Service</td>
<td>Allows errors to be reported when...</td>
<td>Manual</td>
<td>Local System</td>
<td>Local System</td>
</tr>
<tr>
<td>Windows Event Collector</td>
<td>This service manages persistent events.</td>
<td>Manual</td>
<td>Network</td>
<td>Network</td>
</tr>
<tr>
<td>Windows Event Log</td>
<td>This service manages events and...</td>
<td>Started</td>
<td>Automatic</td>
<td>Local Server</td>
</tr>
<tr>
<td>Windows Firewall</td>
<td>Windows Firewall helps protect your computer...</td>
<td>Started</td>
<td>Automatic</td>
<td>Local Server</td>
</tr>
<tr>
<td>Windows Font Cache Service</td>
<td>Optimizes performance of applications...</td>
<td>Started</td>
<td>Automatic</td>
<td>Local Server</td>
</tr>
<tr>
<td>Windows Image Acquisition (WIA)</td>
<td>Provides image acquisition service...</td>
<td>Manual</td>
<td>Local Server</td>
<td>Local Server</td>
</tr>
<tr>
<td>Windows Installer</td>
<td>Adds, modifies, and removes applications...</td>
<td>Manual</td>
<td>Local System</td>
<td>Local System</td>
</tr>
<tr>
<td>Windows Management Instrumentation</td>
<td>Provides a common interface and...</td>
<td>Started</td>
<td>Automatic</td>
<td>Local System</td>
</tr>
<tr>
<td>Windows Media Center Receiver Service</td>
<td>Windows Media Center Service provides access to...</td>
<td>Manual</td>
<td>Network</td>
<td>Network</td>
</tr>
<tr>
<td>Windows Media Center Scheduler Service</td>
<td>Starts and stops recording of TV...</td>
<td>Manual</td>
<td>Network</td>
<td>Network</td>
</tr>
<tr>
<td>Windows Media Player Network Sharing Service</td>
<td>Shares Windows Media Player library...</td>
<td>Started</td>
<td>Automatic</td>
<td>Network</td>
</tr>
<tr>
<td>Windows Modules Installer</td>
<td>Enables installation, modification,...</td>
<td>Manual</td>
<td>Local System</td>
<td>Local System</td>
</tr>
<tr>
<td>Windows Presentation Foundation Font Cache</td>
<td>Optimizes performance of Window...</td>
<td>Manual</td>
<td>Local Server</td>
<td>Local Server</td>
</tr>
<tr>
<td>Windows Search</td>
<td>Provides content indexing, proper...</td>
<td>Started</td>
<td>Automatic</td>
<td>Local System</td>
</tr>
<tr>
<td>Windows Time</td>
<td>Maintains date and time synchronization...</td>
<td>Manual</td>
<td>Local Server</td>
<td>Local Server</td>
</tr>
<tr>
<td>Windows Update</td>
<td>Enables the detection, download,...</td>
<td>Started</td>
<td>Automatic</td>
<td>Local System</td>
</tr>
<tr>
<td>WinHTTP Web Proxy Auto-Discovery Service</td>
<td>WinHTTP implements the client...</td>
<td>Started</td>
<td>Manual</td>
<td>Local Server</td>
</tr>
<tr>
<td>Wired AutoConfig</td>
<td>The WiredAutoConfig (DOT3SV...</td>
<td>Started</td>
<td>Manual</td>
<td>Local System</td>
</tr>
<tr>
<td>WLAN AutoConfig</td>
<td>The WlanAutoConfig service provides...</td>
<td>Started</td>
<td>Manual</td>
<td>Local System</td>
</tr>
<tr>
<td>WMI Performance Adapter</td>
<td>Provides performance library information...</td>
<td>Started</td>
<td>Manual</td>
<td>Local System</td>
</tr>
<tr>
<td>Workstation</td>
<td>Creates and maintains client network...</td>
<td>Started</td>
<td>Automatic</td>
<td>Network</td>
</tr>
<tr>
<td>WWAN AutoConfig</td>
<td>This service manages mobile bro...</td>
<td>Started</td>
<td>Manual</td>
<td>Local Server</td>
</tr>
</tbody>
</table>
and you will discover that the "Windows Update" service is actually running, despite the claim of the apparently spurious error message:
Windows Update  Enables the detection, download, and ins...  Started  Automatic (Delayed Start)
Service name: wuauserv
Display name: Windows Update
Description: Enables the detection, download, and installation of updates for Windows and other programs. If this
Path to executable: C:\Windows\system32\svchost.exe -k netsvcs
Startup type: Automatic (Delayed Start)

Help me configure service startup options.

