FIXING "WINDOWS UPDATE" in "WINDOWS 10.."

by Francis Chao
fchao2@yahoo.com

TUCSON COMPUTER SOCIETY

WINNERS
WINdows usERS

apcug
An International
Association of Technology
& Computer User Groups

Web location for this presentation:

http://aztcs.org

Click on “Meeting Notes”

SUMMARY

"Windows Update" rarely breaks in "Windows 10".
When "Windows Update" does break in Windows 10", here is a logical series of steps for repairing it.

TOPICS

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

TOPICS (continued)

- Big Step 200: Run the "Windows Update Troubleshooter" (from Microsoft's Web site)
- (We do not have a "Big Step 300" for "Windows 10..)
- Big Step 400: Go to an earlier "System Restore" point (from the "Control Panel)

TOPICS (continued)

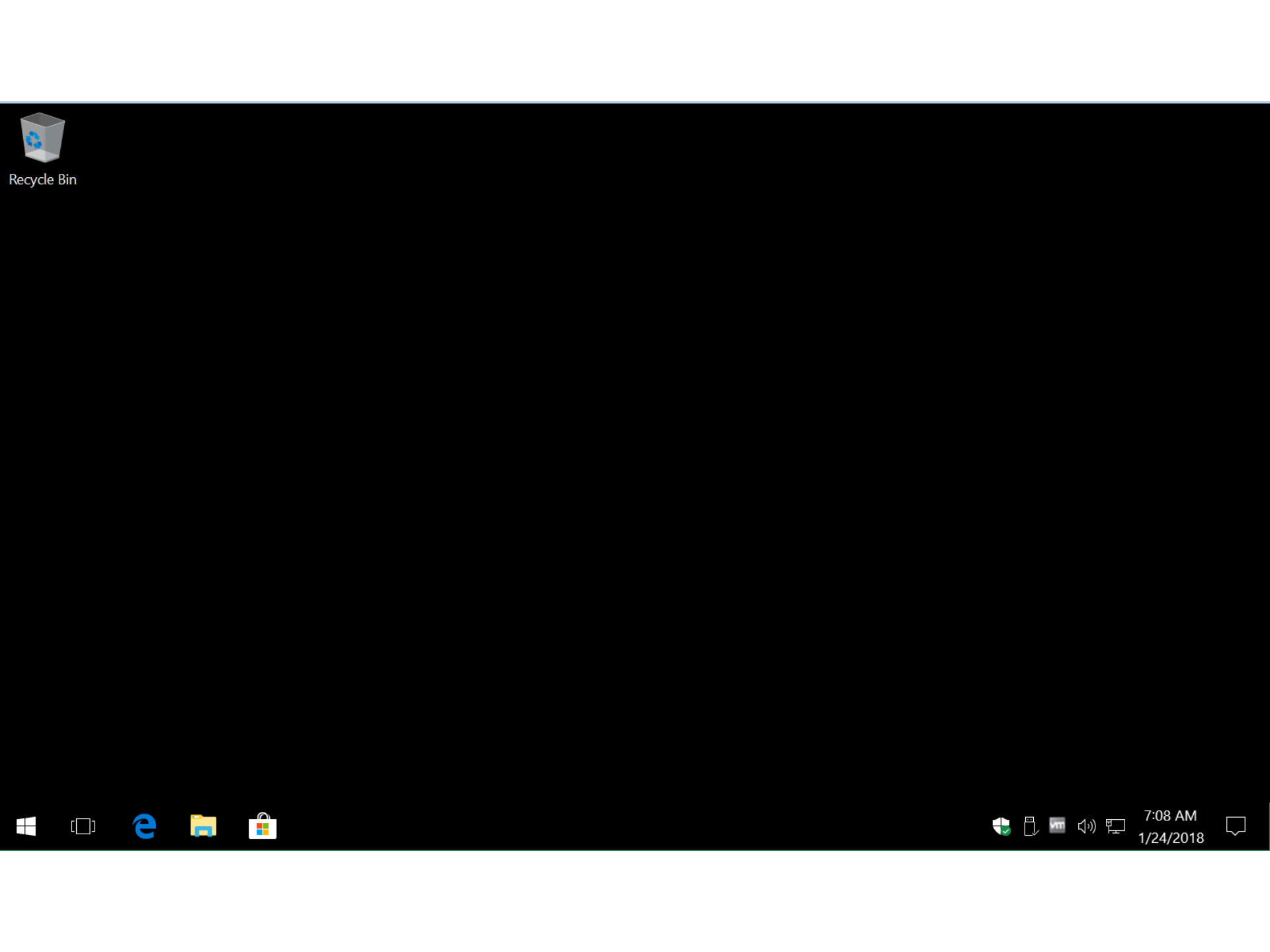
- Big Step 500: Restore from a Acronis "drive image" or a Macrium "drive image"

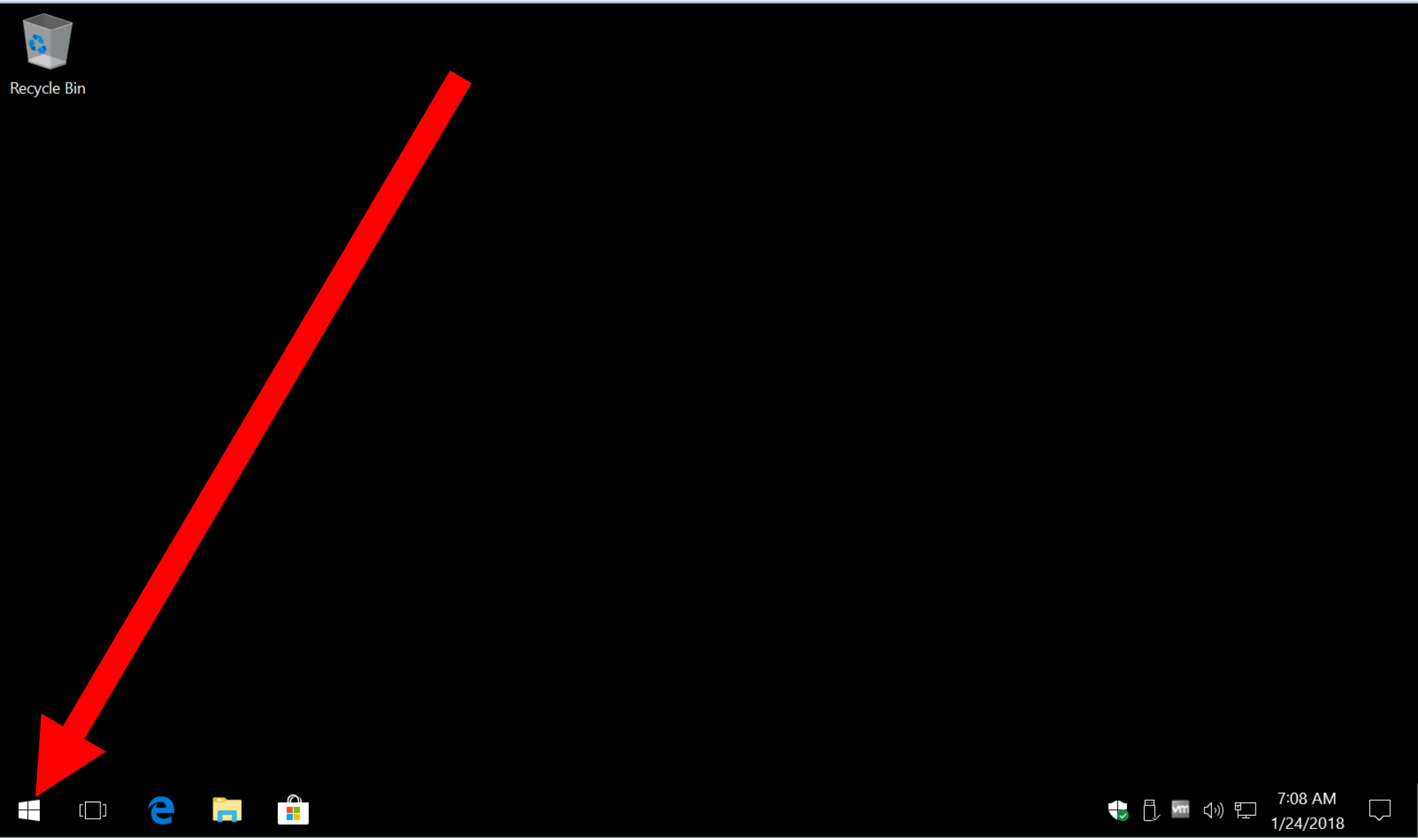
BASIC INFORMATION ABOUT "WINDOWS UPDATE"

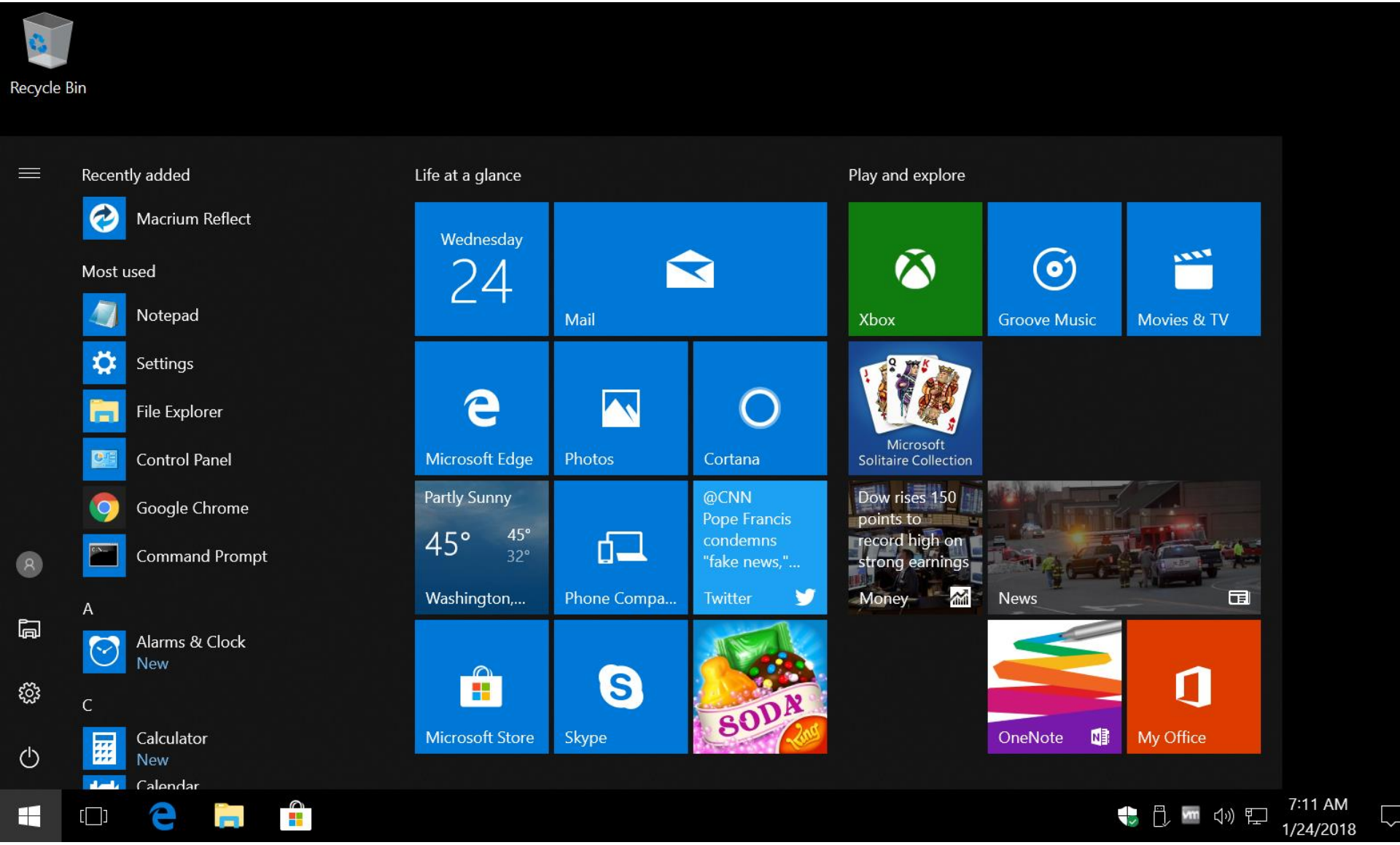
- See https://support.microsoft.com/en-us/help/12373/windows-update-faq

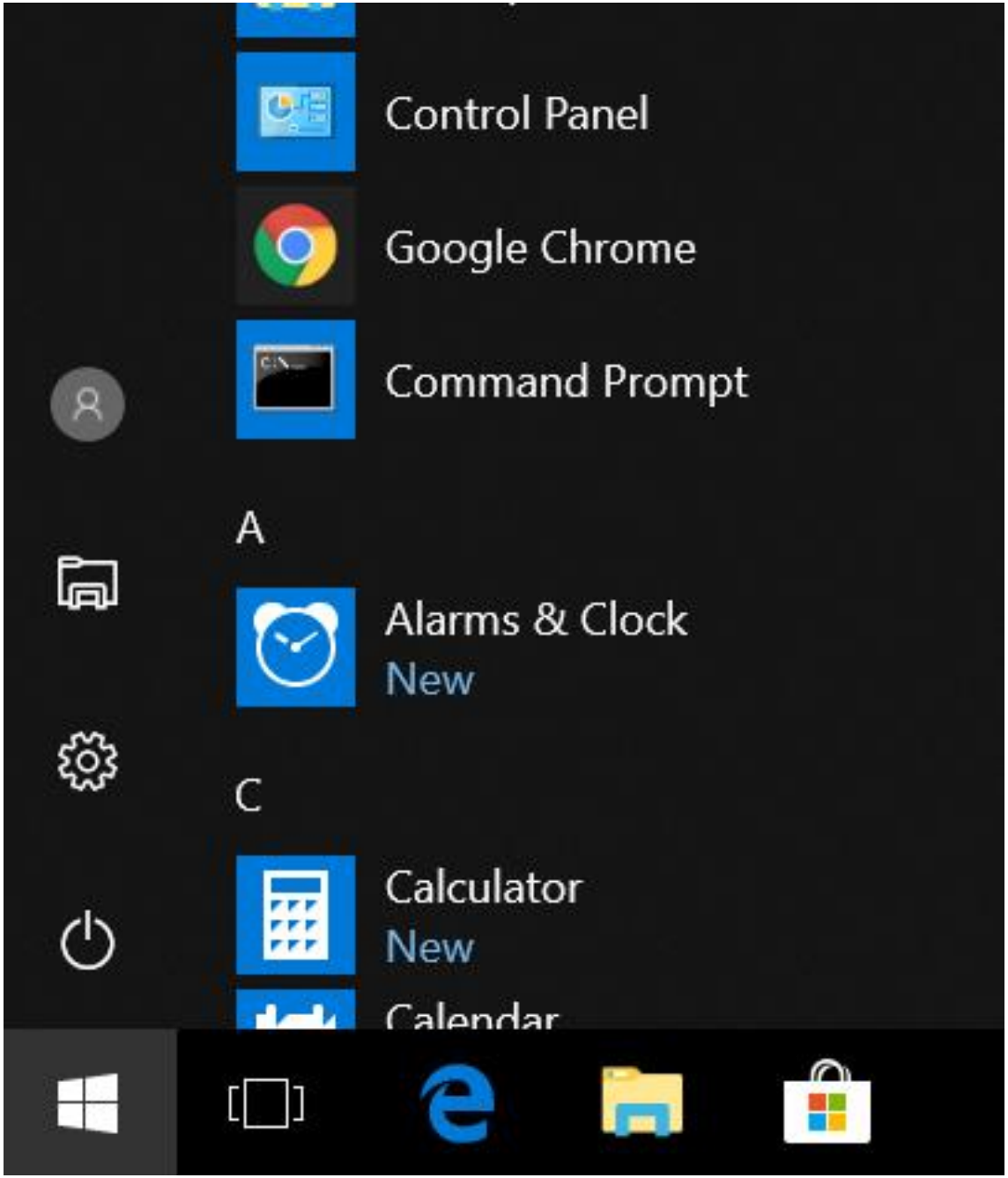
BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

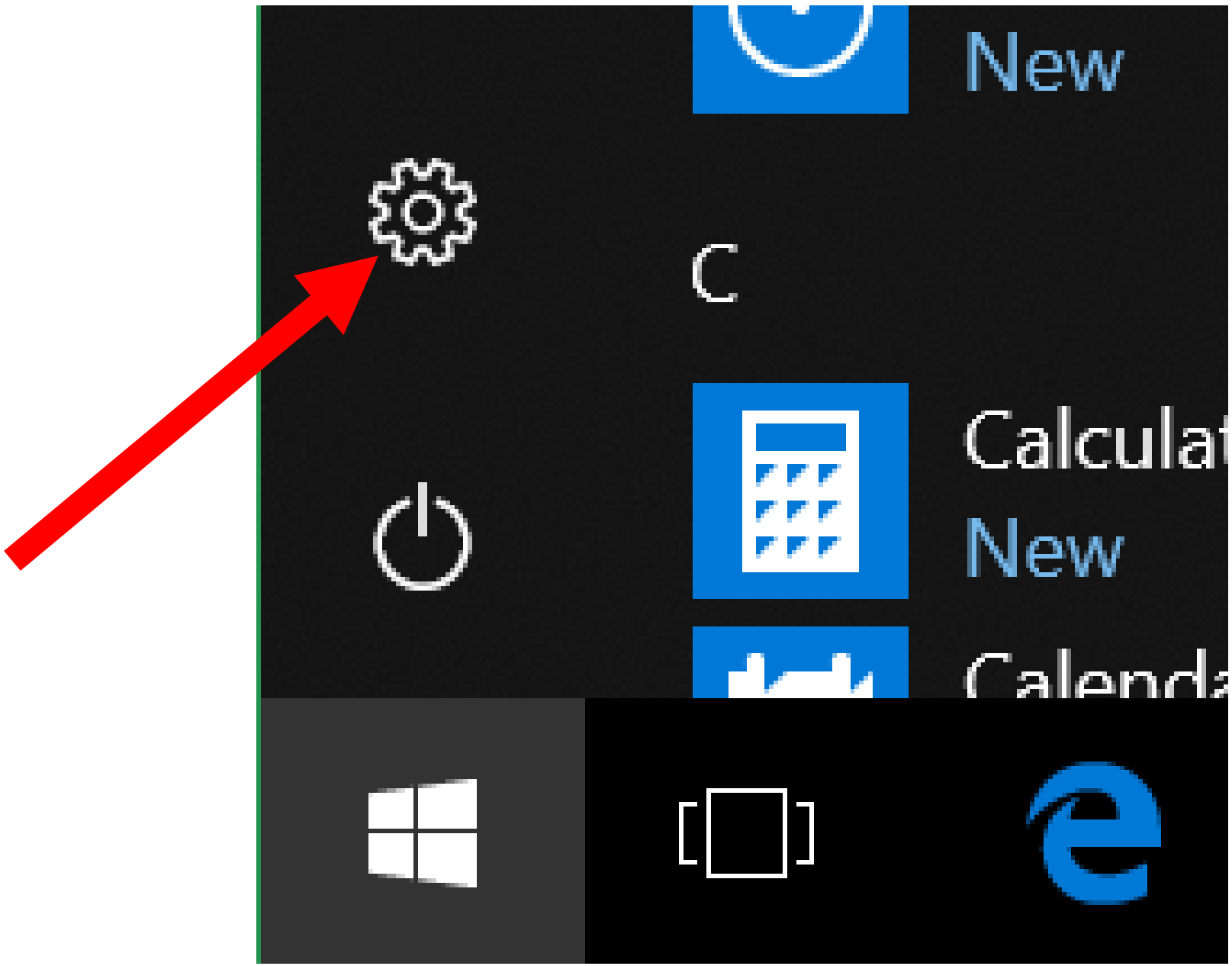
- To run "Windows Update" in a "Windows 10" computer:
  Click on the "Start button".
  Double-click on "Settings" or the "Settings" gear icon.
  Scroll down vertically to the bottom of the "Settings" window.
  Click on "Update and Security".
  Click on "Windows Update".
  Click on the "Check for Updates" button.

