FIXING "WINDOWS UPDATE" in "WINDOWS 8.1 .."
by Francis Chao
fchao2@yahoo.com
Web location for this presentation:

http://aztcs.org

Click on “Meeting Notes”
"Windows Update" occasionally breaks in "Windows 8.1". When "Windows Update" does break, in "Windows 8.1", here is a logical series of steps for repairing it.
TOPICS

• Basic Information About "Windows Update" in "Windows 8.1"

• How do you know that "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 8.1)"

• Big Step 400: Go to an earlier "System Restore" point (from the "Control Panel)"
• Big Step 500: Restore from a 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)
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 8.1" computer:
  Use the right mouse button click on the "Start button" to get to a "Windows key+x menu":
  Click on "Control Panel". Click on "Windows Update"
  OR click on "System and Security", "Troubleshoot common computer problems", and finally click on "Fix problems with Windows Update".
• To make a shortcut for "Windows Update in "Windows 8.1", see https://www.eightforums.com/tutorials/9396-windows-update-shortcut-create-windows-8-a.html
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• When "Windows Update" is operational in a "Windows 8.1" computer, it looks like this:
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• Use the right mouse button to click on the "Start button":

BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• A "Windows key + x" menu will be displayed:
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

- Click on "Control Panel" in the "Windows key + x" menu:
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

- A "Control Panel" window will be displayed:
Adjust your computer's settings

System and Security
- Review your computer's status
- Save backup copies of your files with File History
- 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
- Change account type
- Set up Family Safety for any user

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

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
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

- Click on "System and Security": 
Adjust your computer's settings

System and Security
- Review your computer's status
- Save backup copies of your files with File History
- 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
- Change account type
- Set up Family Safety for any user

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

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
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

• Click on "Check for updates" in "Windows Update" section:
Windows Update

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

Windows Update

Download and install updates for your computer

6 important updates are available
9 optional updates are available

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 projects 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

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

Windows Update

Downloading updates...

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

Stop download

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
Restart your PC to finish installing updates

Your PC will automatically restart in 1 day if you don’t restart now.

Most recent check for updates: Today at 10:32 AM
Updates were installed: Today at 11:13 AM
You receive updates: For Windows only.
• Working on updates
  15% complete
  Don't turn off your computer
Windows Update

You’re set to automatically install updates

1 important update is available
7 optional updates are available

Most recent check for updates: Today at 10:32 AM
Updates were installed: Today at 11:13 AM.
You receive updates: For Windows only.

See also
Installed Updates
Windows Update

You’re set to automatically install updates

1 important update is available
8 optional updates are available

Most recent check for updates: Today at 10:32 AM
Updates were installed: Today at 11:13 AM.
You receive updates: For Windows only.

See also
Installed Updates
<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 8.1 (1)</td>
<td></td>
</tr>
<tr>
<td>Microsoft .NET Framework 4.7.1 for Windows 8.1</td>
<td>101.8 MB</td>
</tr>
<tr>
<td>Name</td>
<td>Size</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Windows 8.1 (1)</td>
<td></td>
</tr>
<tr>
<td>Microsoft .NET Framework 4.7.1 for Windows 8.1</td>
<td>101.8 MB</td>
</tr>
</tbody>
</table>

Total selected: 1 important update (101.8 MB)
### Select the updates you want to install

<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Important (1)</strong></td>
<td></td>
</tr>
<tr>
<td>Windows 8.1 (1)</td>
<td></td>
</tr>
<tr>
<td><strong>Optional (8)</strong></td>
<td></td>
</tr>
<tr>
<td>Microsoft .NET Framework 4.7.1 for Windows 8.1</td>
<td>101.8 MB</td>
</tr>
</tbody>
</table>

Total selected: 1 important update (101.8 MB)

- Install
- Cancel
Windows Update

Downloading updates...

Downloading 1 update (101.8 MB total, 19% complete)

Most recent check for updates: Today at 10:32 AM
Updates were installed: Today at 11:13 AM.
You receive updates: For Windows only.