Service status: Started

You can specify the start parameters that apply when you start the service from here.

Start parameters:
Service status: Started

Start

Stop
HOW DO YOU KNOW IF "WINDOWS UPDATE" IS BROKEN? (continued)

- The second most common failure of "Windows Update" looks like this:
Some updates were not installed

Failed: 5 updates
Review important updates
Review optional updates

Error(s) found:
Code 80243004  Windows Update encountered an unknown error. Get help with this error

Most recent check for updates: Today at 3:09 AM
Updates were installed: Today at 3:09 AM. View update history
You receive updates: For Windows and other products from Microsoft Update

Find out more about free software from Microsoft Update. Click here for details.
Some updates were not installed

Failed: 5 updates
Review important updates
Review optional updates

Error(s) found:
Code 80243004   Windows Update encountered an unknown error.  Get help with this error

5 important updates selected
HOW DO YOU KNOW IF "WINDOWS UPDATE" IS BROKEN? (continued)

• For an explanation of code 80243004, see
  https://support.microsoft.com/en-us/help/2837515/windows-update-fails-with-error-0x80243004-or-80243004
Windows Update Fails With
Error 0x80243004 or 80243004

Applies to: Microsoft Windows Update, Microsoft Update

Symptoms

When attempting to run Windows Update or Microsoft Update, it fails with error 0x80243004 or 80243004.

Cause

The Automatic Update client requires that the tray icon be managed either by Group Policy, or that it be displayed if not disabled by Group Policy.

Resolution

To show the Windows Update icon, complete the following steps:

1. In the notification area at the far right hand side of the taskbar, click the Show hidden icons button and then click Customize.
Cause

The Automatic Update client requires that the tray icon be managed either by Group Policy, or that it be displayed if not disabled by Group Policy.
Resolution

To show the Windows Update icon, complete the following steps:

1. In the notification area at the far right hand side of the taskbar, click the Show hidden icons button and then click Customize.

2. In Notification Area Icons, under Icons, scroll down to find Windows Update. Click the drop-down list next to it, click Show icon and notifications and then click OK.

Go to Windows Update and check for updates again. It should now complete as expected.
BIG STEP 100: RUN "FIX PROBLEMS WITH WINDOWS UPDATE"

• Go to the Windows "Control Panel"
• Go to "Troubleshooting"
  OR
  go to "System and Security", and then click on "Troubleshoot computer problems"
• Click on "Fix problems with Windows Update"
Adjust your computer's settings

- Action Center
- Administrative Tools
- AutoPlay
- Backup and Restore
- Color Management
- Credential Manager
- Date and Time
- Default Programs
- Desktop Gadgets
- Device Manager
- Devices and Printers
- Display
- Ease of Access Center
- Folder Options
Troubleshooting
Troubleshoot computer problems

Click on a task to automatically troubleshoot and fix common computer problems. To view more troubleshooters, click on a category or use the Search box.

Programs
- Run programs made for previous versions of Windows

Hardware and Sound
- Configure a device
- Use a printer
- Troubleshoot audio recording
- Troubleshoot audio playback

Network and Internet
- Connect to the Internet
- Access shared files and folders on other computers

Appearance and Personalization
- Display Aero desktop effects

System and Security
- Fix problems with Windows Update
- Run maintenance tasks
- Improve power usage
- Check for performance issues

Get the most up-to-date troubleshooters from the Windows Online Troubleshooting service
Troubleshoot computer problems

Click on a task to automatically troubleshoot and fix common computer problems. To view more troubleshooters, click on a category or use the Search box.

- Programs
  - Run programs made for previous versions of Windows

- Hardware and Sound
  - Configure a device
  - Use a printer
  - Troubleshoot audio recording
  - Troubleshoot audio playback

- Network and Internet
  - Connect to the Internet
  - Access shared files and folders on other computers

- Appearance and Personalization
  - Display Aero desktop effects

- System and Security
  - Fix problems with Windows Update
  - Run maintenance tasks
  - Improve power usage
  - Check for performance issues

Get the most up-to-date troubleshooters from the Windows Online Troubleshooting Service
System and Security
Fix problems with Windows Update
Troubleshoot and help prevent computer problems

Windows Update
Troubleshoot problems preventing Windows Update from working correctly.