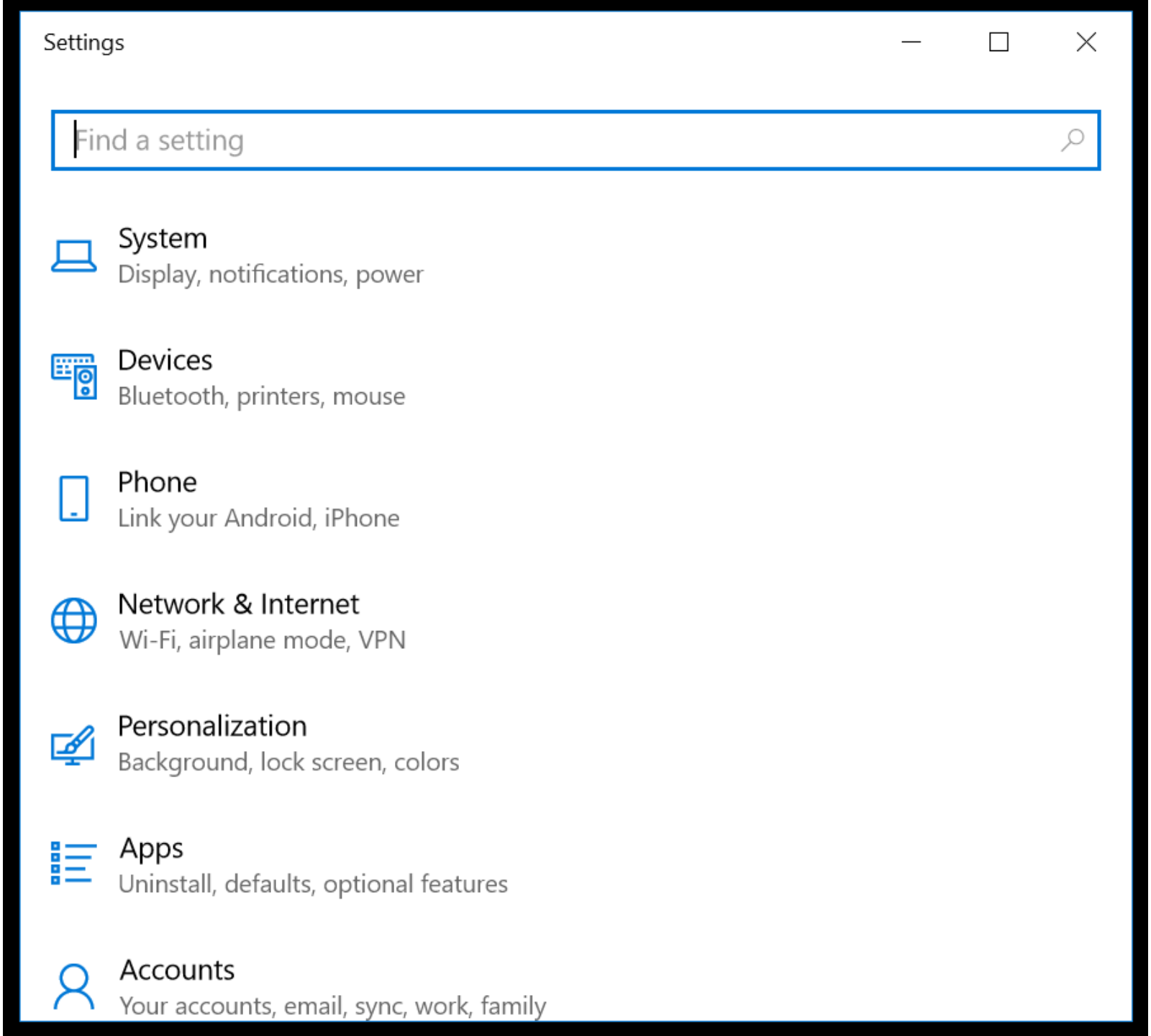

Recycle Bin
7:08 AM
1/24/2018

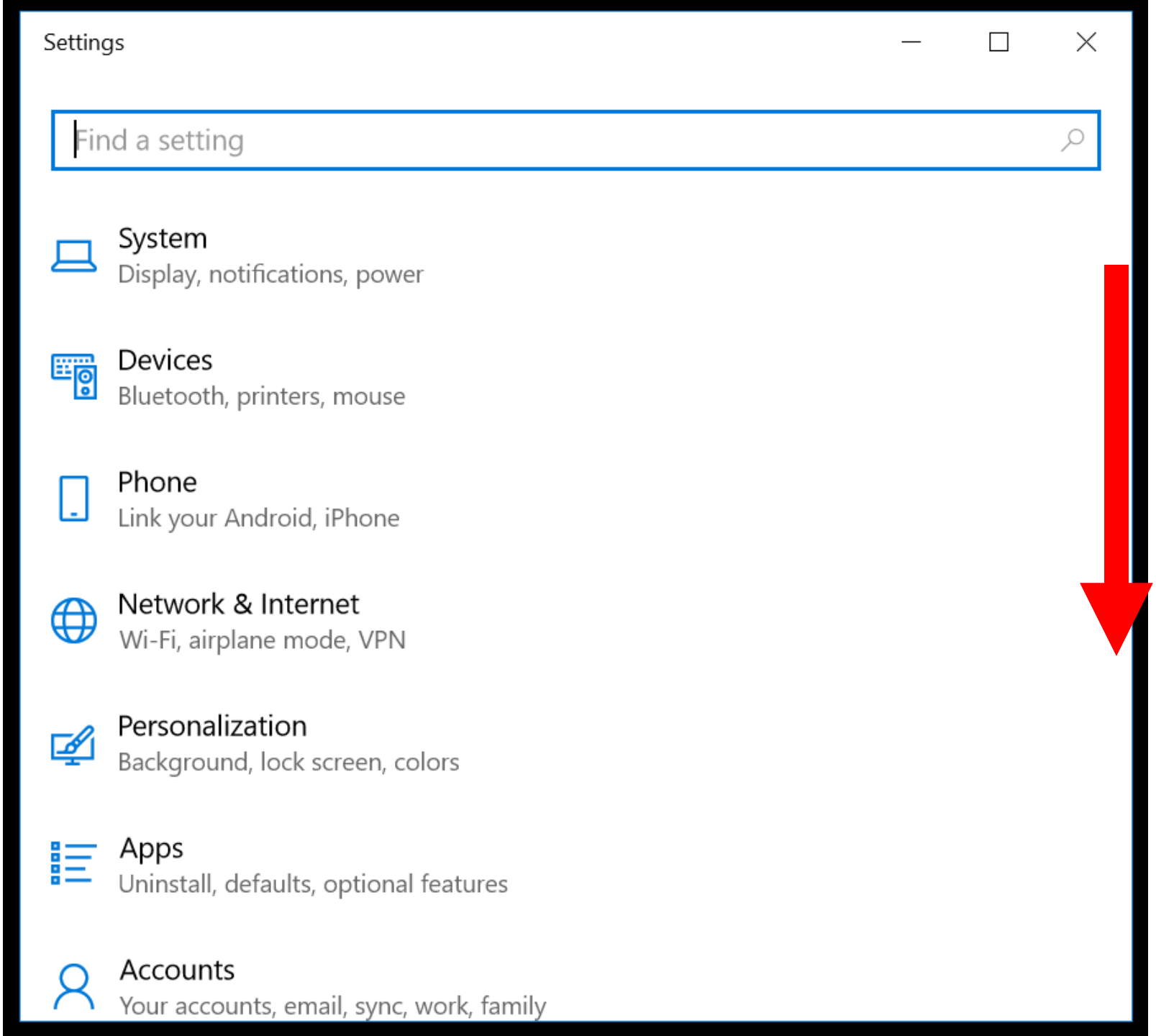

Recycle Bin
7:08 AM
1/24/2018

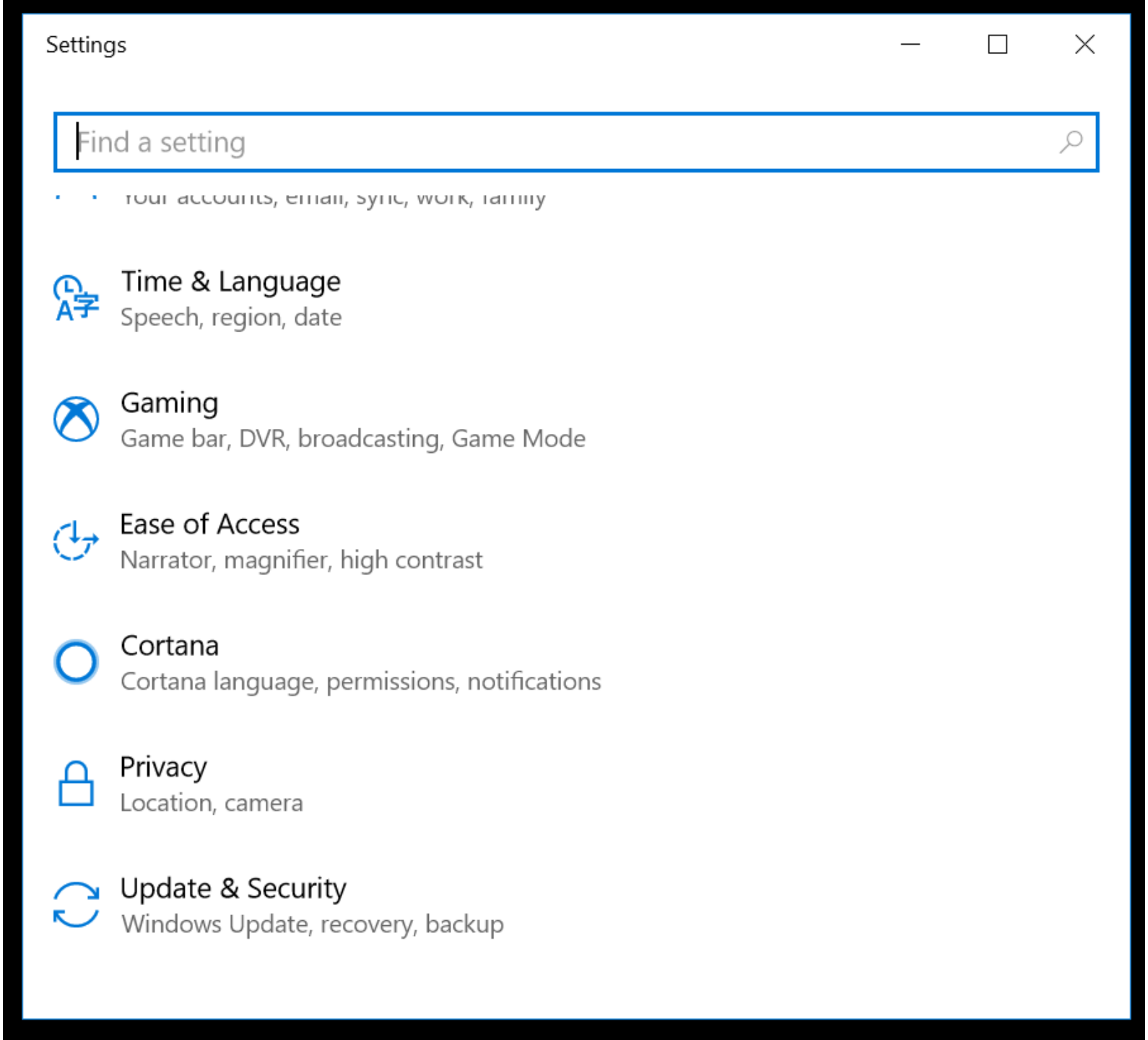

Recycle Bin
Recently added
Macrium Reflect
Most used
Notepad
Settings
File Explorer
Control Panel
Google Chrome
Command Prompt
A
Alarms & Clock
New
C
Calculator
New
Life at a glance
Wednesday
24
Mail
Microsoft Edge
Photos
Cortana
Partly Sunny
45°
45°
32°
Washington,...
Phone Compa...
@CNN
Pope Francis condemns "fake news,"...
Twitter
Microsoft Store
Skype
Play and explore
Xbox
Groove Music
Movies & TV
Microsoft Solitaire Collection
Dow rises 150 points to record high on strong earnings
Money
News
OneNote
My Office
7:11 AM
1/24/2018

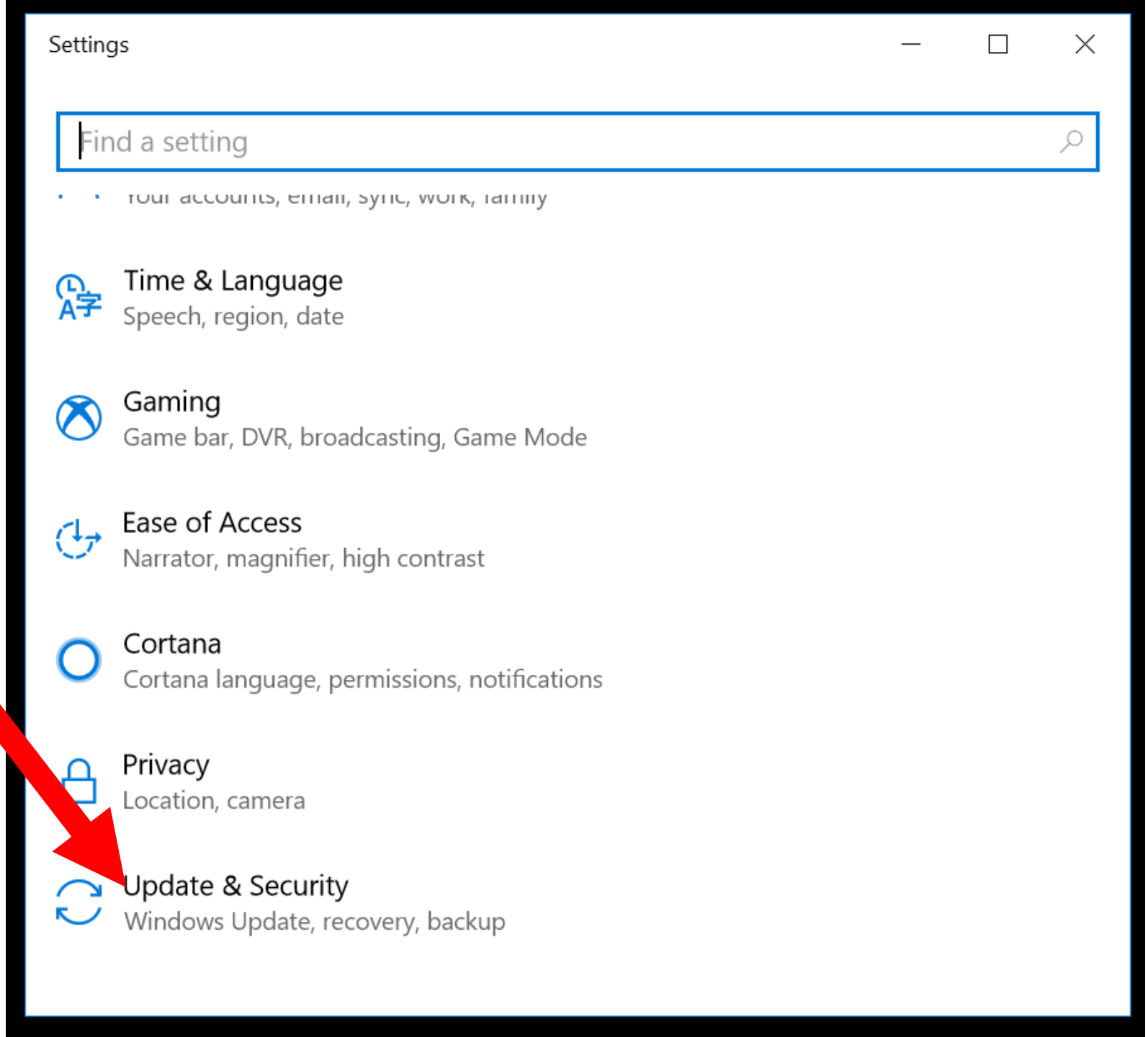

Control Panel
Google Chrome
Command Prompt
A
Alarms & Clock
New
C
Calculator
New
Calendar

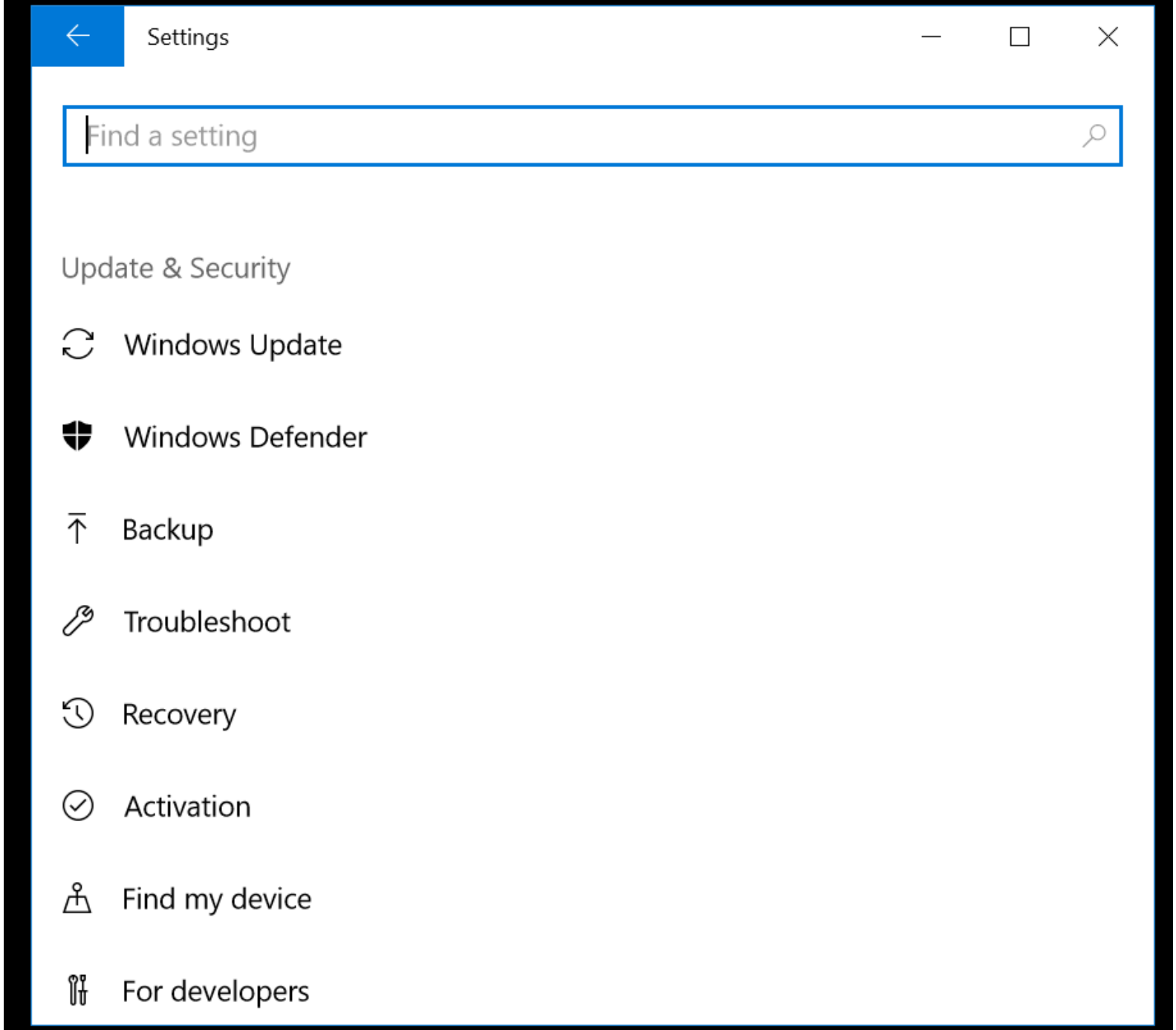

New
C
Calculat
New

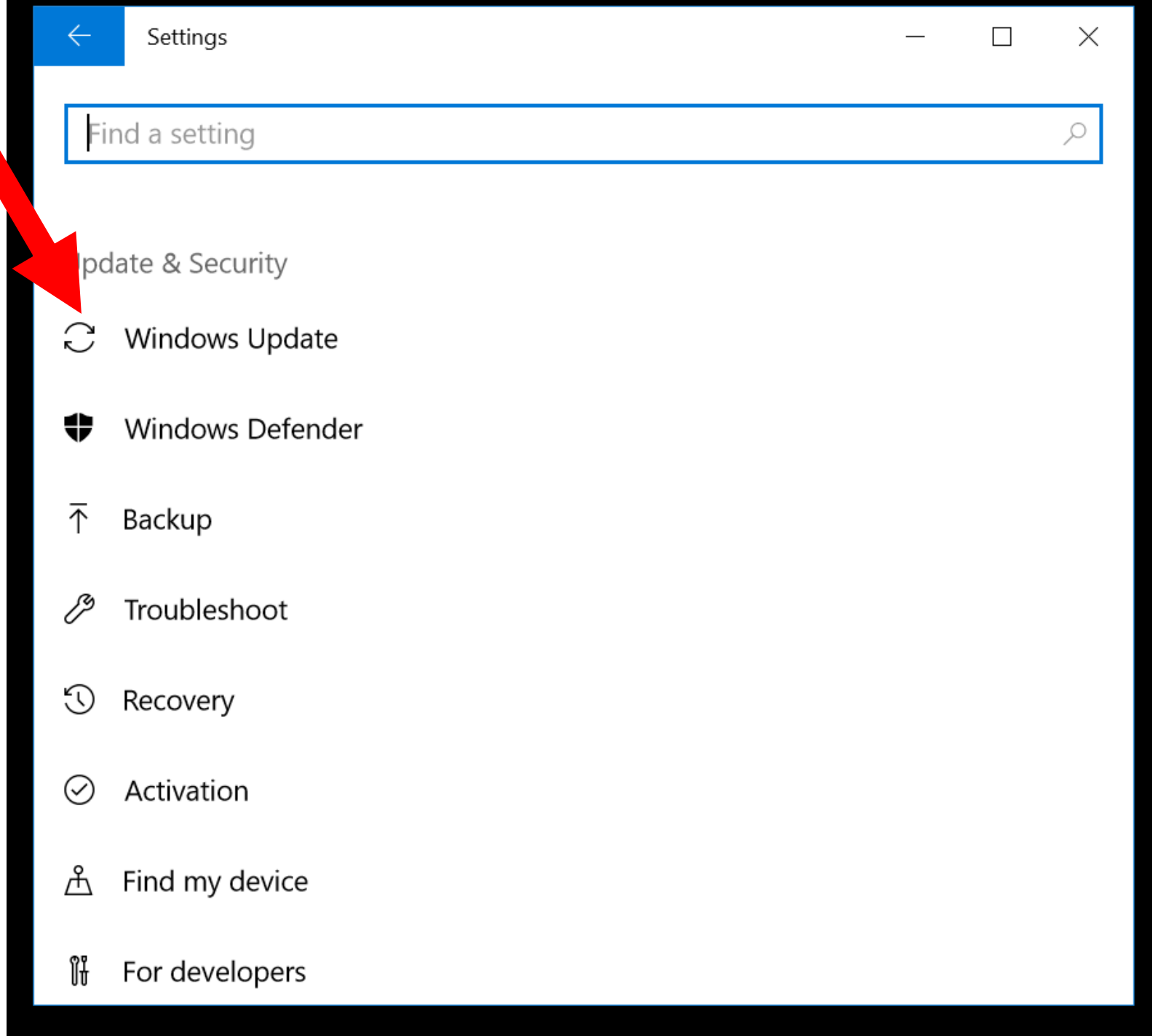

Settings
Find a setting
System
Display, notifications, power
Devices
Bluetooth, printers, mouse
Phone
Link your Android, iPhone
Network & Internet
Wi-Fi, airplane mode, VPN
Personalization
Background, lock screen, colors
Apps
Uninstall, defaults, optional features
Accounts
Your accounts, email, sync, work, family