See also
Installed Updates
Windows Update

Installing updates...
Installing update 1 of 1...
Microsoft .NET Framework 4.7.1 for Windows 8.1 and Windows S...

Stop installation

Most recent check for updates: Today at 10:32 AM
Updates were installed: Today at 11:13 AM.
You receive updates: For Windows only.

See also
Installed Updates
Windows Update

Installing updates...

Installing update 1 of 1...
Microsoft .NET Framework 4.7.1 for Windows 8.1 and Windows S...

Most recent check for updates: Today at 10:32 AM
Updates were installed: Today at 11:13 AM.
You receive updates: For Windows only.

See also
Installed Updates
Windows Update

Restart your PC to finish installing updates

Most recent check for updates: Today at 10:32 AM
Updates were installed: Today at 1:51 PM.
You receive updates: For Windows only.

See also
Installed Updates
Restart your PC to finish installing updates

Most recent check for updates: Today at 10:32 AM
Updates were installed: Today at 1:51 PM.
You receive updates: For Windows only.

See also
Installed Updates
You’re set to automatically install updates

2 important updates are available
7 optional updates are available

Most recent check for updates: Today at 1:56 PM
Updates were installed: Today at 1:51 PM.
You receive updates: For Windows only.

See also

Installed Updates
You’re set to automatically install updates

- 2 important updates are available
- 7 optional updates are available

Most recent check for updates: Today at 1:56 PM
Updates were installed: Today at 1:51 PM.
You receive updates: For Windows only.
## Select Updates to Install

**Select the updates you want to install**

<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 8.1 (1)</td>
<td>53.3 MB</td>
</tr>
</tbody>
</table>

**Important (1)**

**Optional (7)**

Total selected: 1 important update (53.3 MB)
Windows Update

Check for updates
Change settings
View update history
Restore hidden updates

Installing updates...

Installing update 1 of 1...
2018-01 Security and Quality Rollup for .NET Framework 3.5, 4.5...

Stop installation

Most recent check for updates: Today at 1:56 PM
Updates were installed: Today at 1:57 PM.
You receive updates: For Windows only.

See also
Installed Updates
Windows Update

The updates were installed

More updates are available.
Succeeded: 1 update
Review optional updates

Most recent check for updates: Today at 1:56 PM
Updates were installed: Today at 1:59 PM
You receive updates: For Windows only.

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

Check for updates
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

Windows Update cannot currently check for updates, because the service is not running. You may need to restart your computer.