Advanced

Publisher: Microsoft Corporation
Read the privacy statement online
Troubleshoot and help prevent computer problems

**Windows Update**
Troubleshoot problems preventing Windows Update from working correctly.

Advanced

Publisher: Microsoft Corporation
Read the privacy statement online

Next  Cancel
Detecting problems

Checking for updates online...
Try Windows Update again

Online search for updates ran successfully. Restart Windows Update and click 'Check for updates'.

Open Windows Update...
Try Windows Update again

Online search for updates ran successfully. Restart Windows Update and click 'Check for updates'.

Open Windows Update...
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
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 7 and Windows 8": 
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 7 and Windows 8":

• A file called "WindowsUpdate.diagcb" will download into your computer
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)

• A file called "WindowsUpdate.diagcab" will download into the "Downloads" folder of your computer
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)

• Double-click on "WindowsUpdate.diagcab"
## Troubleshoot and help prevent computer problems

### Windows Update
Find and fix problems with Windows Update

<table>
<thead>
<tr>
<th>Name</th>
<th>Publisher</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Windows Update] Windows Update</td>
<td>Microsoft Corporation</td>
</tr>
<tr>
<td>![Background Intelligent Transfer Service]</td>
<td>Microsoft Corporation</td>
</tr>
</tbody>
</table>

[Read privacy statement online]

[Advanced]

[Next] [Cancel]
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER" (continued)

• Double-click on the "Next" button:
Troubleshoot and help prevent computer problems

Windows Update
Find and fix problems with Windows Update

<table>
<thead>
<tr>
<th>Name</th>
<th>Publisher</th>
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<tr>
<td>Windows Update</td>
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</tr>
<tr>
<td>Background Intelligent Transfer Service</td>
<td>Microsoft Corporation</td>
</tr>
</tbody>
</table>

Read privacy statement online
Advanced

Next  Cancel
Troubleshooting has completed

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

Problems found

- Service registration is missing or corrupt
- Problems installing recent updates

Fixed

→ Close the troubleshooter

→ Explore additional options

View detailed information
Windows Update

Troubleshooting report

Windows Update

Issues found

- Service registration is missing or corrupt
  - Fixed
  - Completed
- Problems installing recent updates
  - Fixed
  - Completed

Potential issues that were checked

- Windows Update environment variables are incorrect
  - Issue not present
- Some security settings are missing or have been changed
  - Issue not present
- Check for missing or corrupt files
  - Issue not present
## Troubleshooting report

### Potential issues that were checked

<table>
<thead>
<tr>
<th>Issue</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Update environment variables are incorrect</td>
<td>Issue not present</td>
</tr>
<tr>
<td>Some security settings are missing or have been changed</td>
<td>Issue not present</td>
</tr>
<tr>
<td>Check for missing or corrupt files</td>
<td>Issue not present</td>
</tr>
<tr>
<td>Windows Update error None</td>
<td>Issue not present</td>
</tr>
<tr>
<td>Windows Update services are not running</td>
<td>Issue not present</td>
</tr>
<tr>
<td>Cryptographic service components are not registered</td>
<td>Issue not present</td>
</tr>
</tbody>
</table>

### Issues found

<table>
<thead>
<tr>
<th>Issue</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service registration is missing or corrupt</td>
<td>Fixed</td>
</tr>
</tbody>
</table>
Troubleshooting report

Issues found

- Service registration is missing or corrupt: Fixed
- Problems installing recent updates: Fixed

Potential issues that were checked

- Windows Update environment variables are incorrect: Issue not present
- Some security settings are missing or have been changed: Issue not present
- Check for missing or corrupt files: Issue not present
- Windows Update error None: Issue not present

Next  Cancel
Windows Update

Troubleshooting report

Potential issues that were checked

- Windows Update environment variables are incorrect  Issue not present
- Some security settings are missing or have been changed  Issue not present
- Check for missing or corrupt files  Issue not present
- Windows Update error None  Issue not present
- Windows Update services are not running  Issue not present
- Cryptographic service components are not registered  Issue not present

Detection details

Next  Cancel
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)