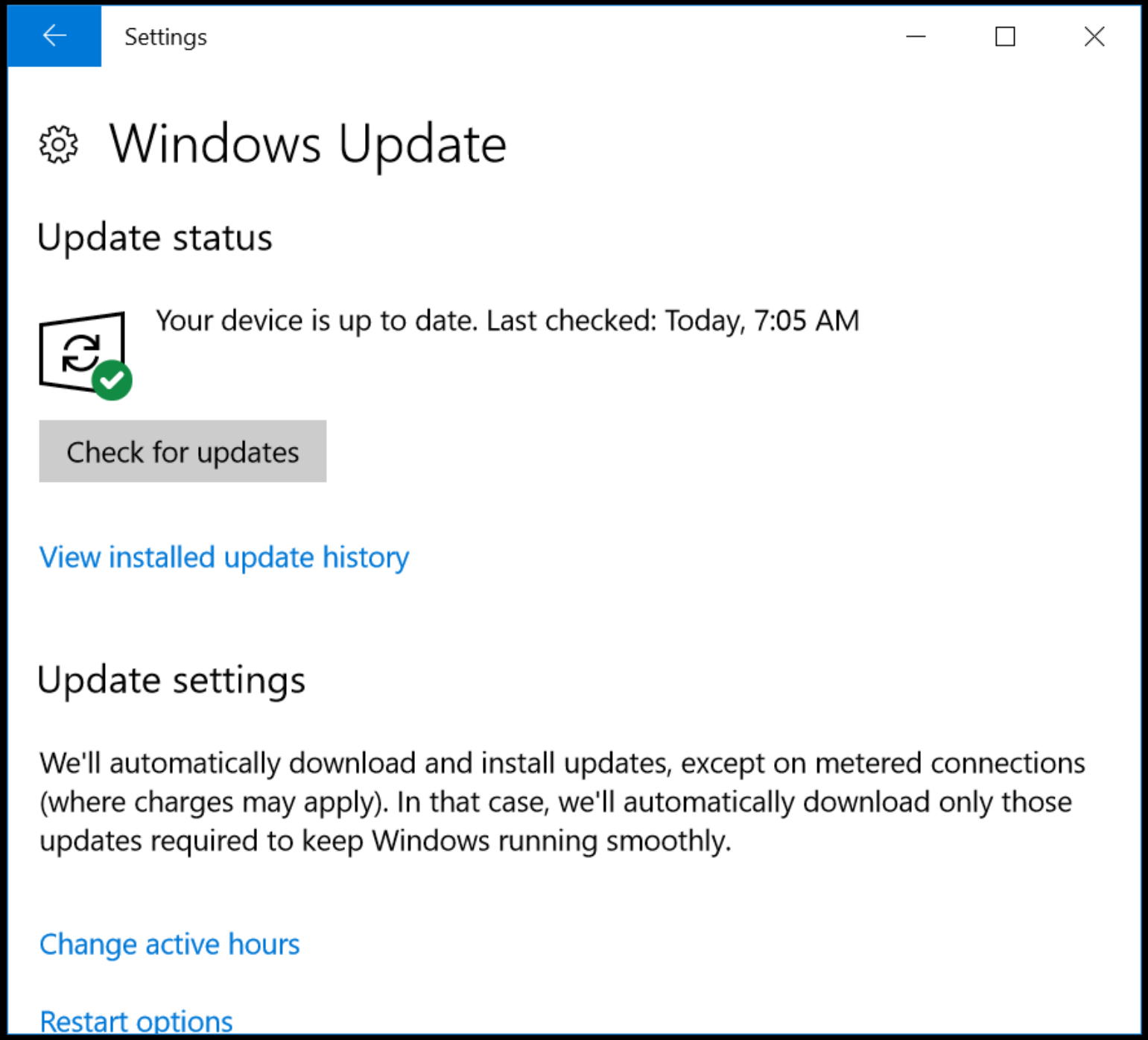

Settings
Find a setting
System
Display, notifications, power
Devices
Bluetooth, printers, mouse
Phone
Link your Android, iPhone
Network & Internet
Wi-Fi, airplane mode, VPN
Personalization
Background, lock screen, colors
Apps
Uninstall, defaults, optional features
Accounts
Your accounts, email, sync, work, family

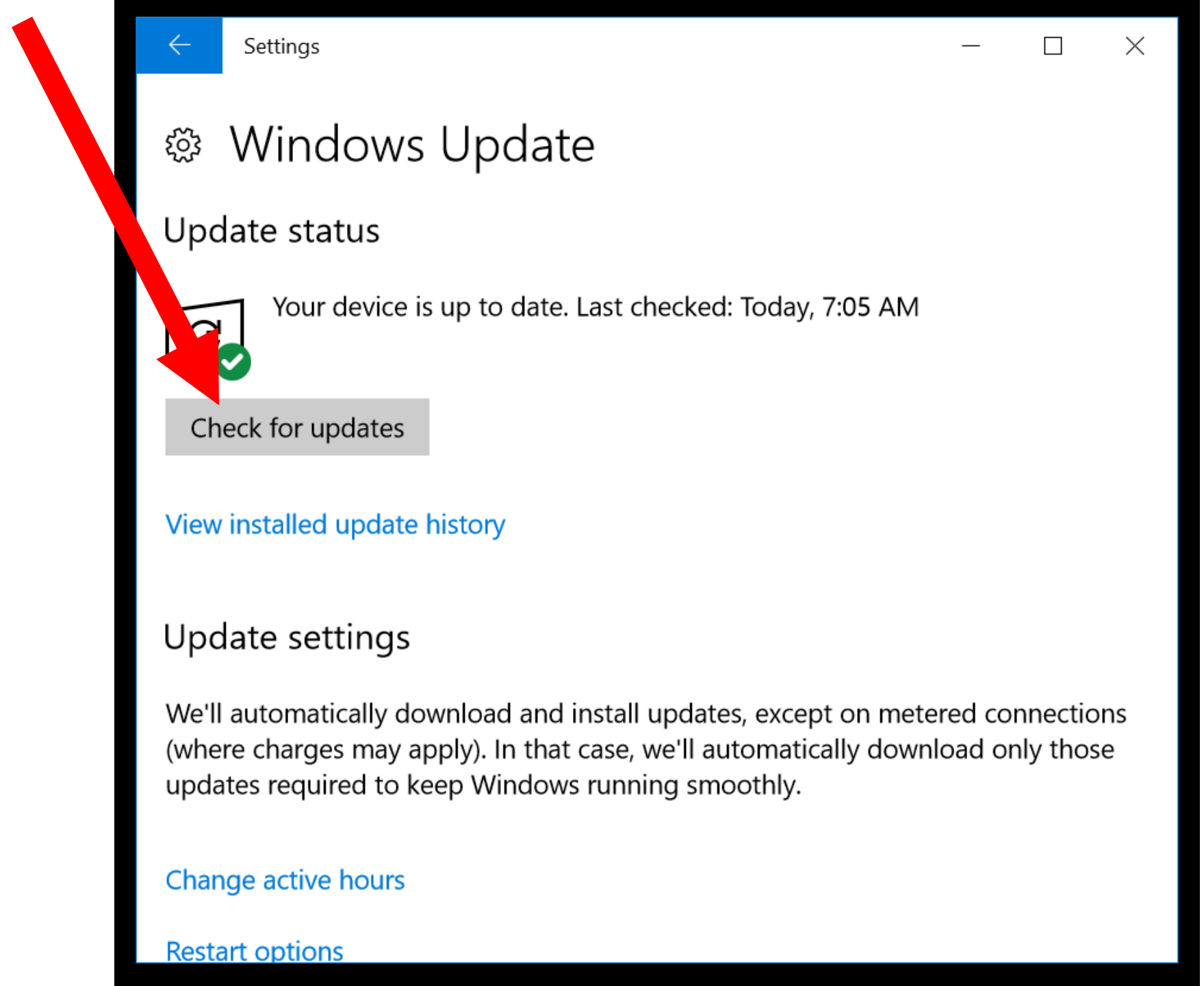

Settings
Find a setting
Time & Language
Speech, region, date
Gaming
Game bar, DVR, broadcasting, Game Mode
Ease of Access
Narrator, magnifier, high contrast
Cortana
Cortana language, permissions, notifications
Privacy
Location, camera
Update & Security
Windows Update, recovery, backup

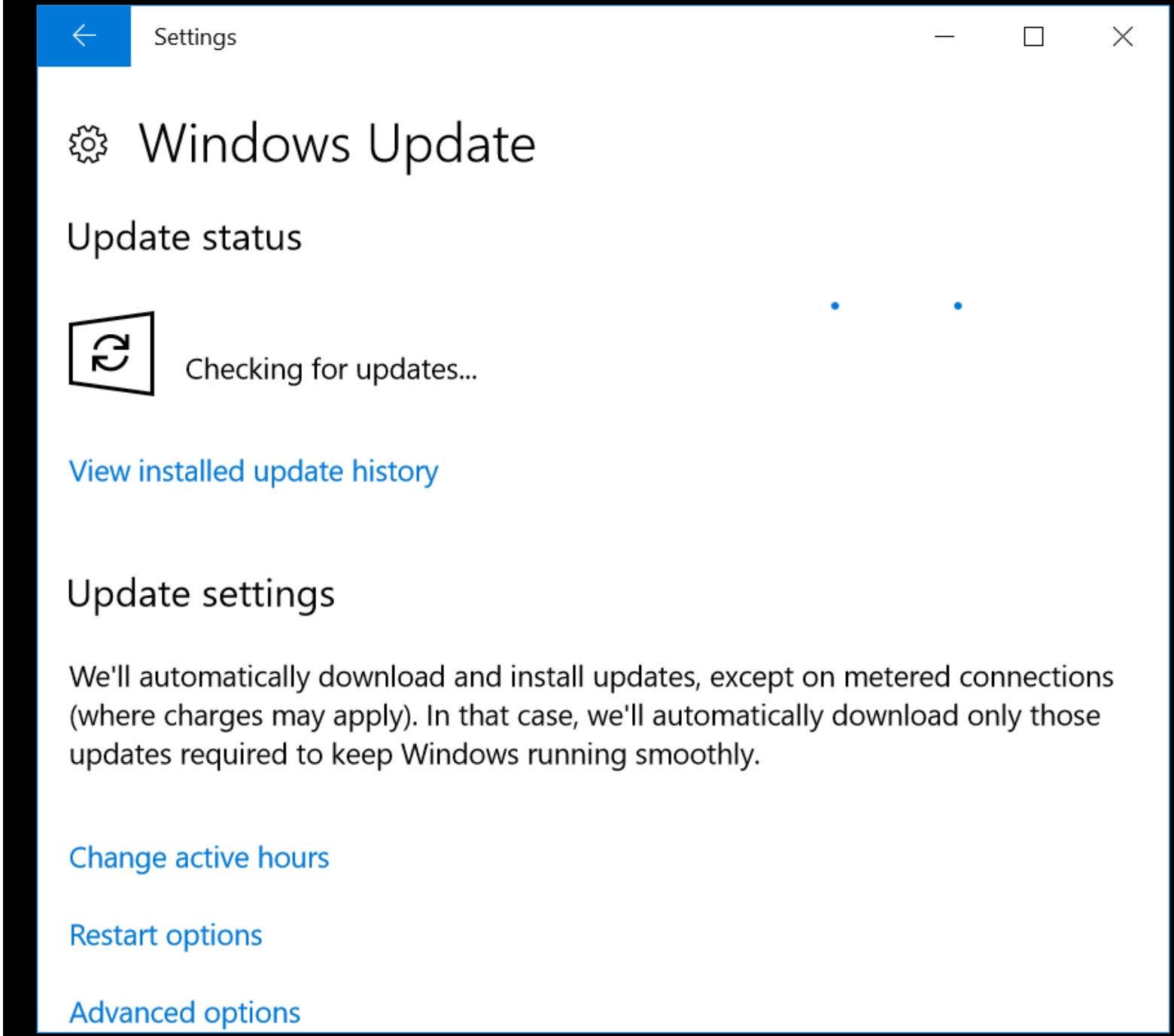

Settings
Find a setting
Time & Language
Speech, region, date
Gaming
Game bar, DVR, broadcasting, Game Mode
Ease of Access
Narrator, magnifier, high contrast
Cortana
Cortana language, permissions, notifications
Privacy
Location, camera
Update & Security
Windows Update, recovery, backup

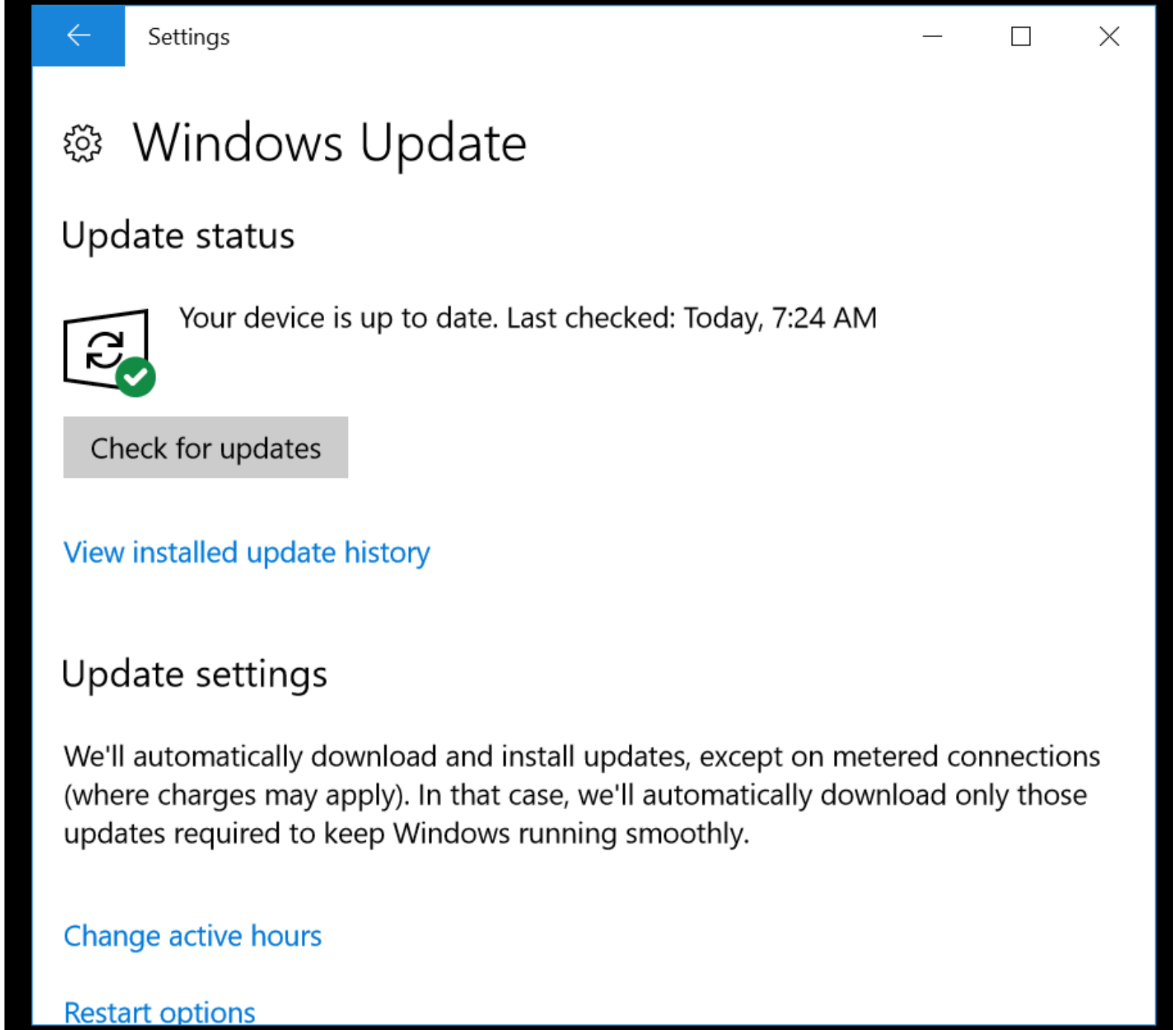

Settings
Find a setting
Update & Security
Windows Update
Windows Defender
Backup
Troubleshoot
Recovery
Activation
Find my device
For developers


Settings
Find a setting
Update & Security
Windows Update
Windows Defender
Backup
Troubleshoot
Recovery
Activation
Find my device
For developers


Settings
Windows Update
Update status
Your device is up to date. Last checked: Today, 7:05 AM
Check for updates
View installed update history
Update settings
We'll automatically download and install updates, except on metered connections (where charges may apply). In that case, we'll automatically download only those updates required to keep Windows running smoothly.
Change active hours
Restart options


Settings
Windows Update
Update status
Your device is up to date. Last checked: Today, 7:05 AM
Check for updates
View installed update history
Update settings
We'll automatically download and install updates, except on metered connections (where charges may apply). In that case, we'll automatically download only those updates required to keep Windows running smoothly.
Change active hours
Restart options


Settings
Windows Update
Update status
Checking for updates...
View installed update history
Update settings
We'll automatically download and install updates, except on metered connections (where charges may apply). In that case, we'll automatically download only those updates required to keep Windows running smoothly.
Change active hours
Restart options
Advanced options


Settings
Windows Update
Update status
Your device is up to date. Last checked: Today, 7:24 AM
Check for updates
View installed update history
Update settings
We'll automatically download and install updates, except on metered connections (where charges may apply). In that case, we'll automatically download only those updates required to keep Windows running smoothly.
Change active hours
Restart options

BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

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

BASIC INFORMATION ABOUT "WINDOWS UPDATE" (continued)

- To make a shortcut for "Windows Update in "Windows 10", see https://www.windowscentral.com/how-create-shortcut-windows-update-windows-10

HOW DO YOU KNOW IF "WINDOWS UPDATE" IS BROKEN?

- No updates are ever found when you tell it to start searching for updates
  and/or
  Updates never complete downloading
  and/or
  Updates never complete installing

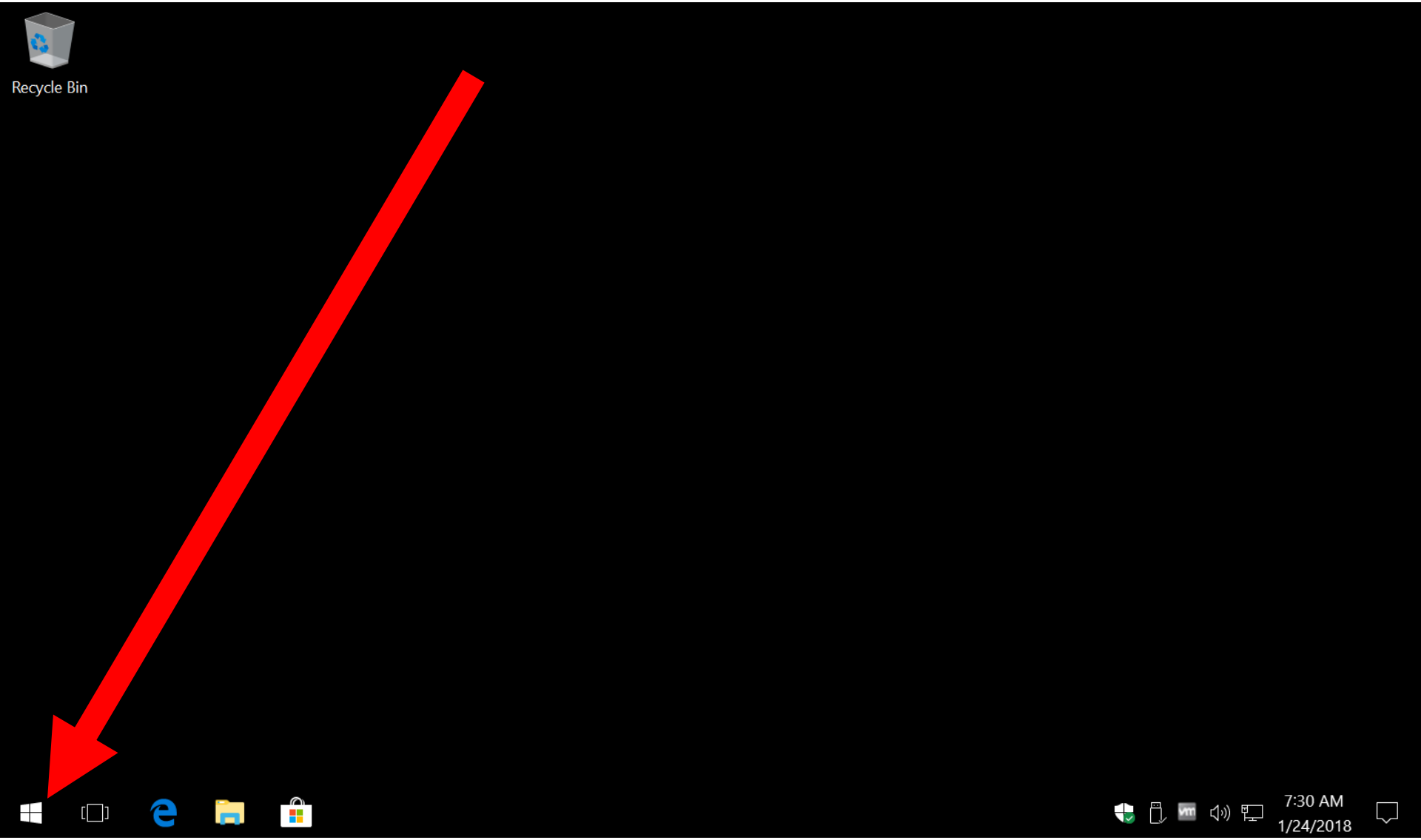
BIG STEP 100: RUN "FIX PROBLEMS WITH WINDOWS UPDATE"

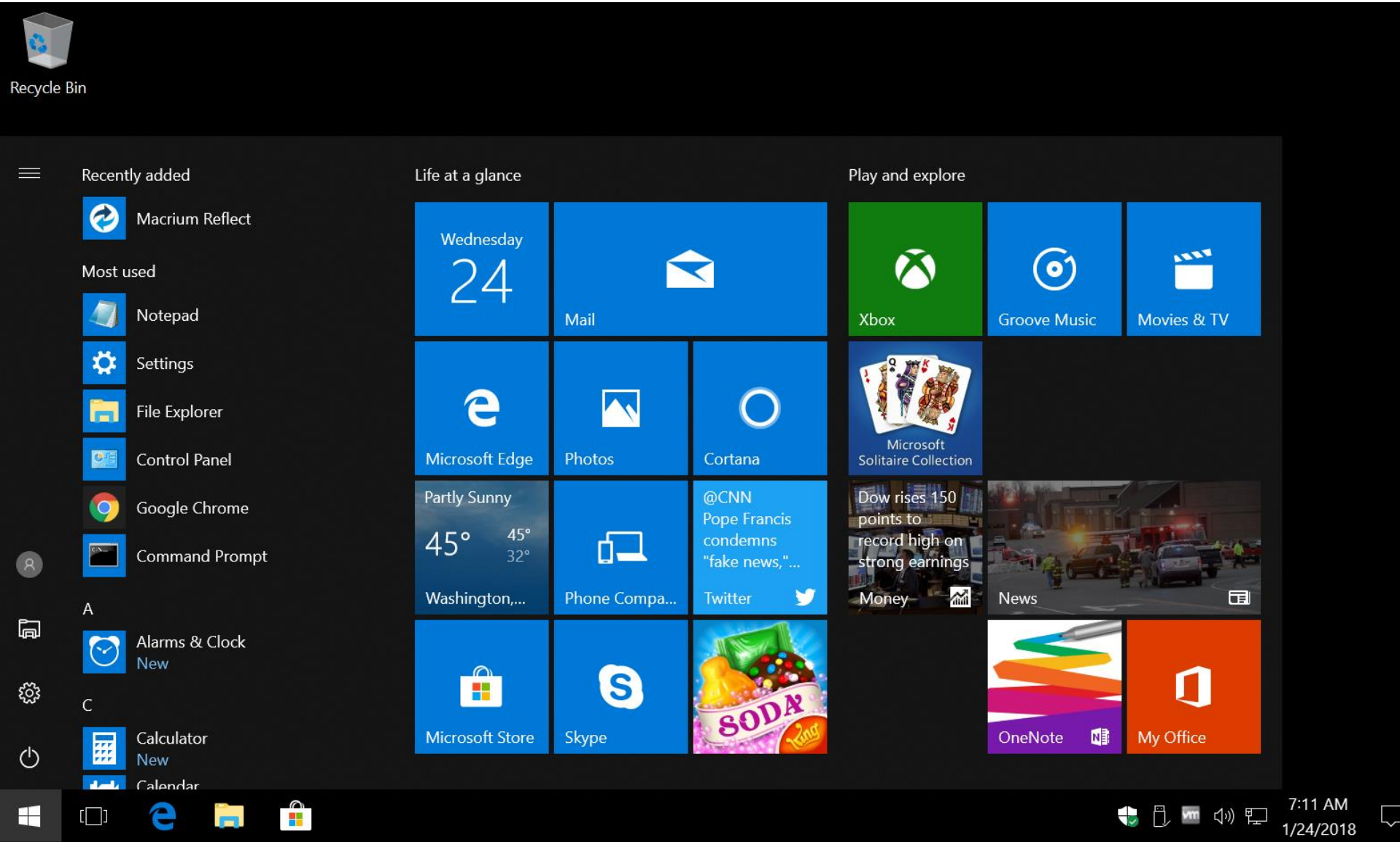
- Use the left mouse button to click on the "Start button"
- Scroll vertically downward to the "Windows System" category icon
- Click on the "Windows System" icon
- Click on "Control Panel"