OK
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 WsPluginService service h...</td>
<td>Manual</td>
<td>Local Server</td>
<td></td>
</tr>
<tr>
<td>Windows Connect Now - Config Registrar</td>
<td>WCNCSVC hosts the Windows Co...</td>
<td>Manual</td>
<td>Local Server</td>
<td></td>
</tr>
<tr>
<td>Windows Defender</td>
<td>Protection against spyware and p...</td>
<td>Started</td>
<td>Automatic</td>
<td>Local User</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></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></td>
</tr>
<tr>
<td>Windows Event Collector</td>
<td>This service manages persistent ...</td>
<td>Manual</td>
<td>Network</td>
<td></td>
</tr>
<tr>
<td>Windows Event Log</td>
<td>This service manages events and...</td>
<td>Started</td>
<td>Automatic</td>
<td>Local User</td>
</tr>
<tr>
<td>Windows Firewall</td>
<td>Windows Firewall helps protect y...</td>
<td>Started</td>
<td>Automatic</td>
<td>Local User</td>
</tr>
<tr>
<td>Windows Font Cache Service</td>
<td>Optimizes performance of applica...</td>
<td>Started</td>
<td>Automatic</td>
<td>Local User</td>
</tr>
<tr>
<td>Windows Image Acquisition (WIA)</td>
<td>Provides image acquisition serv...</td>
<td>Manual</td>
<td>Local Server</td>
<td></td>
</tr>
<tr>
<td>Windows Installer</td>
<td>Adds, modifies, and removes app...</td>
<td>Manual</td>
<td>Local System</td>
<td></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 for...</td>
<td>Manual</td>
<td>Network</td>
<td></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></td>
</tr>
<tr>
<td>Windows Media Player Network Sharing Service</td>
<td>Shares Windows Media Player lib...</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></td>
</tr>
<tr>
<td>Windows Presentation Foundation Font Cache</td>
<td>Optimizes performance of Windo...</td>
<td>Manual</td>
<td>Local Server</td>
<td></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 synch...</td>
<td>Manual</td>
<td>Local Server</td>
<td></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 H...</td>
<td>Started</td>
<td>Manual</td>
<td>Local Server</td>
</tr>
<tr>
<td>Wired AutoConfig</td>
<td>The Wired AutoConfig (DOT3SV...</td>
<td>Manual</td>
<td>Local System</td>
<td></td>
</tr>
<tr>
<td>WLAN AutoConfig</td>
<td>The WILANSVC service provides t...</td>
<td>Manual</td>
<td>Local System</td>
<td></td>
</tr>
<tr>
<td>WMI Performance Adapter</td>
<td>Provides performance library infor...</td>
<td>Manual</td>
<td>Local System</td>
<td></td>
</tr>
<tr>
<td>Workstation</td>
<td>Creates and maintains client net...</td>
<td>Started</td>
<td>Automatic</td>
<td>Network</td>
</tr>
<tr>
<td>WWAN AutoConfig</td>
<td>This service manages mobile bro...</td>
<td>Manual</td>
<td>Local Server</td>
<td></td>
</tr>
</tbody>
</table>
HOW DO YOU KNOW IF "WINDOWS UPDATE" IS BROKEN? (continued)

- 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)
Windows Search
Provides content indexing

Windows Time
Maintains date and time

Windows Update
Enables the detection of updates

WinHTTP
Implements HTTP

Wired Auto
Automatically configures network

WLAN Auto
Automatically configures wireless

WMI Performance
Tracks performance metrics

Workstation
Manages network and maintenance

WWAN Auto
Automatically configures mobile communication

Start
Stop
Pause
Resume
Restart

All Tasks

Refresh

Properties

Help
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: 

OK Cancel Apply
Service status: Started
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
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 common 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

**See also**
- Action Center
- Help and Support
- Recovery

- 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
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 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.

Fix Windows Update Errors

Did this solve your problem?  Yes  No
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)

• A file called "WindowsUpdate.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.

Fix Windows Update Errors
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)

• A file called "WindowsUpdate.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.

Fix Windows Update Errors
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)
• Double-click on the "WindowsUpdate.diagcab file:
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)

• The "Windows Update Troubleshooter" will start running:
## 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</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 button] [Cancel button]
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>
</tr>
</thead>
<tbody>
<tr>
<td>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
Detecting problems

Collecting files. This might take several minutes...
Resolving problems
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
- Windows Update error 0x80070057(2018-01-24-T-03_52_02P)
- Problems installing recent updates

Fixed

> Close the troubleshooter

> Explore additional options

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

- Service registration is missing or corrupt  Fixed
- Windows Update error 0x80070057(2018-01-24-T-03_52_02P)  Fixed
- Problems installing recent updates  Fixed

Close the troubleshooter

More additional options

View detailed information
Troubleshooting report

Windows Update

Issues found

Service registration is missing or corrupt
  Reset service registration
  Fixed
  Completed

Windows Update error 0x80070057(2018-01-24-T-03_52_02P)
  Resetting Windows Update data store
  Fixed
  Completed

Problems installing recent updates
  Repair Windows Update
  Fixed
  Completed

Potential issues that were checked

Windows Update environment variables are incorrect
  Issue not present
Troubleshooting report

Windows Update

Issues found
Service registration is missing or corrupt
Reset service registration