• Double-click on the "Next" button:
Troubleshooting report

Potential issues that were checked

Windows Update environment variables are incorrect  Issue not present
Some security settings are missing or have been changed  Issue not present
Check for missing or corrupt files  Issue not present
Windows Update error None  Issue not present
Windows Update services are not running  Issue not present
Cryptographic service components are not registered  Issue not present

Detection details
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)

• Click on the "Close" button
Troubleshooting has completed

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

<table>
<thead>
<tr>
<th>Problems found</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service registration is missing or corrupt</td>
<td>Fixed</td>
</tr>
<tr>
<td>Problems installing recent updates</td>
<td>Fixed</td>
</tr>
</tbody>
</table>

> Close the troubleshooter

> Explore additional options

View detailed information

Close
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)

- Reboot the computer
- See if "Windows Update" is now working
- If "Windows Update" is still inoperative, go to "Big Step 300"
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX

- a******2's fix for "Windows Update" will often fix "Windows Update" in "Windows 7" when Microsoft's "Step 100" and "Step 200" fixes fail
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX
(continued)

• a******2's fix for "Windows Update" in "Windows 7" will always take longer to run relative to Microsoft's fixes in "Step 100" and "Step 200"
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX
(continued)

• Go to
Fix: Windows 7 Update stuck on "Checking for updates"

Overview

When a fresh copy of Windows 7 is installed, the update mechanism originally included with the operating system can't interact with the new Microsoft servers. I have written a wizard that resets Windows Update components and then updates Windows Update itself so that it can contact the new Microsoft servers.
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

- Ignore the title of a******22's verbiage since his utility program for fixing "Windows Update" in "Windows 7" can fix "Windows Update" when it has problems other in addition to the problem of being stuck in "Checking for updates":

122
Overview

When a fresh copy of Windows 7 is installed, the update mechanism originally included with the operating system can't interact with the new Microsoft servers. I have written a wizard that resets Windows Update components and then updates Windows Update itself so that it can contact the new Microsoft servers.
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******'s FIX (continued)

- Ignore the first paragraph in a******2's verbiage since his utility program for fixing "Windows Update" in "Windows 7" can fix "Windows Update" even if problems arise long after "Windows 7" has been installed:
Forum Article
Fix: Windows 7 Update stuck on "Checking for updates"

Overview
When the installation of Windows 7 Update...
The fix is divided into three stages:

1. Resets all Windows Update components
2. Installs the latest Windows Update Agent
3. Installs KB3020369, KB3172605 and KB3102810
windows update itself so that it can contact the new Microsoft servers.

The wizard also installs KB3102810. This update addresses high CPU usage by the svchost.exe process during updating operations.

**Download**

Version 4.1
Last updated 15 January 2018

Download (192 KB)

*A note about the security of this download:* Files downloaded from the Internet can sometimes trigger false anti-virus alarms, and this script is no exception. Please be assured that it has been scanned for malware with the latest anti-virus definitions before being uploaded to the Microsoft Community website.

**Instructions**
windows update itself so that it can contact the new Microsoft servers.

The wizard also installs KB3102810. This update addresses high CPU usage by the svchost.exe process during updating operations.

# Download

Version 4.1  
Last updated 15 January 2018

Download (192 KB)

*A note about the security of this download:* Files downloaded from the Internet can sometimes trigger false anti-virus alarms, and this script is no exception. Please be assured that it has been scanned for malware with the latest anti-virus definitions before being uploaded to the Microsoft Community website.

# Instructions

The wizard will connect to the Internet to download...
Download

Version 4.1
Last updated 15 January 2018

Download (192 KB)

A note about the security of this download: Files downloaded from the Internet can sometimes trigger false anti-virus alarms, and this script is no exception. Please be assured that it has been scanned for malware with the latest anti-virus definitions before being uploaded to the Microsoft Community website.
Download

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Download

Version 4.1
Last updated 15 January 2018

Download (192 KB)
The wizard will copy wizard.zip
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• Use the right mouse to click on the name of the downloaded file, when it appears in your Web browser:
Instruction
The wizard will co
wizard.zip
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a*****2's FIX (continued)

• A pop-up "utility menu" will be displayed:
Instructions

1. Exit any running applications
2. Run wizard.exe
3. The installation process will begin.

This window will appear:

- Open
- Always open files of this type
- Show in folder
- Cancel

Note: Internet Explorer must be installed for the wizard to work.