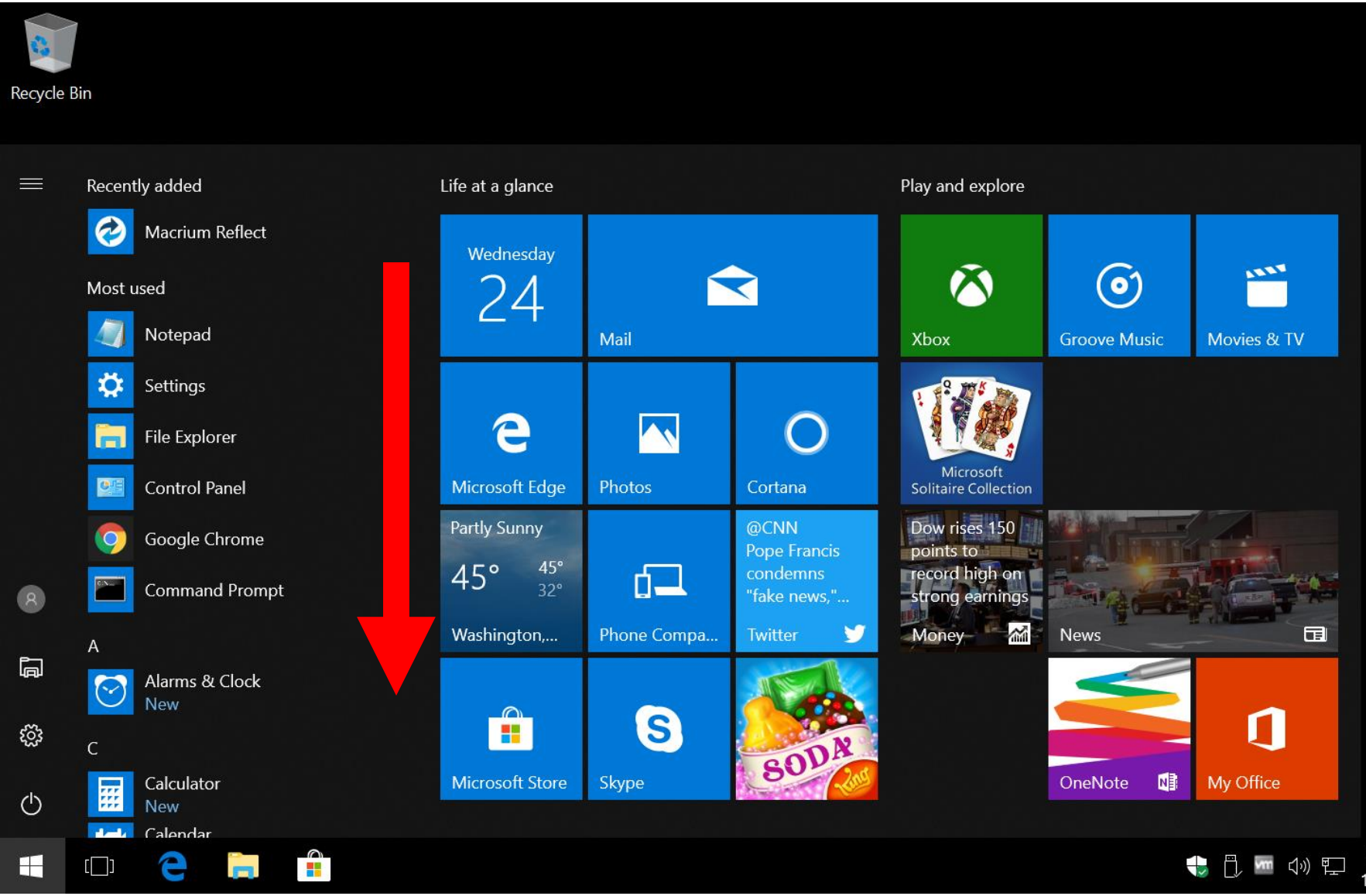
BIG STEP 100: RUN "FIX PROBLEMS WITH WINDOWS UPDATE" (continued)

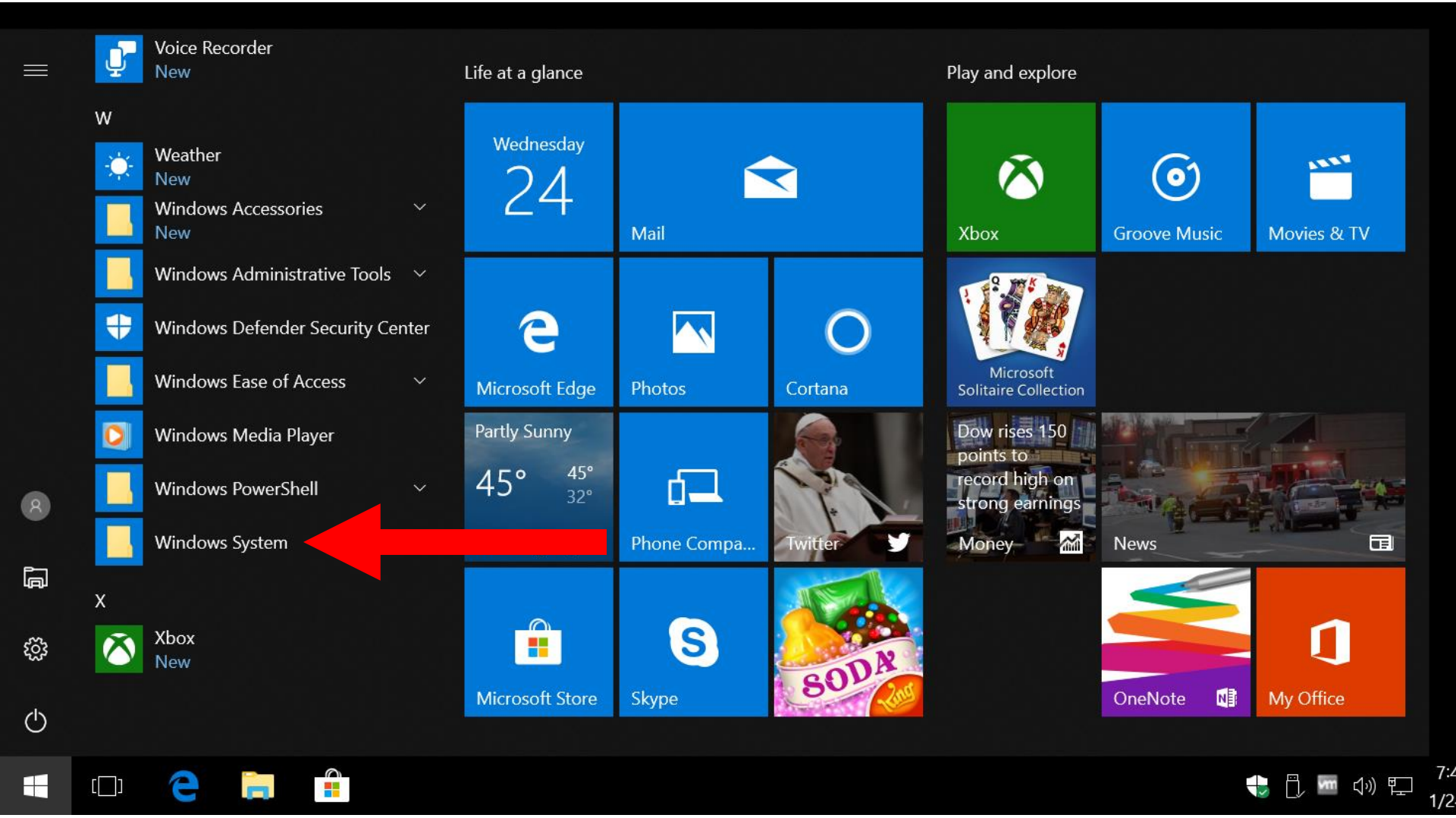
- Go to "Troubleshooting"
  OR
  go to "System and Security", and then click on "Troubleshoot common computer problems"
- Click on
  "Fix problems with Windows Update"

Recycle Bin
7:30 AM
1/24/2018

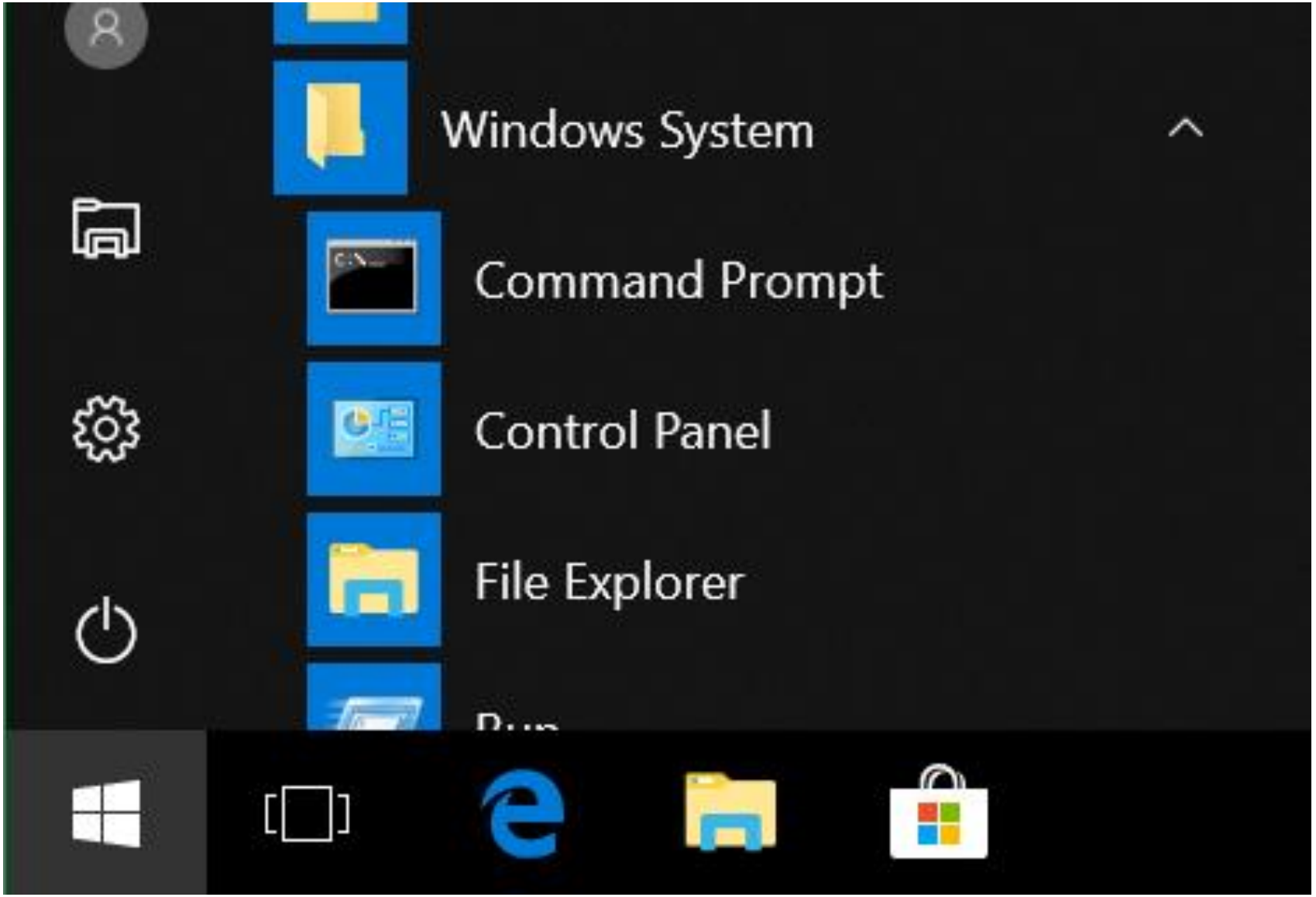

Recycle Bin
7:30 AM
1/24/2018

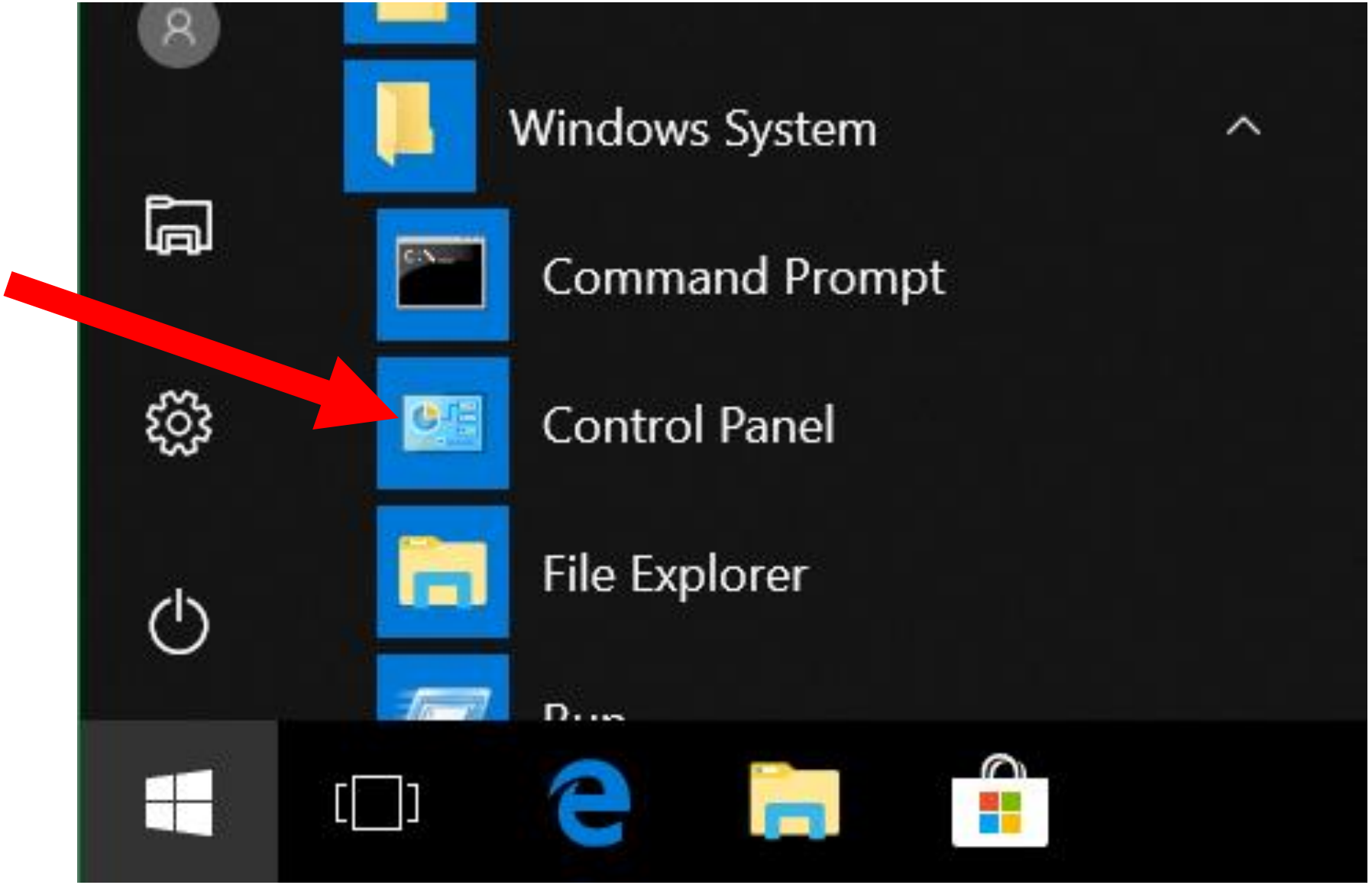

Recycle Bin
Recently added
Macrium Reflect
Most used
Notepad
Settings
File Explorer
Control Panel
Google Chrome
Command Prompt
A
Alarms & Clock
New
C
Calculator
New
Life at a glance
Wednesday
24
Mail
Microsoft Edge
Photos
Cortana
Partly Sunny
45°
45°
32°
Washington,...
Phone Compa...
@CNN
Pope Francis condemns "fake news,"...
Twitter
Microsoft Store
Skype
Play and explore
Xbox
Groove Music
Movies & TV
Microsoft Solitaire Collection
Dow rises 150 points to record high on strong earnings
Money
News
OneNote
My Office
7:11 AM
1/24/2018


Recycle Bin
Recently added
Macrium Reflect
Most used
Notepad
Settings
File Explorer
Control Panel
Google Chrome
Command Prompt
A
Alarms & Clock
New
C
Calculator
New
Life at a glance
Wednesday
24
Mail
Microsoft Edge
Photos
Cortana
Partly Sunny
45°
45°
32°
Washington,...
Phone Compa...
@CNN
Pope Francis condemns "fake news,"...
Twitter
Microsoft Store
Skype
Play and explore
Xbox
Groove Music
Movies & TV
Microsoft Solitaire Collection
Dow rises 150 points to record high on strong earnings
Money
News
OneNote
My Office
7:11 AM
1/24/2018


Voice Recorder
New
W
Weather
New
Windows Accessories
New
Windows Administrative Tools
Windows Defender Security Center
Windows Ease of Access
Windows Media Player
Windows PowerShell
Windows System
X
Xbox
New
Life at a glance
Wednesday
24
Mail
Microsoft Edge
Photos
Cortana
Partly Sunny
45°
45°
32°
Phone Compa...
Twitter
Microsoft Store
Skype
Play and explore
Xbox
Groove Music
Movies & TV
Microsoft Solitaire Collection
Dow rises 150 points to record high on strong earnings
Money
News
OneNote
My Office