Fixed
Completed

Windows Update error 0x80070057(2018-01-24-T-03_52_02P)
Resetting Windows Update data store

Fixed
Completed

Problems installing recent updates
Repair Windows Update

Fixed
Completed

Potential issues that were checked
Windows Update environment variables are incorrect

Issue not present
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 services are not running: Issue not present
Cryptographic service components are not registered: Issue not present

Issues found

- Service registration is missing or corrupt: Fixed
- Windows Update error 0x80070057 (2018-01-24-T-03_52_02P): Fixed

Next Cancel
### 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 services are not running: Issue not present
- Cryptographic service components are not registered: Issue not present

**Issues found**

<table>
<thead>
<tr>
<th>Issue Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service registration is missing or corrupt</td>
<td>Fixed</td>
</tr>
<tr>
<td>Windows Update error 0x80070057 (2018-01-24-T-03_52_02P)</td>
<td>Fixed</td>
</tr>
</tbody>
</table>
Troubleshooting report

Issues found

- Service registration is missing or corrupt: Fixed
- Windows Update error 0x80070057(2018-01-24-T-03_52_02P): 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
Troubleshooting report

Issues found

- Service registration is missing or corrupt
- Windows Update error 0x80070057(2018-01-24-T-03_52_02P)
- Problems installing recent updates

Potential issues that were checked

- Windows Update environment variables are incorrect
- Some security settings are missing or have been changed
## Troubleshooting report

### Potential issues that were checked

<table>
<thead>
<tr>
<th>Issue</th>
<th>Detection details</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 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>
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 services are not running  Issue not present
Cryptographic service components are not registered  Issue not present

Detection details
Troubleshooting report

Detection details

Error Report
RootCause: RC_DataStore
ErrorCode: 0x80070057
TimeDetected: 2018-01-24T03:52:02P

Collected File
File Name: CheckSURLog.cab

Service Status
Problem with BITS service: The requested service has already been started. More help is available by typing NET HELPMSG 2182.
Troubleshooting report

Detection details

Error Report
RootCause: RC_DataStore
ErrorCode: 0x80070057
TimeDetected: 2018-01-24T03:52:02P

Collected File
File Name: CheckSURLog.cab

Service Status
Problem with BITS service: The requested service has already been started. More help is available by typing NET HELPMSG 2182.
Windows Update

Troubleshooting report

File Name: CheckSURLog.cab

Service Status

Problem with BITS service: The requested service has already been started. More help is available by typing NET HELPMSG 2182.

Collection information

Computer Name: WIN8PRO64BIT
Windows Version: 6.3
Architecture: x64
Time: Wednesday, January 24, 2018 3:49:34 PM

Publisher details
Troubleshooting report

File Name: CheckSURLog.cab

Service Status

Problem with BITS service: The requested service has already been started. More help is available by typing NET HELPMSG 2182.

Collection information

Computer Name: WIN8PRO64BIT
Windows Version: 6.3
Architecture: x64
Time: Wednesday, January 24, 2018 3:49:34 PM

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

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

File Name: CheckSURLog.cab

Service Status

Problem with BITS service: The requested service has already been started. More help is available by typing NET HELPMSG 2182.

Collection information

Computer Name: WIN8PRO64BIT
Windows Version: 6.3
Architecture: x64
Time: Wednesday, January 24, 2018 3:49:34 PM

Publisher details

Next
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.

Problems found

- Service registration is missing or corrupt
- Windows Update error 0x80070057(2018-01-24-T-03_52_02P)
- Problems installing recent updates

- Fixed

- Fixed

- Fixed

Close the troubleshooter

Explore additional options

View detailed information
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"
(continued)

• Reboot the computer
• See if "Windows Update" is now working
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, and 200 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

When you try to install an update to Windows, a Windows Update or Microsoft or third-party software program, you 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, 0x8004005, 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?
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
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, 0x802402F, 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?

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](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 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.