Step 1: Wizard initialization.
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• Click on "Show in folder" in the pop-up "utility menu":  

Instructions

1. Exit any running applications
2. Run wizard.exe
<table>
<thead>
<tr>
<th>Name</th>
<th>Date modified</th>
<th>Type</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>wizard.zip</td>
<td>1/17/2018 5:35 AM</td>
<td>Compressed (zipped) Folder</td>
<td>191 KB</td>
</tr>
</tbody>
</table>
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• Double-click on the "Wizard.zip" file:
<table>
<thead>
<tr>
<th>Name</th>
<th>Date modified</th>
<th>Type</th>
<th>Size</th>
</tr>
</thead>
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<td>1/17/2018 5:35 AM</td>
<td>Compressed (zipped) Folder</td>
<td>191 KB</td>
</tr>
</tbody>
</table>
The contents of the "Wizard.zip" file will be displayed:
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• Double-click on the "Wizard.exe" file:
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• A "Compressed (zipped) Folders" dialog box will be displayed:
Compressed (zipped) Folders

This application may depend on other compressed files in this folder.

For the application to run properly, it is recommended that you first extract all files.

Extract all  Run  Cancel
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• Click on the "Run" button:
This application may depend on other compressed files in this folder.

For the application to run properly, it is recommended that you first extract all files.
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

- A "User Account Control" dialog box will be displayed:
Do you want to allow the following program from an unknown publisher to make changes to this computer?

Program name: wizard.exe
Publisher: Unknown
File origin: Downloaded from the Internet
Program location: "C:\Users\testuser\AppData\Local\Temp\Temp1_wizard..."

[Hide details] [Yes] [No]
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a********2's FIX (continued)

• Click on the "Yes" button:
Do you want to allow the following program from an unknown publisher to make changes to this computer?

Program name: wizard.exe
Publisher: Unknown
File origin: Downloaded from the Internet
Program location: "C:\Users\testuser\AppData\Local\Temp\Temp1_wizard..."

Change when these notifications appear

Yes
No
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a*****2's FIX (continued)

• An "Administrator: Windows Update Loop Fix" box will be displayed:
Welcome

This wizard will help you fix the "Checking for Updates" loop that occurs on Windows 7 systems.

What would you like to do?

1 -> Express fix (recommended)
2 -> Custom fix (advanced users only)
3 -> Help
4 -> View changelog
5 -> Exit
Windows Update Loop Fix v4.1.1

Welcome

This wizard will help you fix the "Checking for Updates" loop that occurs on Windows 7 systems.

What would you like to do?

1 -> Express fix (recommended)
2 -> Custom fix (advanced users only)
3 -> Help
4 -> View changelog
5 -> Exit
Windows Update Loop Fix v4.1.1

Welcome

This wizard will help you fix the "Checking for Updates" loop that occurs on Windows 7 systems.

What would you like to do?

1 -> Express fix (recommended)
2 -> Custom fix (advanced users only)
3 -> Help
4 -> View changelog
5 -> Exit
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a*****2's FIX (continued)

• Press the "1" key on the keyboard of your computer:
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• Press the "y" key on the keyboard of your computer:
Terms of Use

Please read the terms of use below:

This fix will modify sensitive system files. While it has been tested extensively, the developer assumes no responsibility for any damage.

Do you accept the terms of use? [Y/N] _
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• The wizard will run for a while:
Windows Update Loop Fix v4.1.1

File Download (64-bit)

Please wait while the wizard downloads the required files. This could take several minutes depending on your connection speed.

Status:

Initializing...
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• Press the "y" key of your keyboard to create a "Restore Point" in "System Restore":


Windows Update Loop Fix v4.1.1

Restore Point

Before continuing, the wizard can create a restore point for you. The restore point can be used to undo any changes if necessary.

Would you like to create a restore point? [Y/N]
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• The wizard will run for a while:
Windows Update Loop Fix v4.1.1

Restore Point

Please wait while the restore point is created on the system. This might take several minutes to complete.

Success!
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• Press any key on the keyboard to begin the "fix process" for repairing Windows 7...:
Windows Update Loop Fix v4.1.1

Ready to Begin

The wizard is now ready to begin the fix process. Your computer will restart several times during this process.

It is strongly recommended that you disconnect from the Internet now.