Windows System
X
Xbox
New


Windows System
Command Prompt
Control Panel
File Explorer


Windows System
Command Prompt
Control Panel
File Explorer

Control Panel

Control Panel

Search Control Panel

Adjust your computer's settings

View by: Category

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

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

Hardware and Sound
View devices and printers
Add a device

Programs
Uninstall a program

User Accounts
Change account type

Appearance and Personalization

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

Ease of Access
Let Windows suggest settings
Optimize visual display

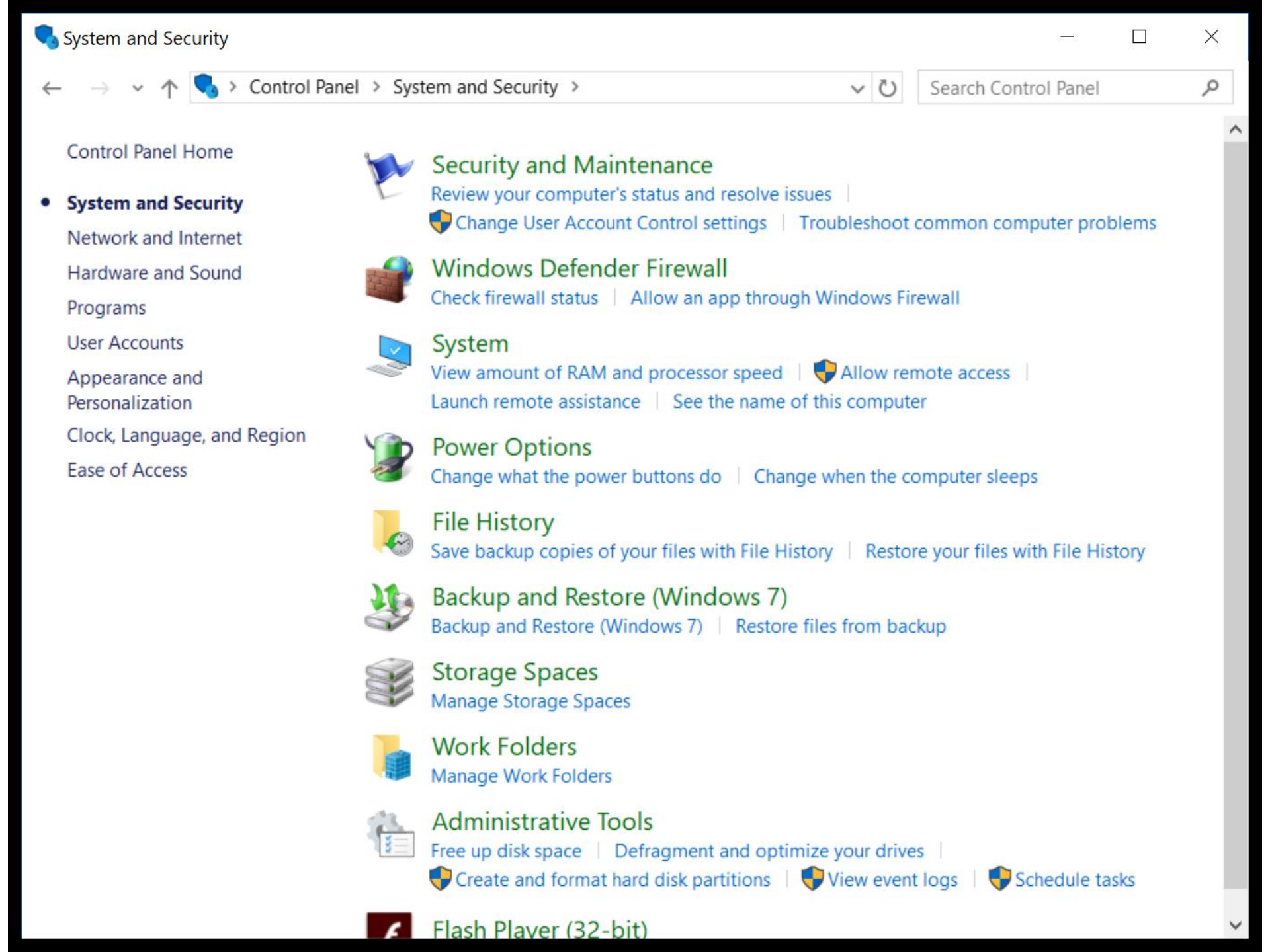
System and Security

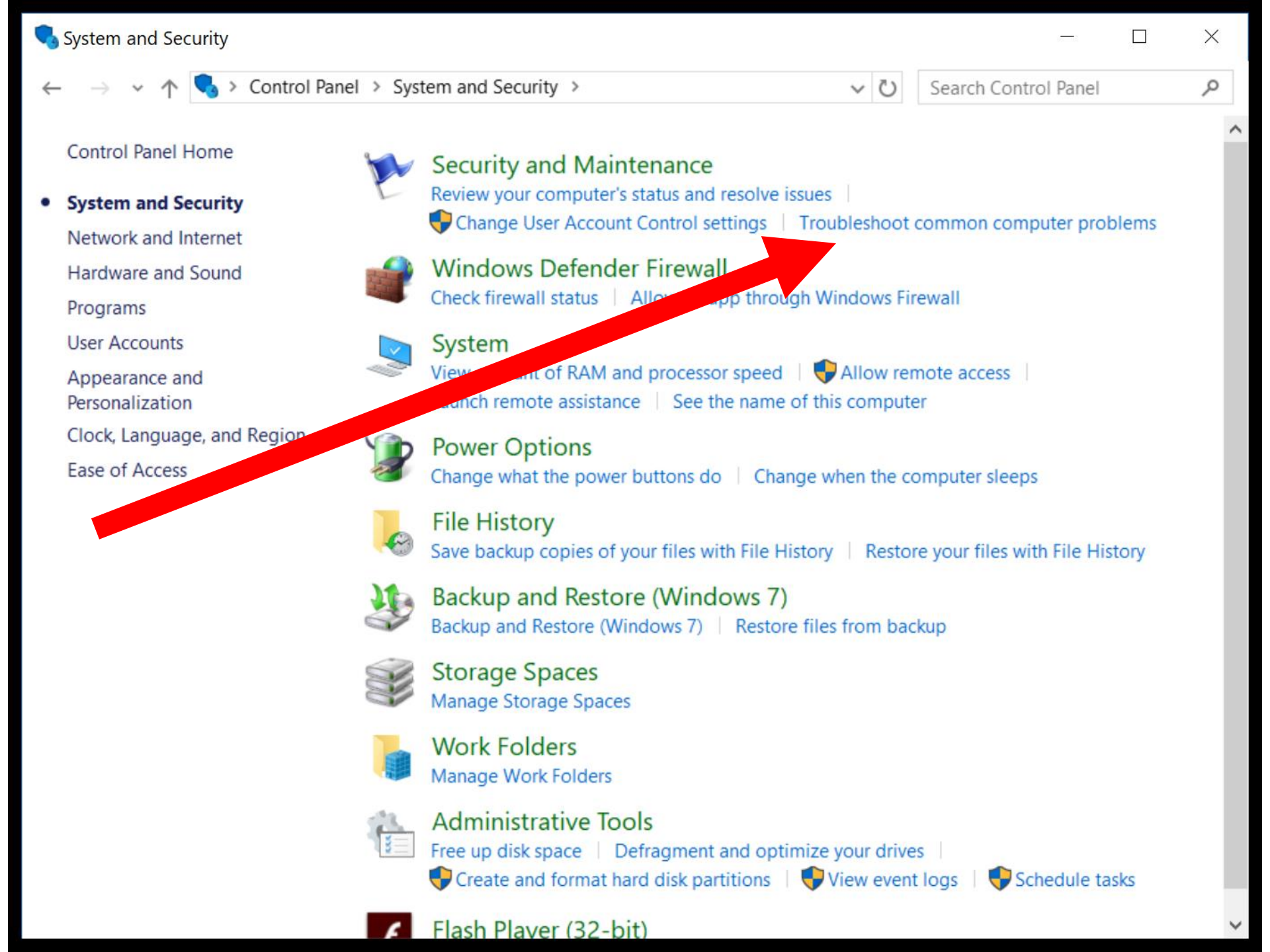
Review your computer's status

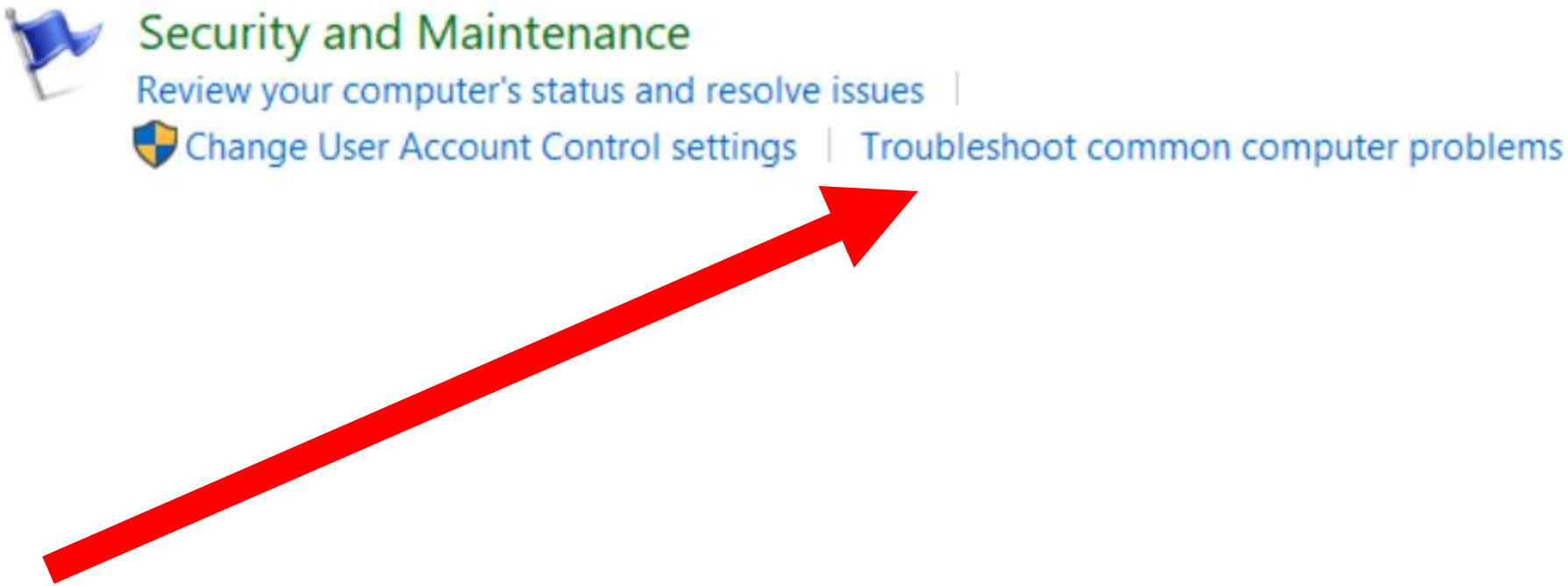
Save backup copies of your files with File History

Backup and Restore (Windows 7)

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


System and Security
Control Panel › System and Security ›
Search Control Panel
Control Panel Home
System and Security
Network and Internet
Hardware and Sound
Programs
User Accounts
Appearance and Personalization
Clock, Language, and Region
Ease of Access
Security and Maintenance
Review your computer's status and resolve issues
Change User Account Control settings
Troubleshoot common computer problems
Windows Defender Firewall
Check firewall status
Allow an app through Windows Firewall
System
View amount of RAM and processor speed
Allow remote access
Launch remote assistance
See the name of this computer
Power Options
Change what the power buttons do
Change when the computer sleeps
File History
Save backup copies of your files with File History
Restore your files with File History
Backup and Restore (Windows 7)
Backup and Restore (Windows 7)
Restore files from backup
Storage Spaces
Manage Storage Spaces
Work Folders
Manage Work Folders
Administrative Tools
Free up disk space
Defragment and optimize your drives
Create and format hard disk partitions
View event logs
Schedule tasks
Flash Player (32-bit)


System and Security
Control Panel › System and Security ›
Search Control Panel
Control Panel Home
System and Security
Network and Internet
Hardware and Sound
Programs
User Accounts
Appearance and Personalization
Clock, Language, and Region
Ease of Access
Security and Maintenance
Review your computer's status and resolve issues
Change User Account Control settings
Troubleshoot common computer problems
Windows Defender Firewall
Check firewall status
System
Allow remote access
See the name of this computer
Power Options
Change what the power buttons do
Change when the computer sleeps
File History
Save backup copies of your files with File History
Restore your files with File History
Backup and Restore (Windows 7)
Backup and Restore (Windows 7)
Restore files from backup
Storage Spaces
Manage Storage Spaces
Work Folders
Manage Work Folders
Administrative Tools
Free up disk space
Defragment and optimize your drives
Create and format hard disk partitions
View event logs
Schedule tasks
Flash Player (32-bit)


Security and Maintenance
Review your computer's status and resolve issues
Change User Account Control settings
Troubleshoot common computer problems

Troubleshoot

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

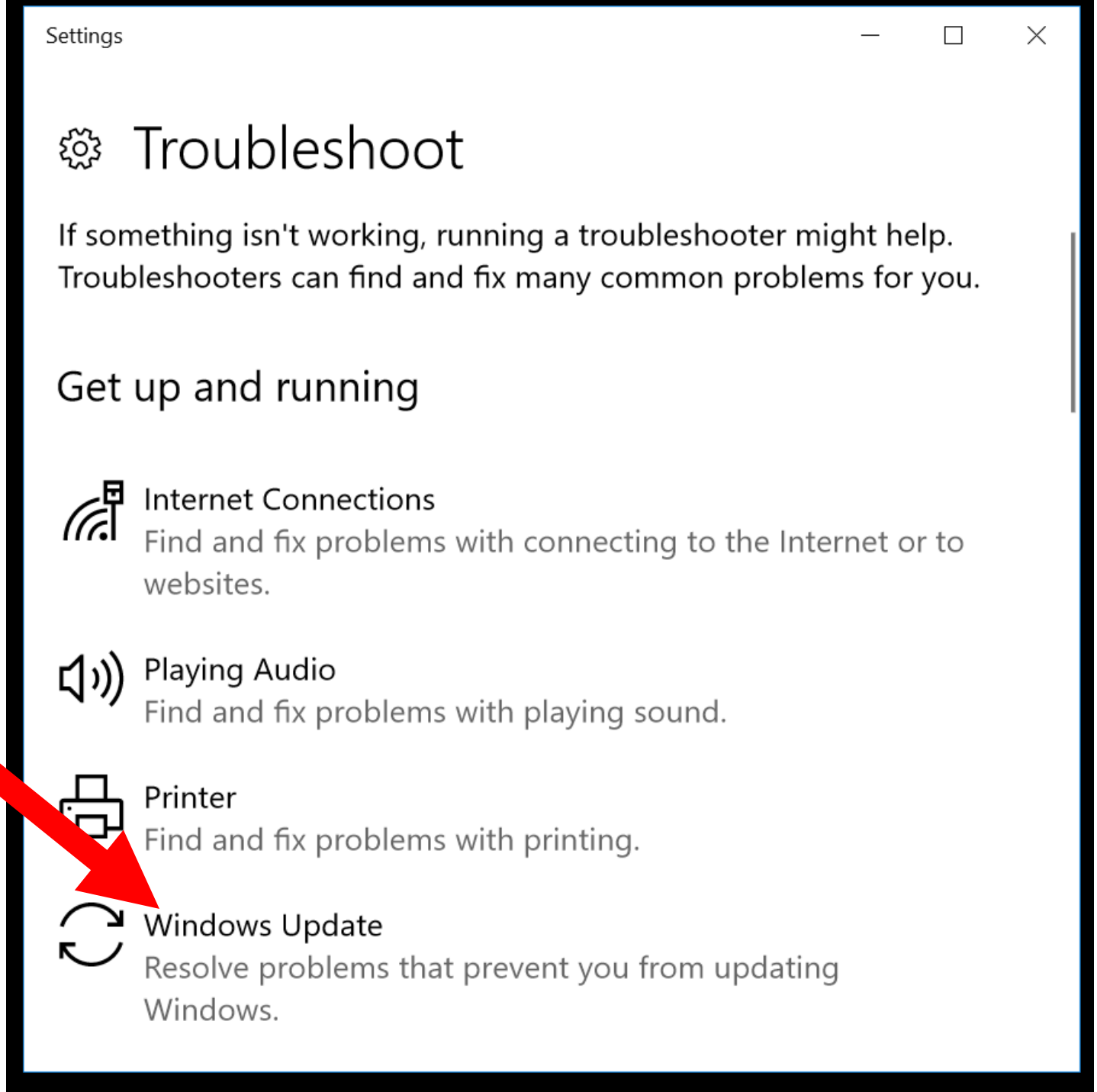
Get up and running

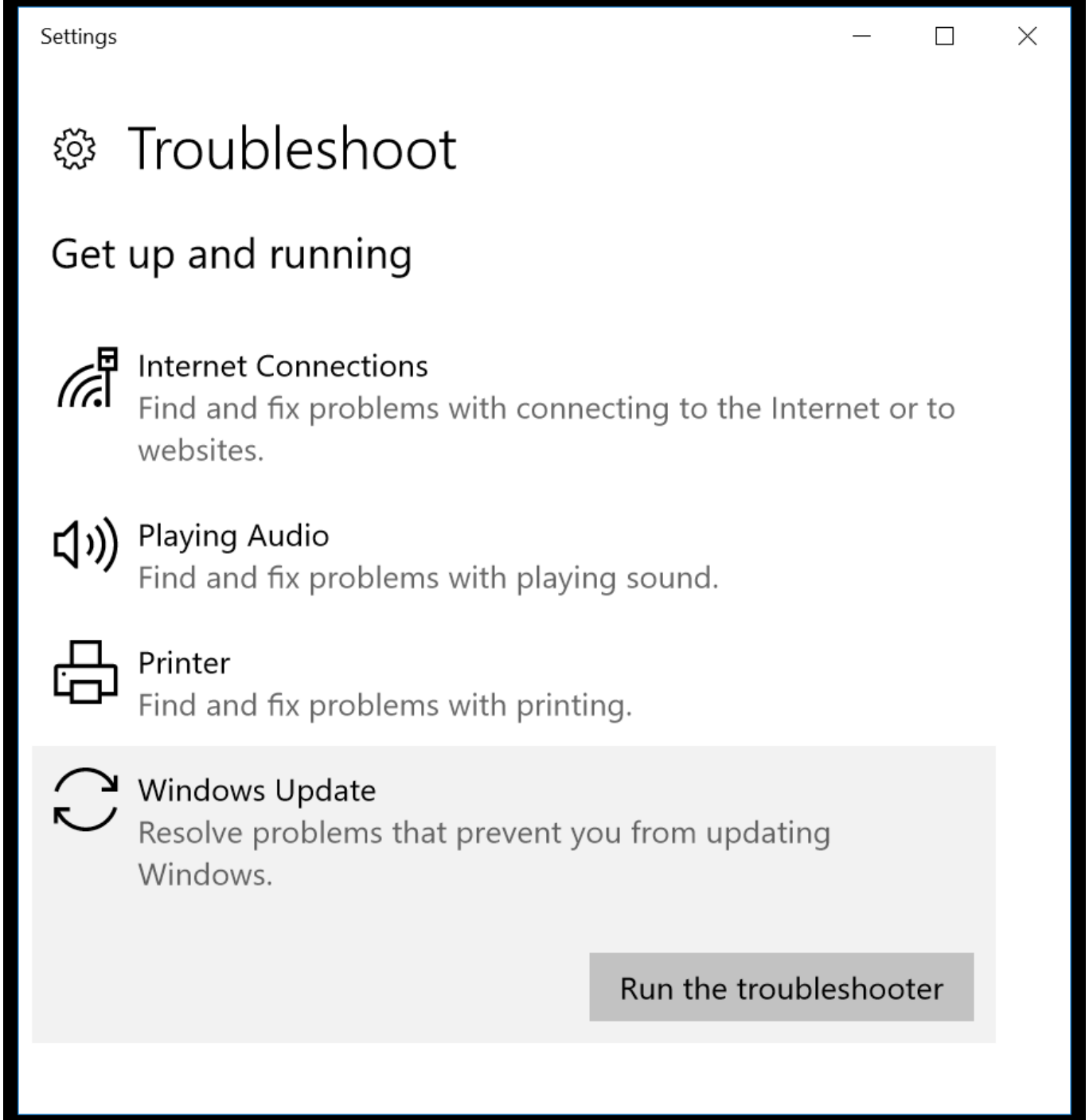
Internet Connections
Find and fix problems with connecting to the Internet or to websites.

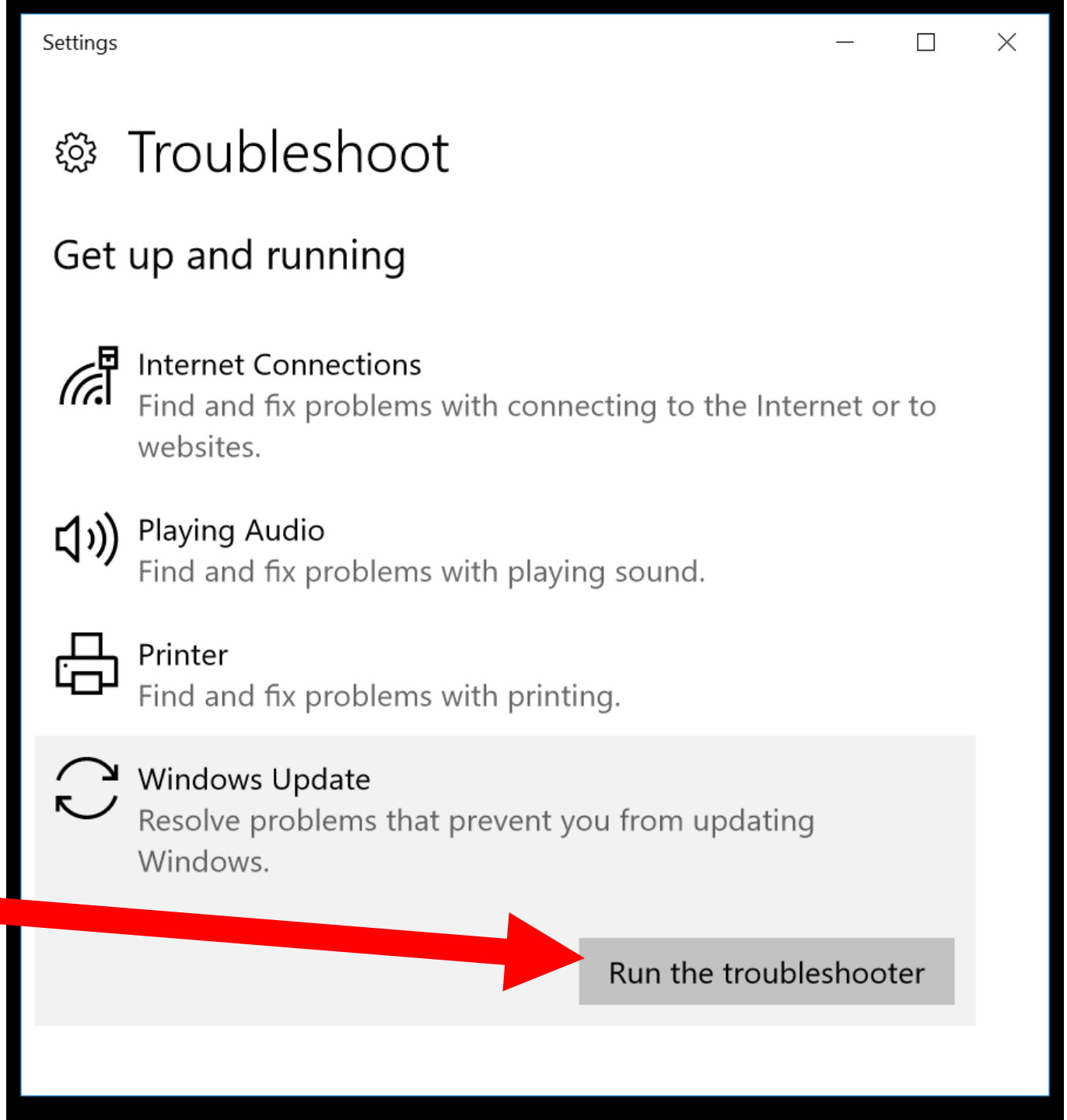
Playing Audio
Find and fix problems with playing sound.

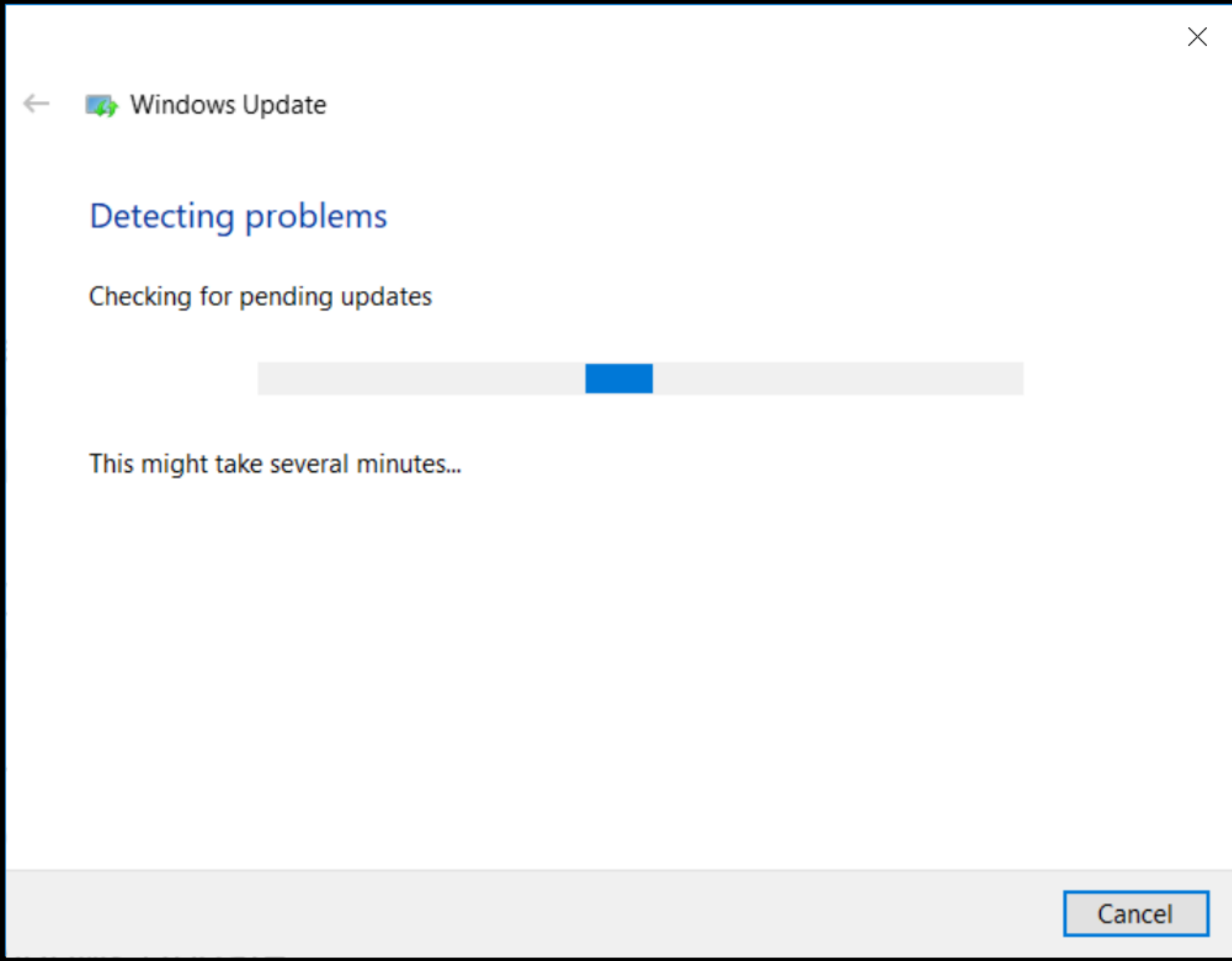
Printer
Find and fix problems with printing.

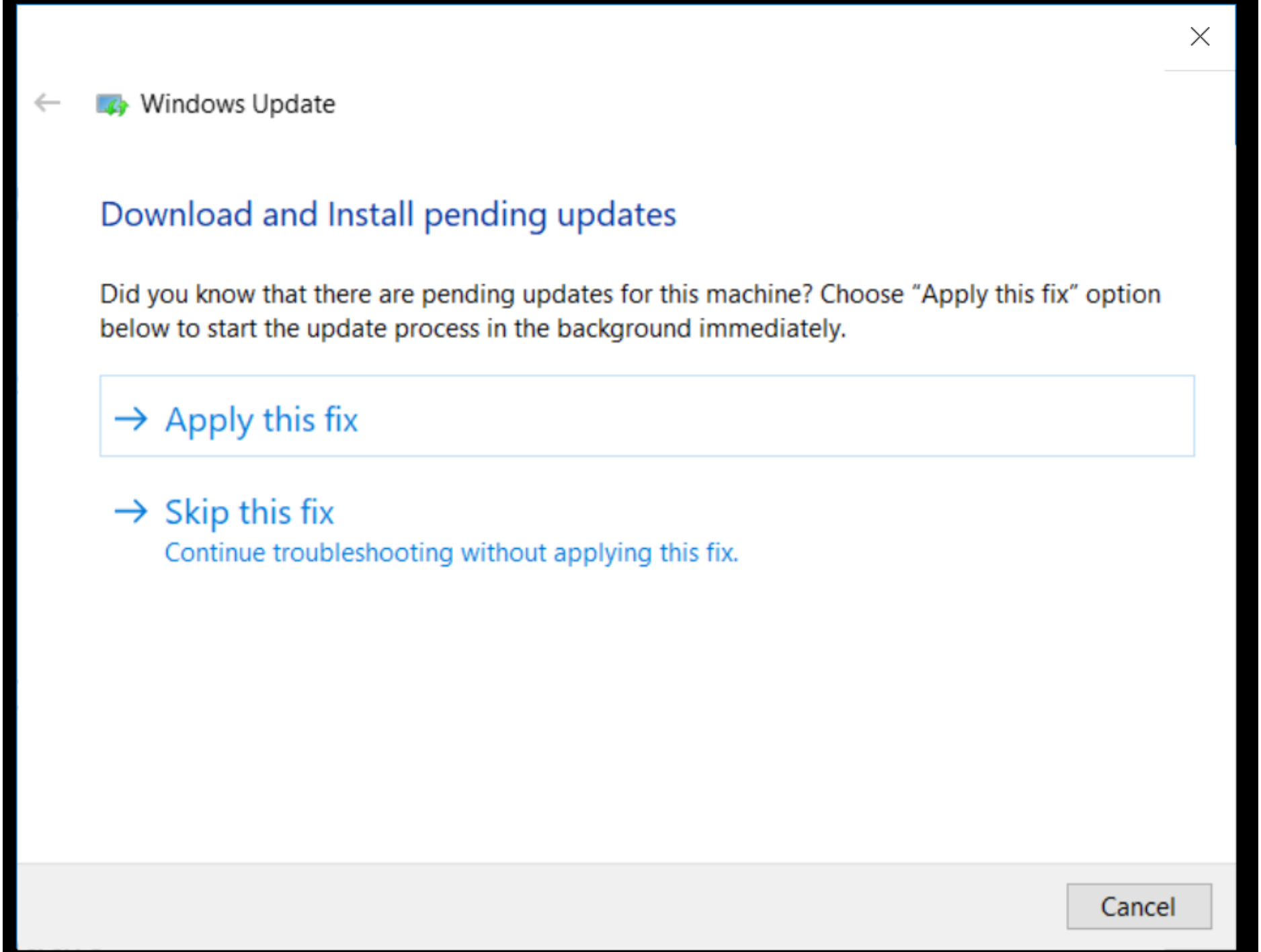
Windows Update
Resolve problems that prevent you from updating Windows.

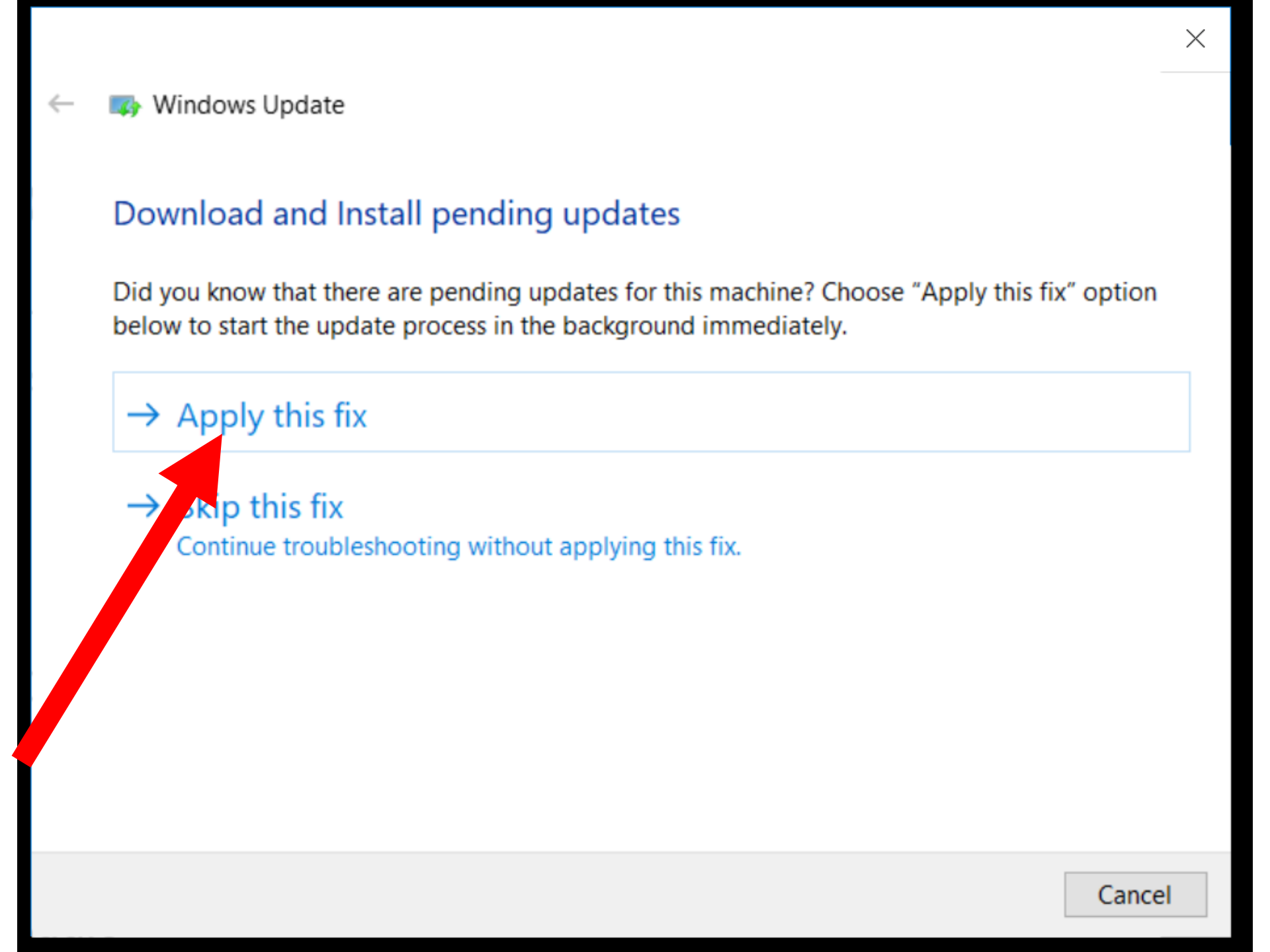

Settings
Troubleshoot
If something isn't working, running a troubleshooter might help.
Troubleshooters can find and fix many common problems for you.
Get up and running
Internet Connections
Find and fix problems with connecting to the Internet or to websites.
Playing Audio
Find and fix problems with playing sound.
Printer
Find and fix problems with printing.
Windows Update
Resolve problems that prevent you from updating Windows.

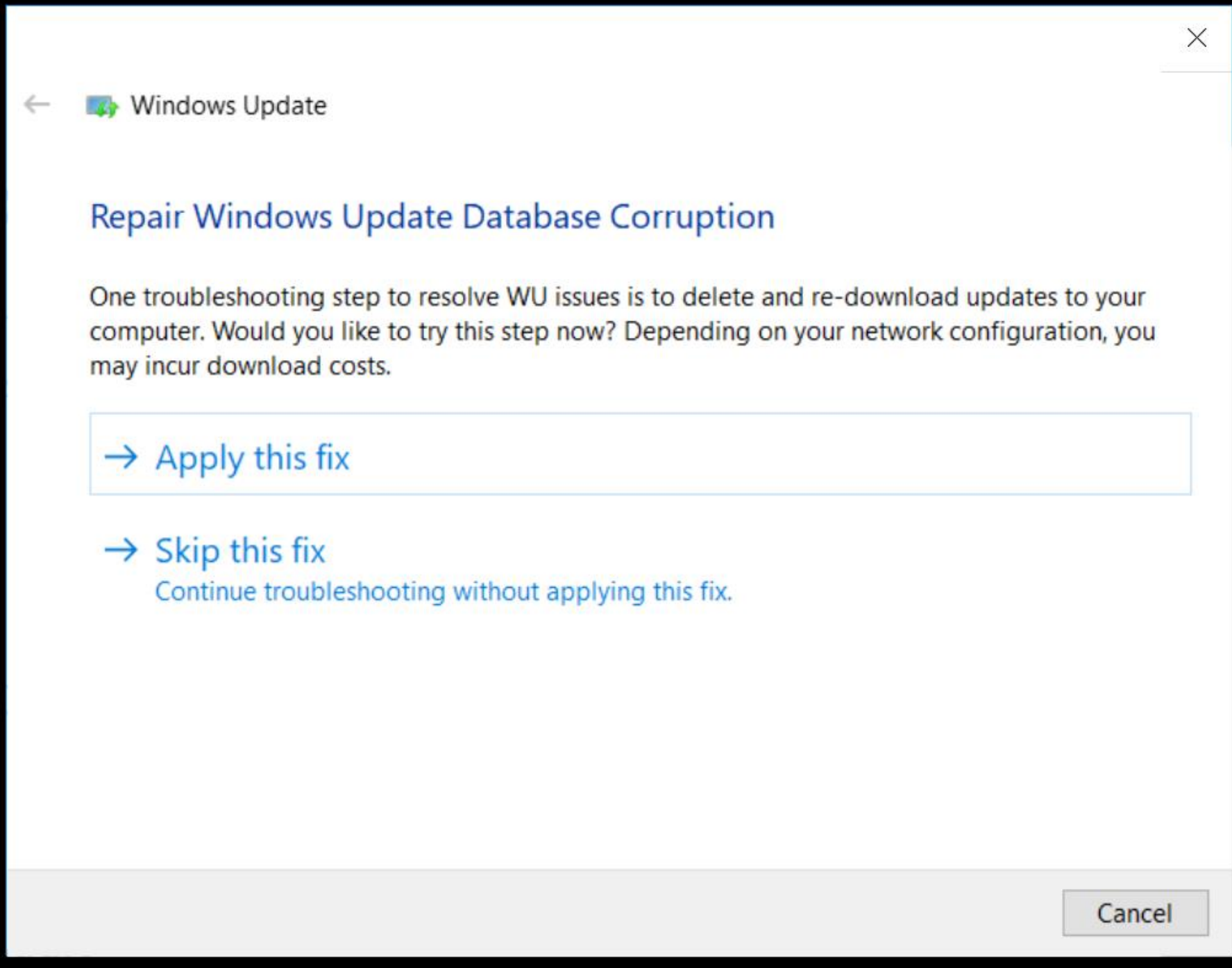

Settings
Troubleshoot
Get up and running
Internet Connections
Find and fix problems with connecting to the Internet or to websites.
Playing Audio
Find and fix problems with playing sound.
Printer
Find and fix problems with printing.
Windows Update
Resolve problems that prevent you from updating Windows.
Run the troubleshooter

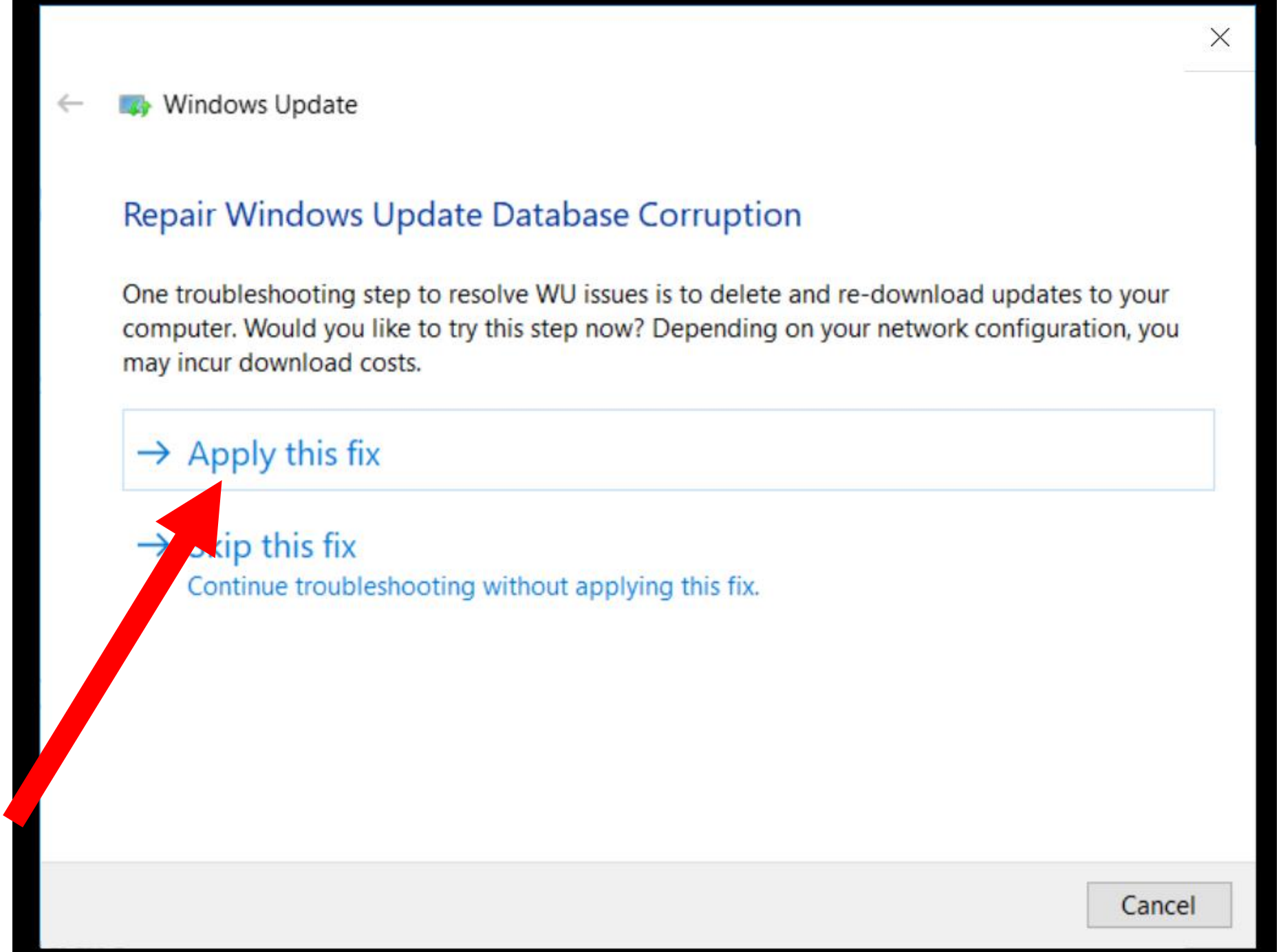

Settings
Troubleshoot
Get up and running
Internet Connections
Find and fix problems with connecting to the Internet or to websites.
Playing Audio
Find and fix problems with playing sound.
Printer
Find and fix problems with printing.
Windows Update
Resolve problems that prevent you from updating Windows.
Run the troubleshooter

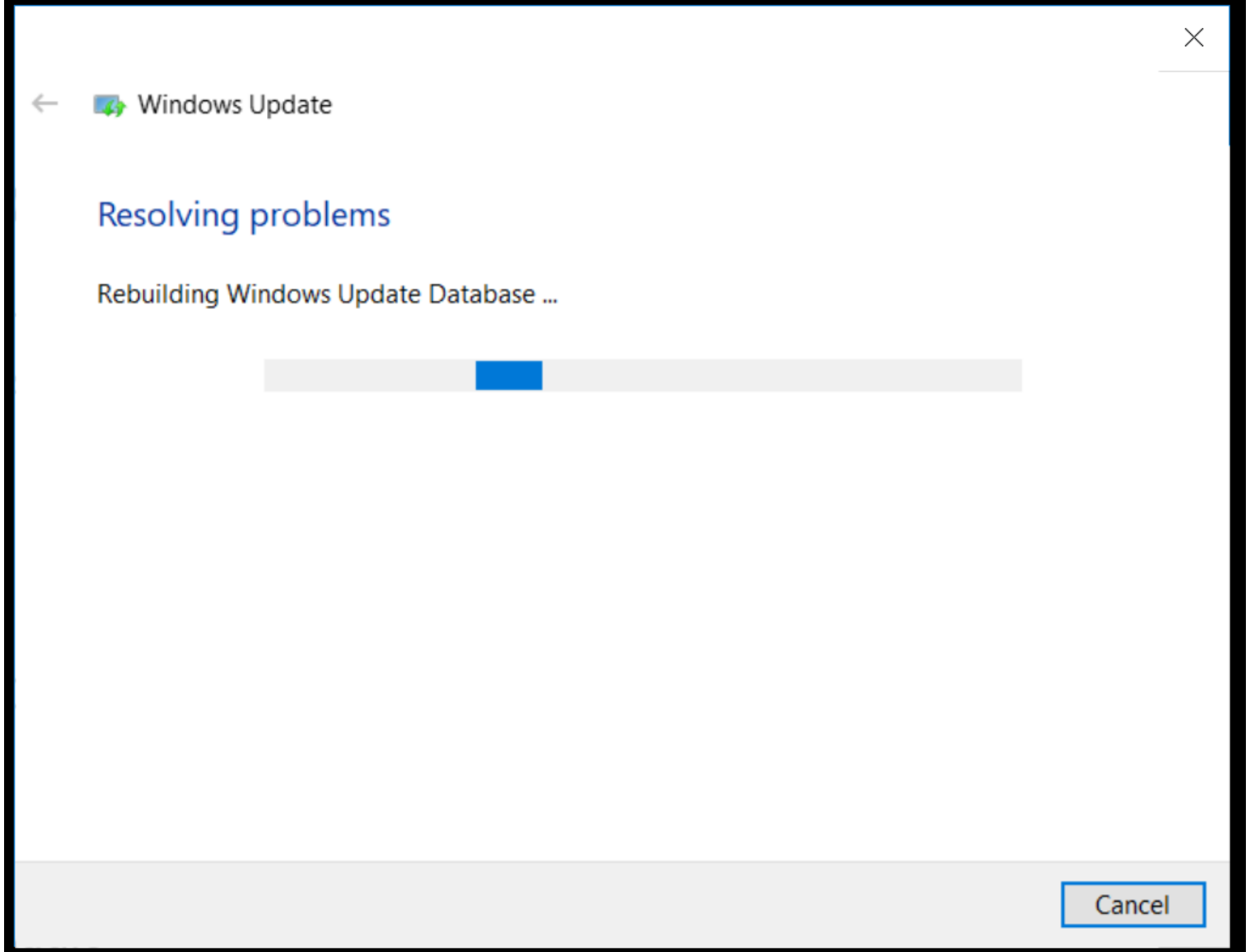

Windows Update
Detecting problems
Checking for pending updates
This might take several minutes...
Cancel