Save all work and press any key to begin.
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• The wizard will run for a while:
Stage 1 of 3

Please wait while the wizard runs the following actions:

-> Stopping services...

-> Deleting qmgr*.dat files...
Stage 2 of 3

Please wait while the wizard installs the latest Windows Update Agent. This might take several minutes to complete.
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• The wizard will reboot your computer:
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

• Click on the "Yes" button of the "User Account Control" box:
User Account Control

Do you want to allow the following program to make changes to this computer?

Program name: Windows Command Processor
Verified publisher: Microsoft Windows

Show details
Yes
No

Change when these notifications appear
User Account Control

Do you want to allow the following program to make changes to this computer?

Program name: Windows Compress Processor
Verified publisher: Microsoft Windows

Show details

Yes  No

Change when these notifications appear
File Download (64-bit)

Please wait while the wizard downloads the required files. This could take several minutes depending on your connection speed.

Status:

Initializing...
Done!

Downloading Update for Windows 7 (KB3020369)...
Success!

Downloading Update for Windows 7 (KB3172605)...
Success!

Downloading Update for Windows 7 (KB3102810)...
Success!

Downloading Windows Update Agent Version 7.6...
Stage 2 of 3

Please wait while the wizard installs the latest Windows Update Agent. This might take several minutes to complete.
Windows Update Loop Fix v4.1.1

Summary

The fix has finished processing. You can now check for new updates.

Please be patient when checking for updates for the first time because Windows Update might still be registering brand new components.

What would you like to do?

1 -> Open Windows Update
2 -> Go online to get Windows 7 Service Pack 2
3 -> Help
4 -> View changelog
5 -> Exit
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a*****2's FIX (continued)

• Press "5" on the keyboard to exit the wizard.
• Start "Windows Update" and see if it is working.
BIG STEP 300 FOR "WINDOWS 7 ONLY: RUN a******2's FIX (continued)

- If you have "Windows Defender" running in your "Windows 7" computer, you might have to get past the following screens when you first start up a******2's fix:
Windows protected your PC

Windows Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

More info
Windows Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

More info
Windows protected your PC

Windows Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

More info
Windows protected your PC

Windows Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

App: wizard.exe
Publisher: Unknown publisher
Run anyway

Don’t run
Run anyway  Don’t run
Appendix 1: MICROSOFT'S SUPER TECHNICAL FIX FOR "WINDOWS UPDATE"

- We do not recommend Microsoft's super technical sounding fix at https://support.microsoft.com/en-us/help/2509997/you-can-t-install-updates-on-a-windows-based-computer because the detailed and laborious steps here are automated in Steps 100, 200, and 300 of this presentation.
You can't install updates on a Windows-based computer

Applies to: Windows Server Datacenter Core, version 1709, Windows Server Standard Core, version 1709, Windows 10 version 1709, More

Symptoms

Home users: Please don't try this at home! This article is intended for use by support agents and IT professionals. If you're looking for more information about Windows Update or Microsoft Update errors, go to the following Microsoft websites:

http://windows.microsoft.com/en-us/windows/troubleshoot-problems-installing-updates#1TC=windows-7


Hi, I’m your virtual agent

Tell me about the issue and I’ll help you find the solution you need. When you try to install an update to Windows, a Windows Update error occurs. You may experience the following symptoms:
Home users: Please don’t try this at home! This article is intended for use by support agents and IT professionals. If you're looking for more information
Appendix 2: MICROSOFT'S "GUIDED WALK-THROUGH FIX"

- We do not recommend Microsoft's "guided walk-through fix" for "Windows Update at https://support.microsoft.com/en-ie/help/10164 because of its over-emphasis on doing a non-free "repair upgrade" of "Windows 7" or "Windows 8.1" up to "Windows 10".
Fix Windows Update issues

Applies to: Windows 10, Windows 8.1, Windows 7

What does this guided walk-through do?
This guided walk-through provides steps to fix problems with Windows Updates, such as taking a long time to scan, or error codes while installing updates.

Common error codes
The steps in this guided walk-through should help with all Windows Update errors and other issues. As an example, here are some commonly seen error codes: 0x80073712, 0x800705B4, 0x80004005, 0x8024402F, 0x80070002, 0x80070643, 0x80070003, 0x8024200B, 0x80070422, 0x80070020.