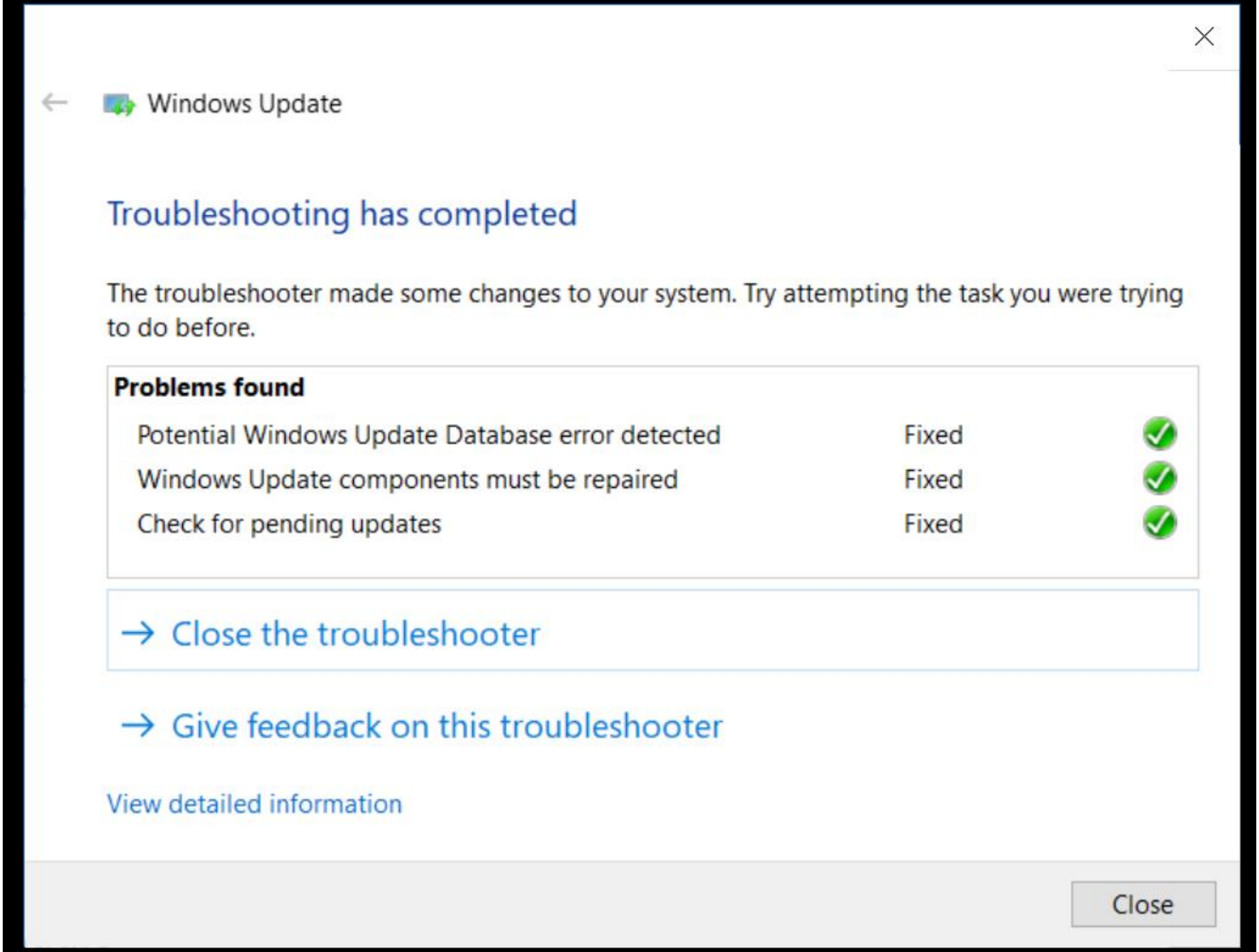

Windows Update
Download and Install pending updates
Did you know that there are pending updates for this machine? Choose "Apply this fix" option below to start the update process in the background immediately.
Apply this fix
Skip this fix
Continue troubleshooting without applying this fix.
Cancel

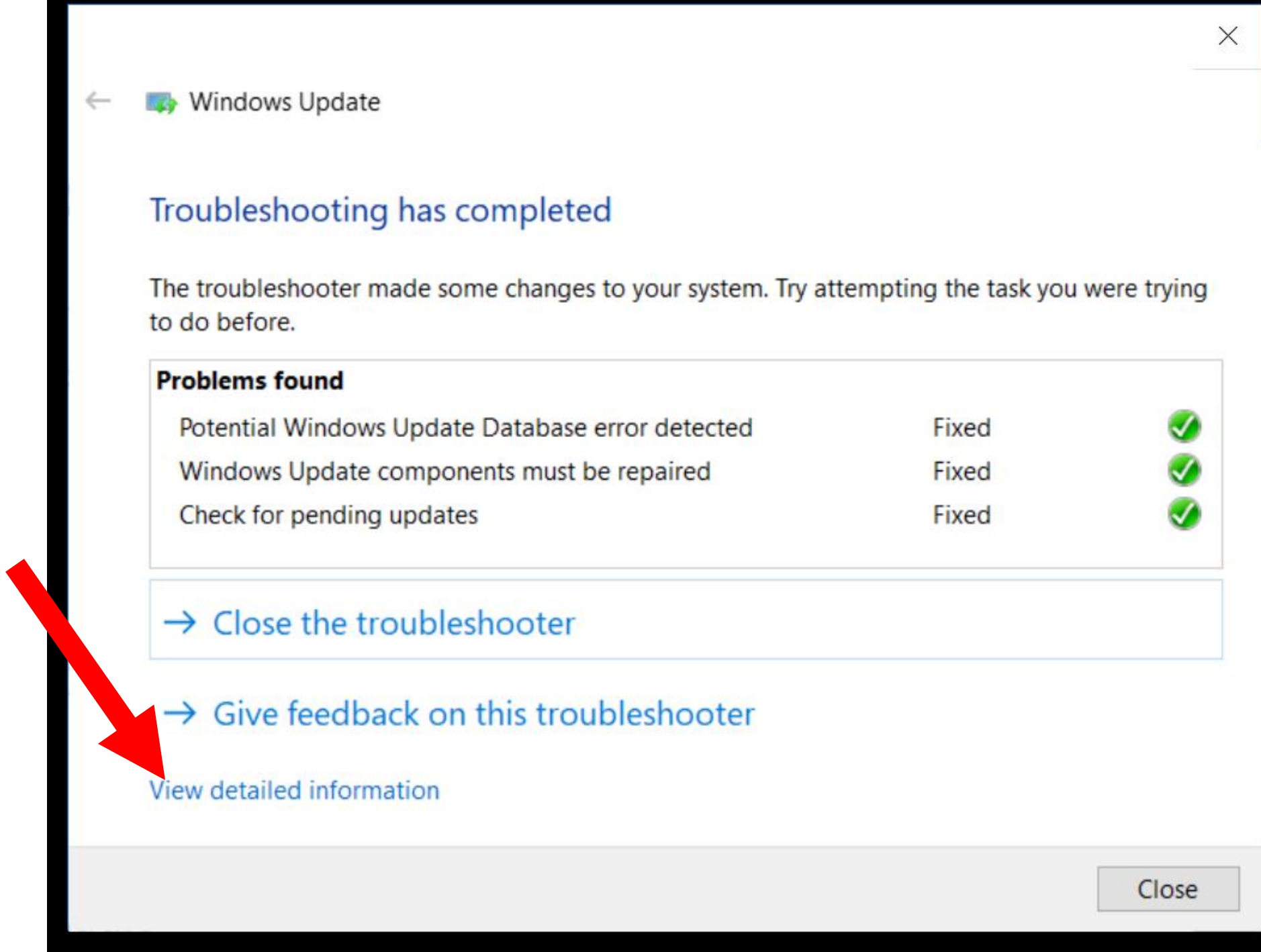

Windows Update
Download and Install pending updates
Did you know that there are pending updates for this machine? Choose "Apply this fix" option below to start the update process in the background immediately.
Apply this fix
Skip this fix
Continue troubleshooting without applying this fix.
Cancel


Windows Update
Repair Windows Update Database Corruption
One troubleshooting step to resolve WU issues is to delete and re-download updates to your computer. Would you like to try this step now? Depending on your network configuration, you may incur download costs.
→ Apply this fix
→ Skip this fix
Continue troubleshooting without applying this fix.
Cancel


Windows Update
Repair Windows Update Database Corruption
One troubleshooting step to resolve WU issues is to delete and re-download updates to your computer. Would you like to try this step now? Depending on your network configuration, you may incur download costs.
Apply this fix
Skip this fix
Continue troubleshooting without applying this fix.
Cancel


Windows Update
Resolving problems
Rebuilding Windows Update Database ...
Cancel


Windows Update
Troubleshooting has completed
The troubleshooter made some changes to your system. Try attempting the task you were trying to do before.
Problems found
Potential Windows Update Database error detected
Fixed
Windows Update components must be repaired
Fixed
Check for pending updates
Fixed
Close the troubleshooter
Give feedback on this troubleshooter
View detailed information
Close


Windows Update
Troubleshooting has completed
The troubleshooter made some changes to your system. Try attempting the task you were trying to do before.
Problems found
Potential Windows Update Database error detected
Fixed
Windows Update components must be repaired
Fixed
Check for pending updates
Fixed
Close the troubleshooter
Give feedback on this troubleshooter
View detailed information
Close

Windows Update

Troubleshooting report

Windows Update

Publisher details

Issues found

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

Potential issues that were checked

Default Windows Update data locations have changed	*Issue not present*

Next Cancel

Windows Update

Troubleshooting report

Windows Update

Publisher details

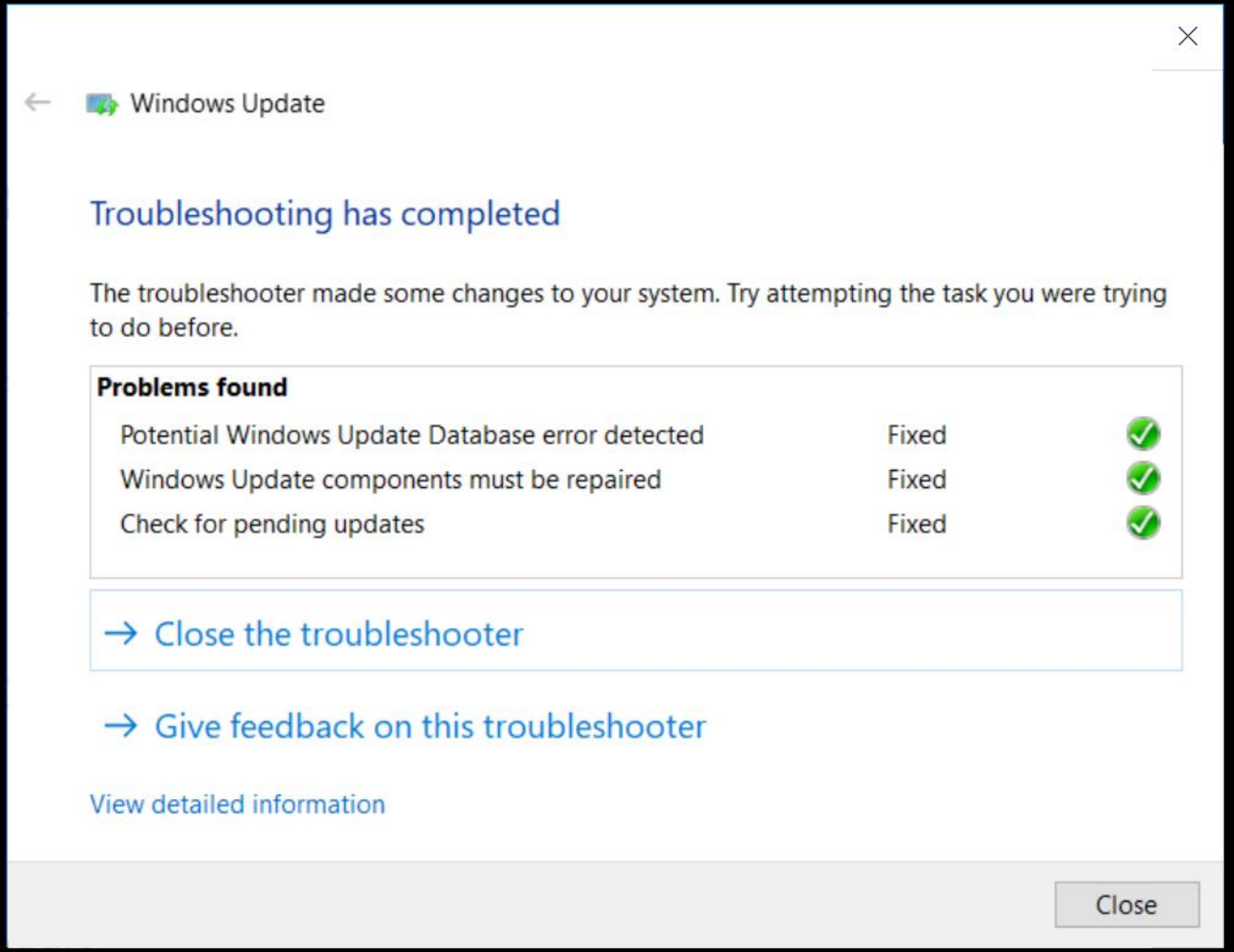
Issues found

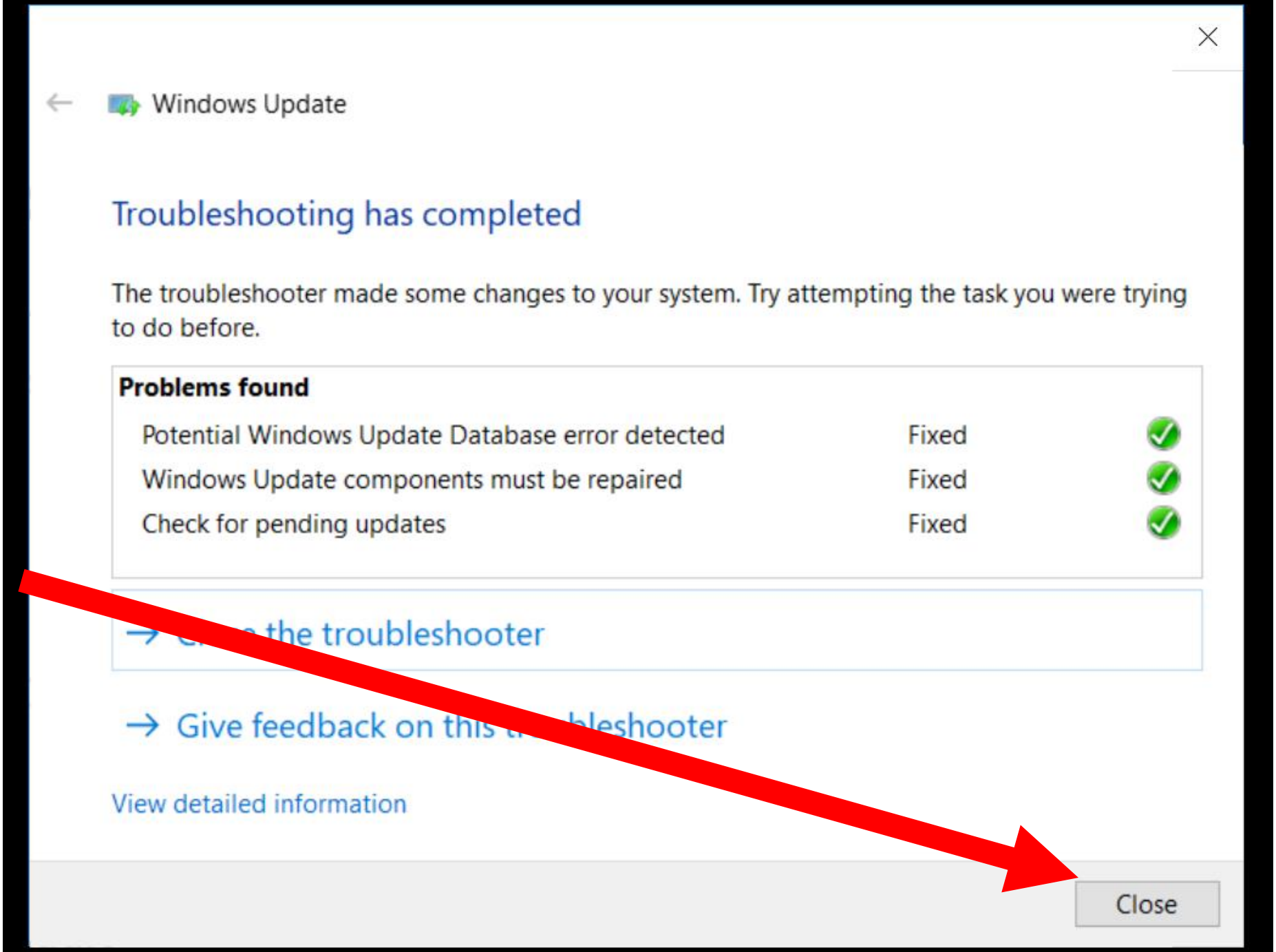
Potential Windows Update Database error detected	Fixed
Repair Windows Update Database Corruption	*Completed*
Windows Update components must be repaired	Fixed
Repair Windows Update components	*Completed*
Check for pending updates	Fixed
Download and install pending updates	*Completed*

Potential issues that were checked

Default Windows Update data locations have changed	*Issue not present*

Next Cancel


Windows Update
Troubleshooting has completed
The troubleshooter made some changes to your system. Try attempting the task you were trying to do before.
Problems found
Potential Windows Update Database error detected
Fixed
Windows Update components must be repaired
Fixed
Check for pending updates
Fixed
Close the troubleshooter
Give feedback on this troubleshooter
View detailed information
Close


Windows Update
Troubleshooting has completed
The troubleshooter made some changes to your system. Try attempting the task you were trying to do before.
Problems found
Potential Windows Update Database error detected
Fixed
Windows Update components must be repaired
Fixed
Check for pending updates
Fixed
→ Give feedback on this
View detailed information
Close

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

- Reboot the computer
- See if "Windows Update" is now working
- If "Windows Update" is still inoperative, go to "Big Step 200"

BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER"

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

Secure | https://support.microsoft.com/en-ie/help/4027322/windows-update-troubleshooter

By using this site you agree to the use of cookies for analytics, personalised content and ads.

Windows Update Troubleshooter

Applies to: *Windows 10, Windows 8.1, Windows 7*

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

Download troubleshooter for Windows 10

Download troubleshooter for Windows 7 and Windows 8

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

Windows Update Troubleshooter

Applies to: *Windows 10, Windows 8.1, Windows 7*

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

Download troubleshooter for Windows 10

Download troubleshooter for Windows 7 and Windows 8

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

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

- Click on "Download troubleshooter for Windows 10":

Windows Update Troubleshooter

Applies to: *Windows 10, Windows 8.1, Windows 7*

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

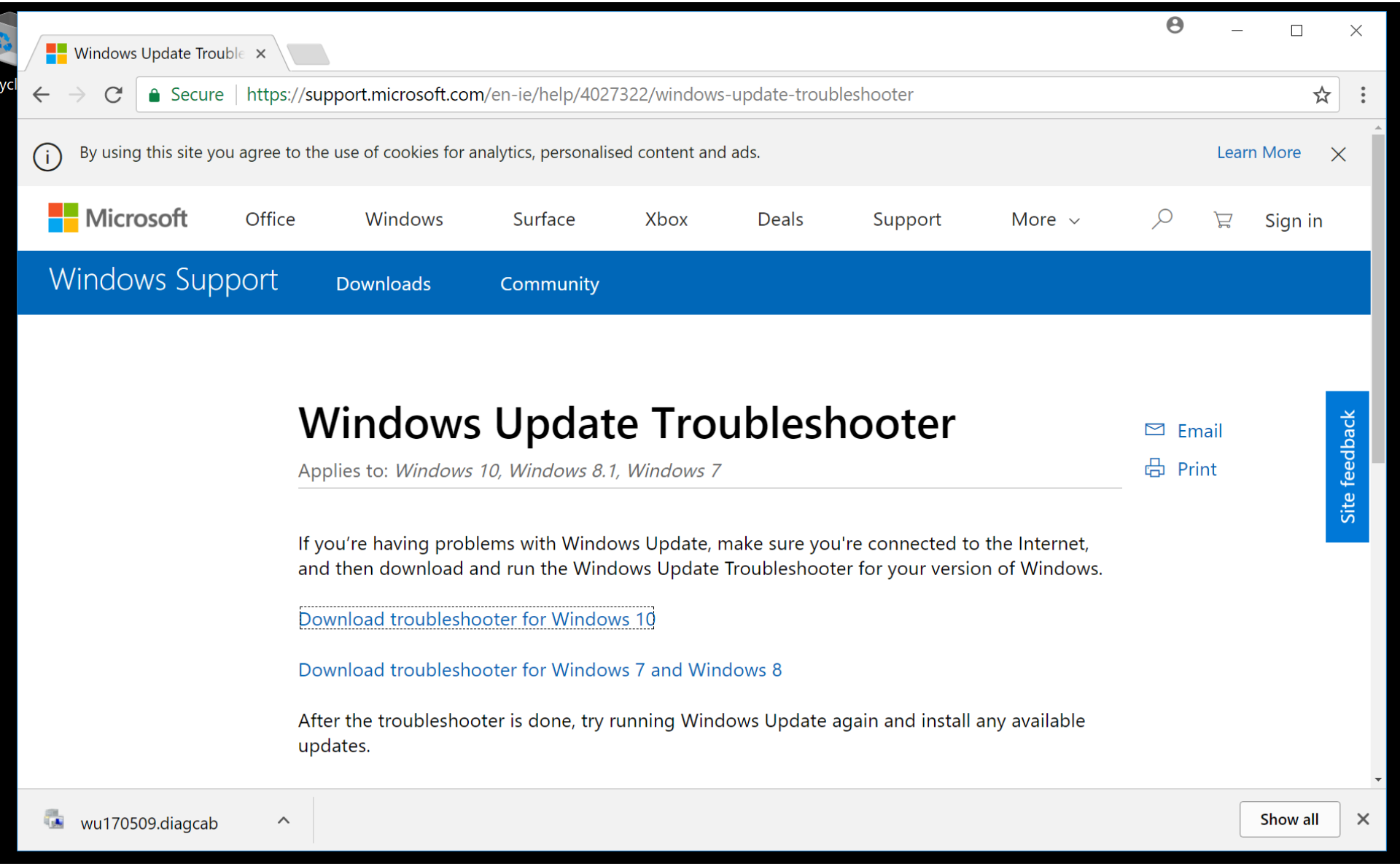
Download troubleshooter for Windows 10

Download troubleshooter for Windows 7 and Windows 8

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

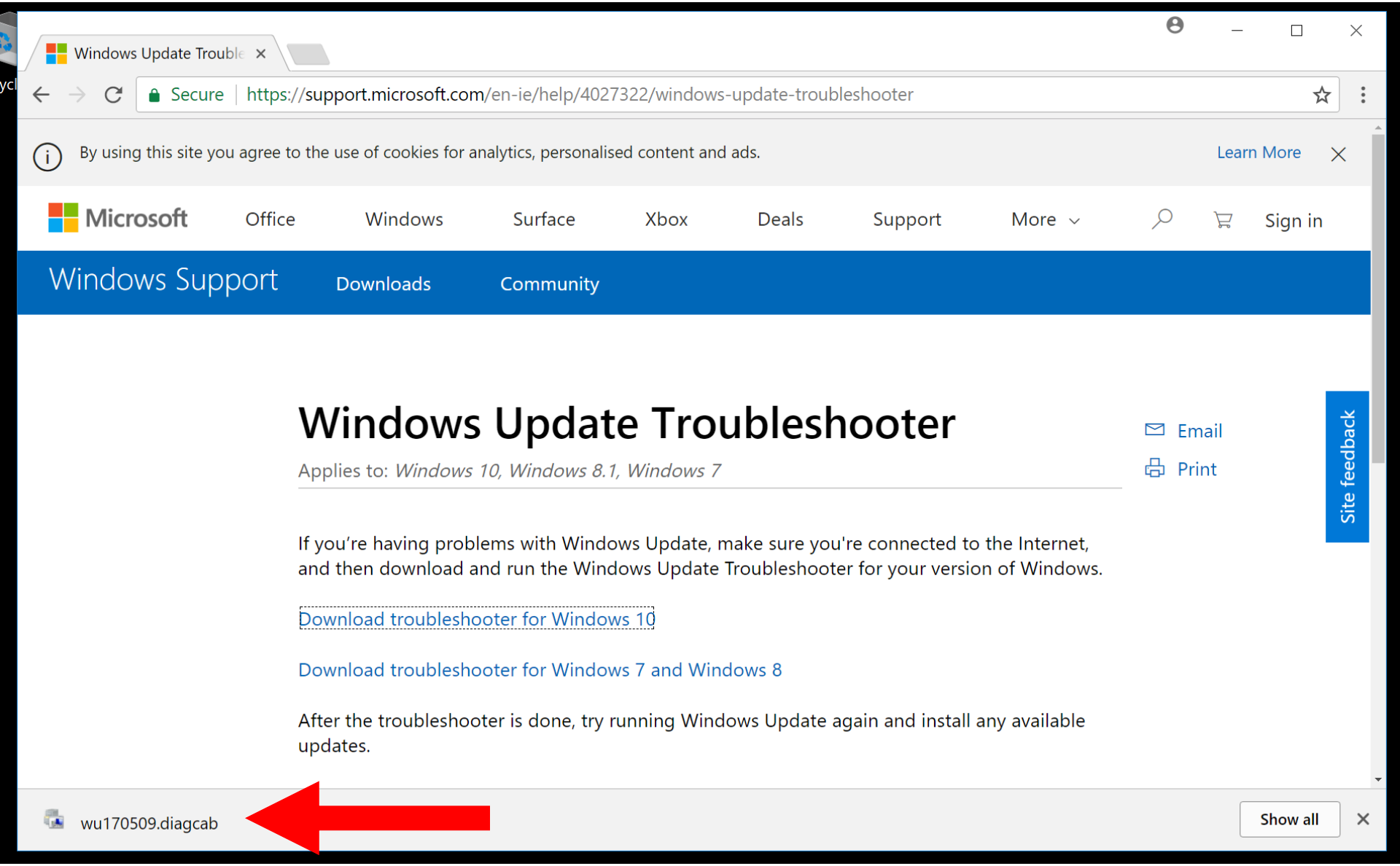
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER" (continued)