How does it work?
We’ll walk you through a series of troubleshooting steps to get your Windows up to date. Be sure to follow the steps in order.

On which Windows version did you get the error?

If you don’t know, see Which Windows operating system am I running?

Note
Fix Windows Update issues

What does this guided walk-through do?
This guided walk-through provides steps to fix problems with Windows Updates, such as taking a long time to scan, or error codes while installing updates.

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The steps in this guided walk-through should help with all Windows Update errors and other issues. As an example, here are some commonly seen error codes: 0x80073712, 0x800705B4, 0x80004005, 0x8024402F, 0x80070002, 0x80070643, 0x80070003, 0x8024200B, 0x80070422, 0x80070020.

How does it work?
We'll walk you through a series of troubleshooting steps to get your Windows up to date. Be sure to follow the steps in order.

1. On which Windows version did you get the error?

If you don't know, see Which Windows operating system am I running?
What does this guided walk-through do?
This guided walk-through provides steps to fix problems with Windows Updates, such as taking a long time to scan, or error codes while installing updates.

Common error codes
The steps in this guided walk-through should help with all Windows Update errors and other issues. As an example, here are some commonly seen error codes: 0x80073712, 0x800705B4, 0x8004005, 0x802402F, 0x8020002, 0x80070643, 0x80070003, 0x8024200B, 0x80070422, 0x80070020.

How does it work?
We'll walk you through a series of troubleshooting steps to get your Windows up to date. Be sure to follow the steps in order.

1. On which Windows version did you get the error?

If you don't know, see Which Windows operating system am I running?

Note
If you are using Windows 8, you need to upgrade to Windows 8.1 because Windows 8 is no longer supported.

Windows 10
Windows 8.1
Windows 7

Last Updated: 11 Jan 2018
On which Windows version did you get the error?

If you don’t know, see Which Windows operating system am I running?

Note

If you are using Windows 8, you need to upgrade to Windows 8.1 because Windows 8 is no longer supported.

Windows 10
Windows 8.1
Windows 7
Upgrade to Windows 10

The best option is to upgrade to Windows 10. Windows 10 is the most up-to-date Windows operating system, with many new features and improved security. For information about upgrading to Windows 10, see: https://www.microsoft.com/windows/get-windows-10

Note: Some apps and hardware you are using with Windows 7 might not be compatible with Windows 10. Downloading Windows 10 and running the install will first do a compatibility check to notify you of any issues. If you don't want to upgrade, or can't upgrade due to compatibility concerns, proceed to the next troubleshooting step.

I am upgrading to Windows 10.
I am not upgrading to Windows 10 right now.

Last Updated: 11 Jan 2018
Upgrade to Windows 10

The best option is to upgrade to Windows 10. Windows 10 is the most up-to-date Windows operating system, with many new features and improved security. For information about upgrading to Windows 10, see: https://www.microsoft.com/windows/get-windows-10

Note Some apps and hardware you are using with Windows 7 might not be compatible with Windows 10. Downloading Windows 10 and running the install will first do a compatibility check to notify you of any issues. If you don’t want to upgrade, or can’t upgrade due to compatibility concerns, proceed to the next troubleshooting step.
I am upgrading to Windows 10.
I am not upgrading to Windows 10 right now.
Appendix 2:
MICROSOFT'S "GUIDED WALK-THROUGH FIX (continued)

• There is a valid reason for some computer users to remain on "Windows 7" and "Windows 8.1" because "Windows 7" has a bundled copy of "Media Center" while many "Windows 8.1" users paid for the "Media Center" add-on program that was an add-on to "Windows 8.1 Pro AND "Media Center" has support for over-the-air TV tuners. "Media Center" is not available in "Windows 10".
Appendix 3:
MICROSOFT'S UNOFFICIAL "SERVICE PACK 2" FOR "WINDOWS 7"

• If "Windows Update" in a "Windows 7" computer has failed and you have repaired it, you can update "Windows 7 Service Pack 1" to the unofficial "Service Pack 2" to reduce the likelihood of this failure re-occurring by following the instructions at
Appendix 3:
MICROSOFT'S UNOFFICIAL "SERVICE PACK 2" FOR "WINDOW 7" (continued)

• https://answers.microsoft.com/en-us/windows/forum/windows_7-update/how-to-obtain-and-install-windows-7-sp2/c2c7009f-3a10-4199-9c89-48e1e883051e