- Click on "Download troubleshooter for Windows 10":


Windows Update Troubl
Secure
https://support.microsoft.com/en-ie/help/4027322/windows-update-troubleshooter
By using this site you agree to the use of cookies for analytics, personalised content and ads.
Learn More
Microsoft
Office
Windows
Surface
Xbox
Deals
Support
More
Sign in
Windows Support
Downloads
Community
Windows Update Troubleshooter
Applies to: Windows 10, Windows 8.1, Windows 7
Email
Print
Site feedback
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.
wu170509.diagcab
Show all

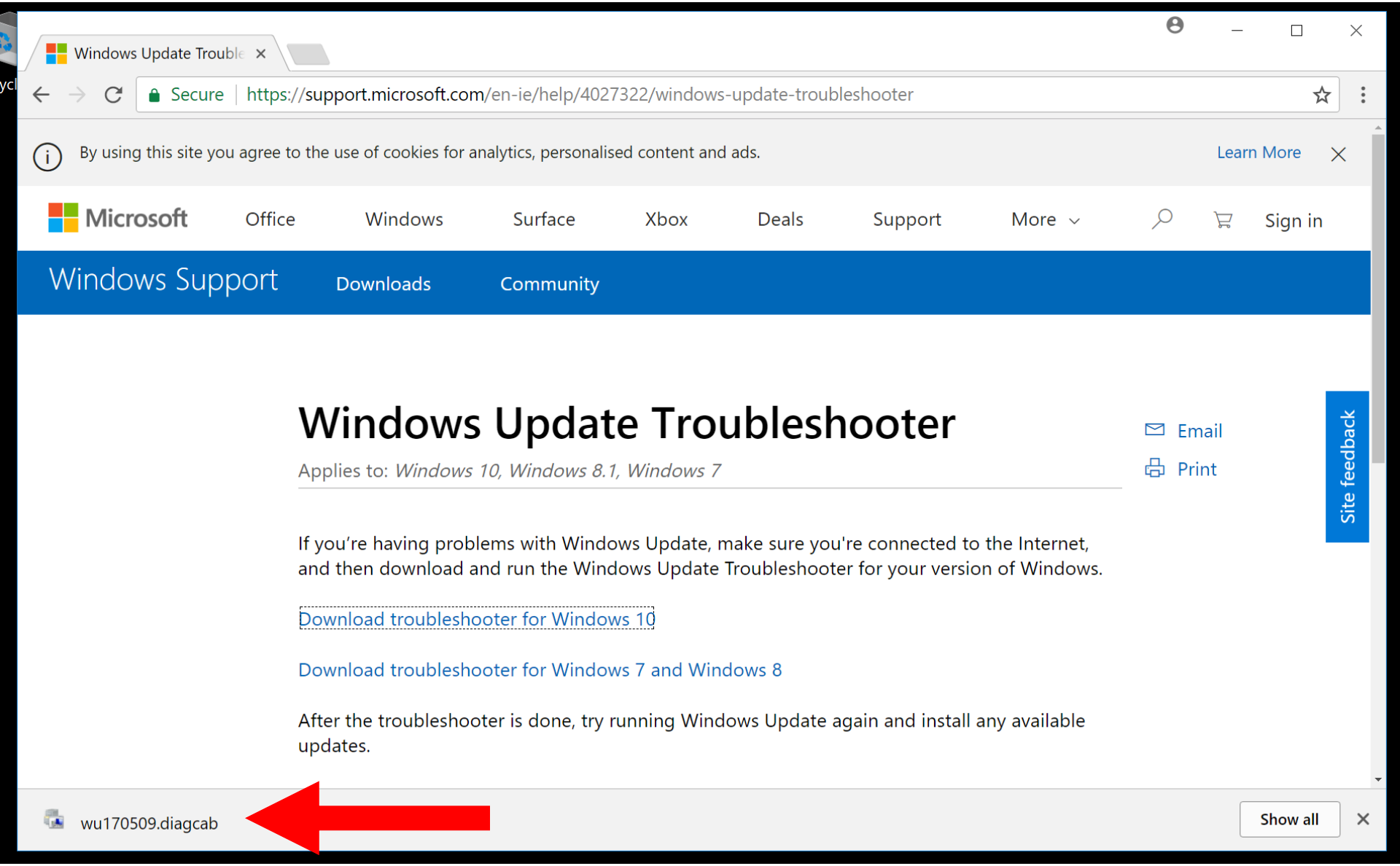
BIG STEP 200: RUN THE "WINDOWS UPDATE TROUBLESHOOTER" (continued)

- A file called "wu170509.diagcab" will download into the "Downloads" folder of your computer.


Windows Update Trouble
Secure
https://support.microsoft.com/en-ie/help/4027322/windows-update-troubleshooter
By using this site you agree to the use of cookies for analytics, personalised content and ads.
Learn More
Microsoft
Office
Windows
Surface
Xbox
Deals
Support
More
Sign in
Windows Support
Downloads
Community
Windows Update Troubleshooter
Applies to: Windows 10, Windows 8.1, Windows 7
Email
Print
Site feedback
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.
wu170509.diagcab
Show all

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

- Double-click on "wu170509.diagcab"


Windows Update Trouble
Secure
https://support.microsoft.com/en-ie/help/4027322/windows-update-troubleshooter
By using this site you agree to the use of cookies for analytics, personalised content and ads.
Learn More
Microsoft
Office
Windows
Surface
Xbox
Deals
Support
More
Sign in
Windows Support
Downloads
Community
Windows Update Troubleshooter
Applies to: Windows 10, Windows 8.1, Windows 7
Email
Print
Site feedback
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.
wu170509.diagcab
Show all

Windows Update

Troubleshoot and help prevent computer problems

Windows Update

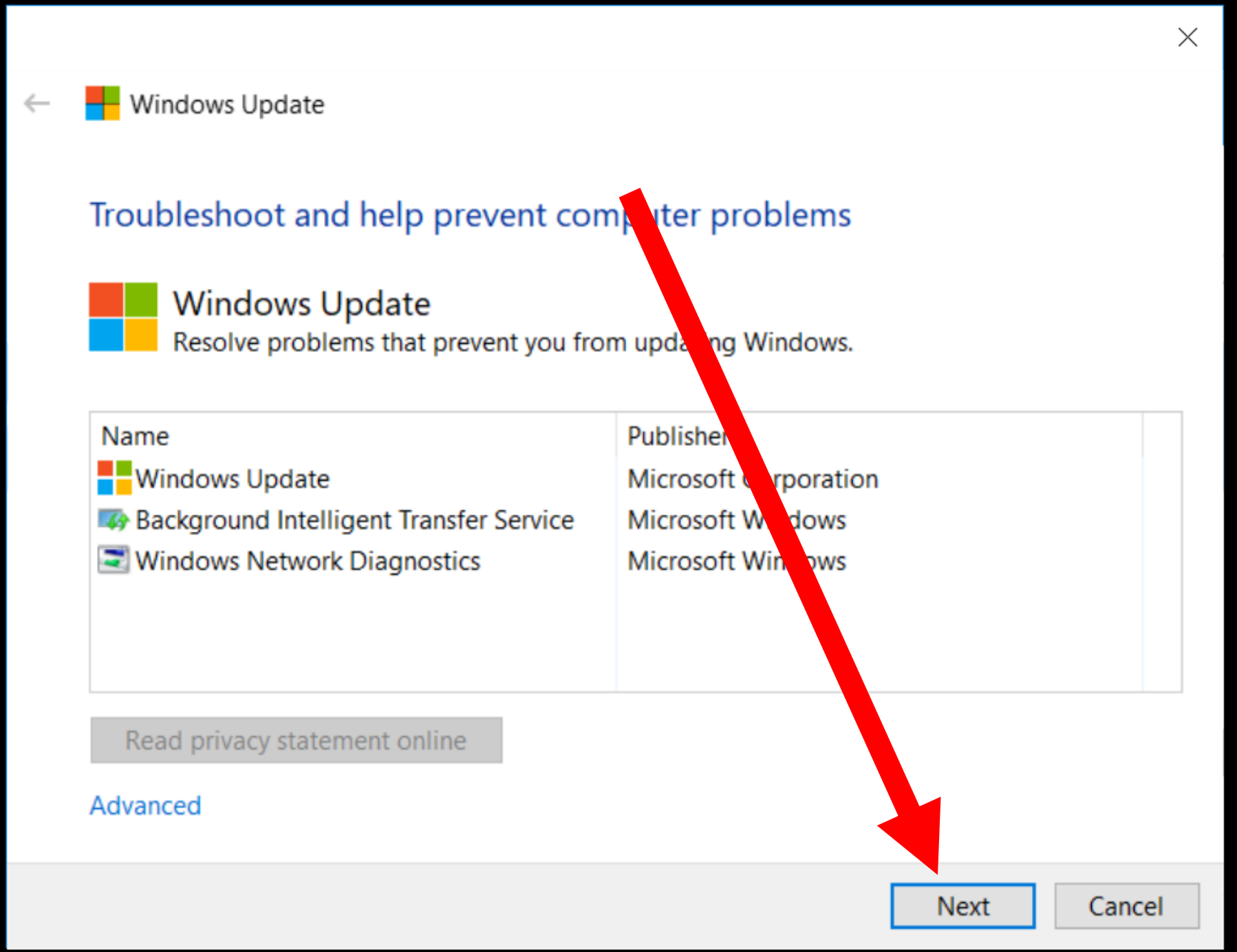
Resolve problems that prevent you from updating Windows.

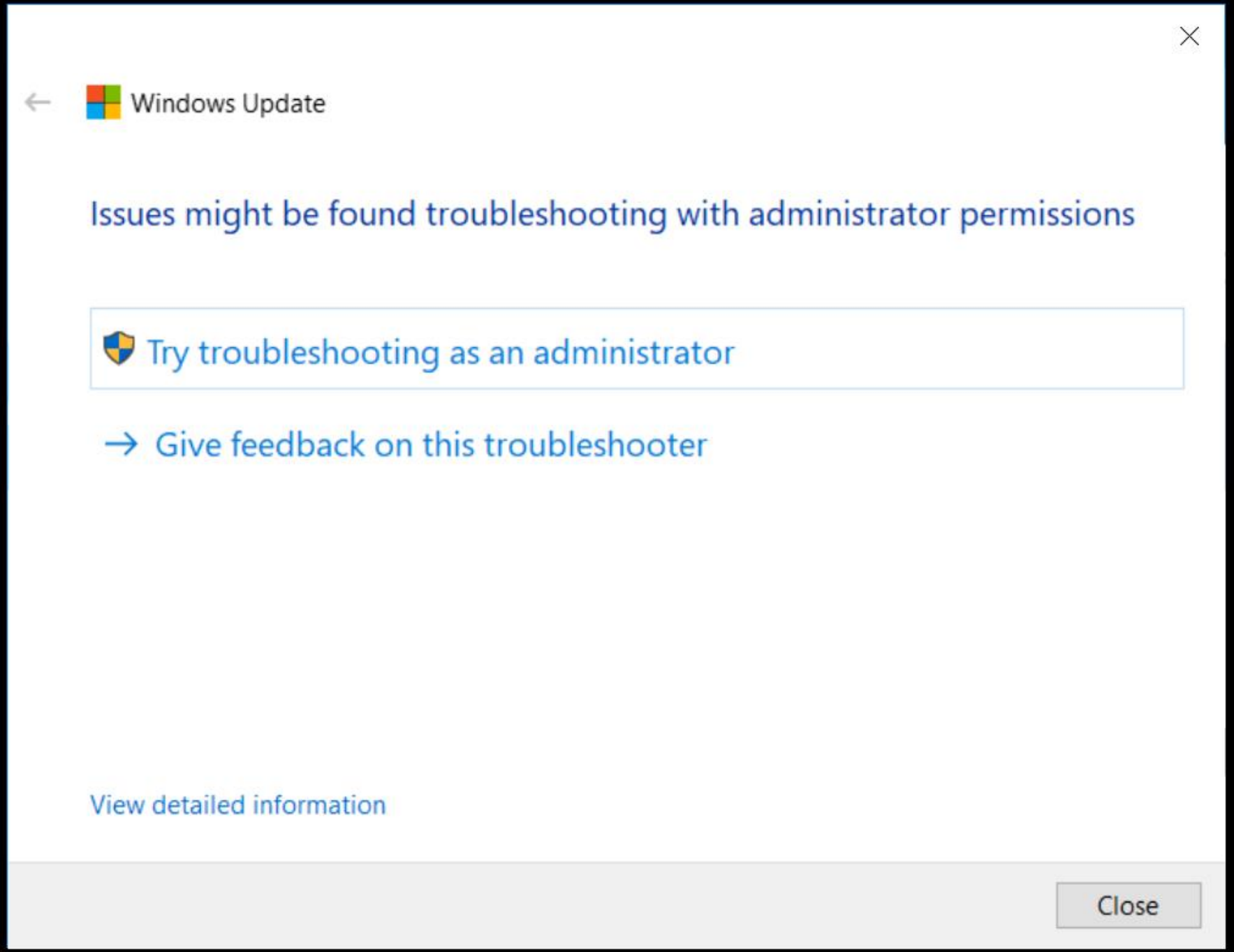
Name	Publisher
Windows Update	Microsoft Corporation
Background Intelligent Transfer Service	Microsoft Windows
Windows Network Diagnostics	Microsoft Windows

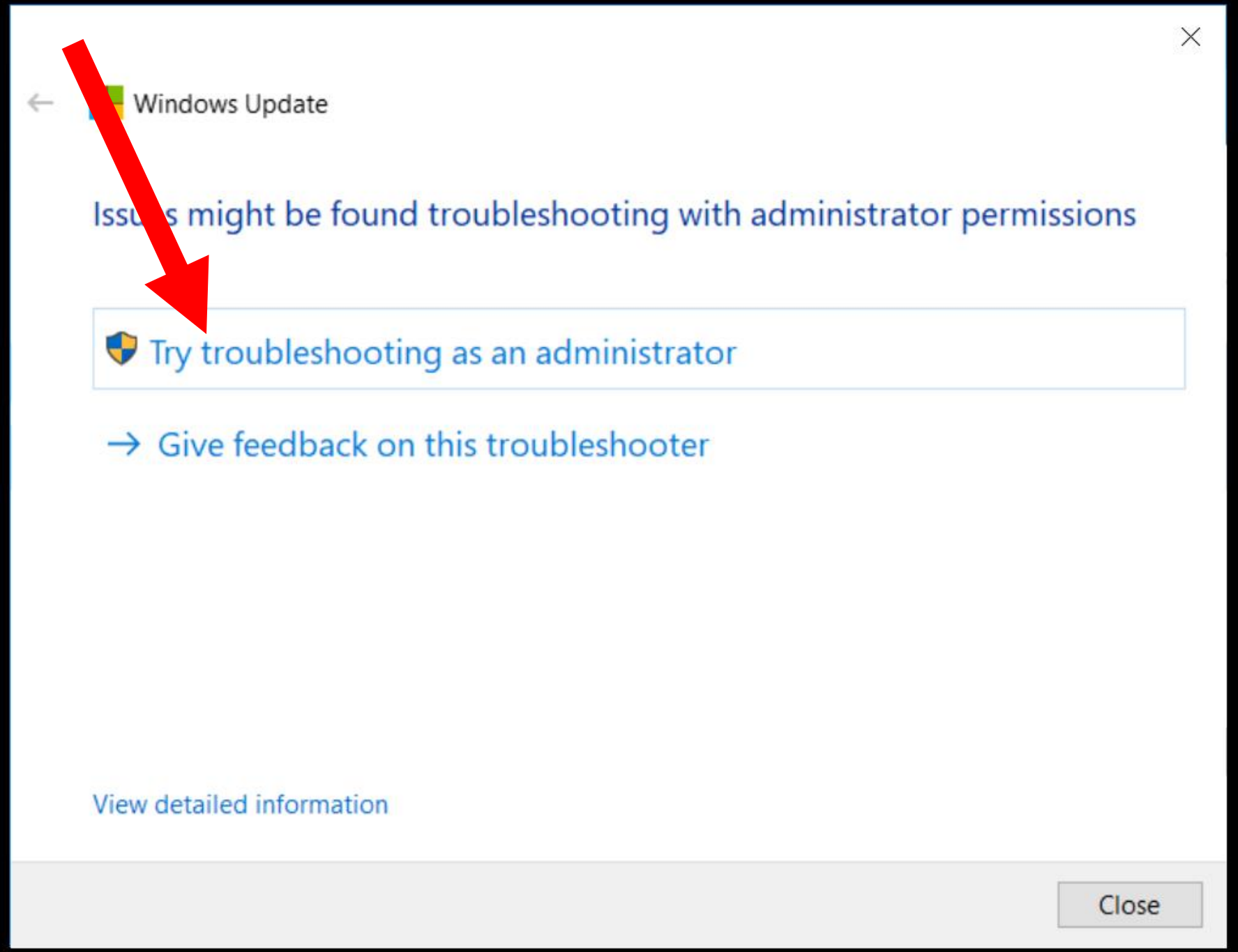
Read privacy statement online

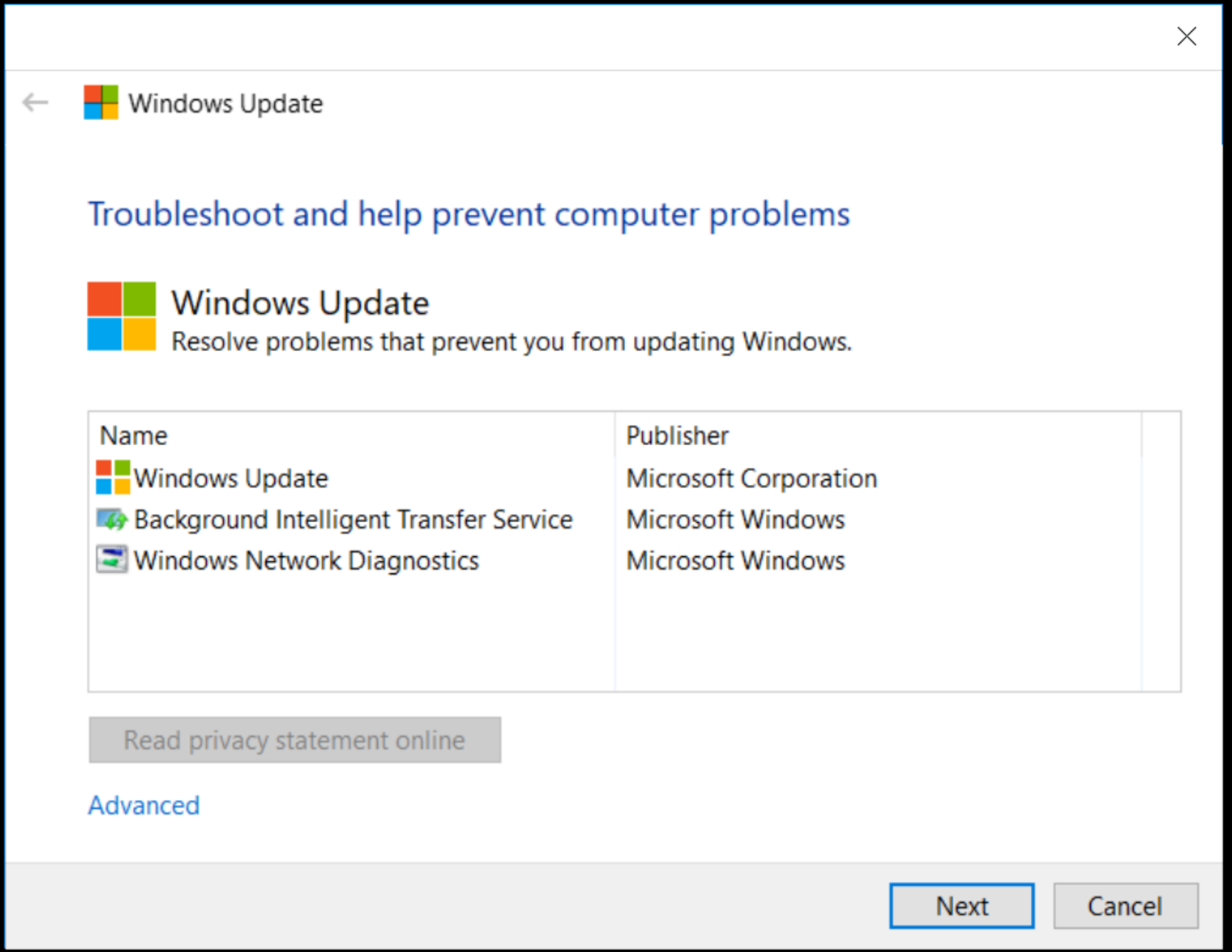
Advanced

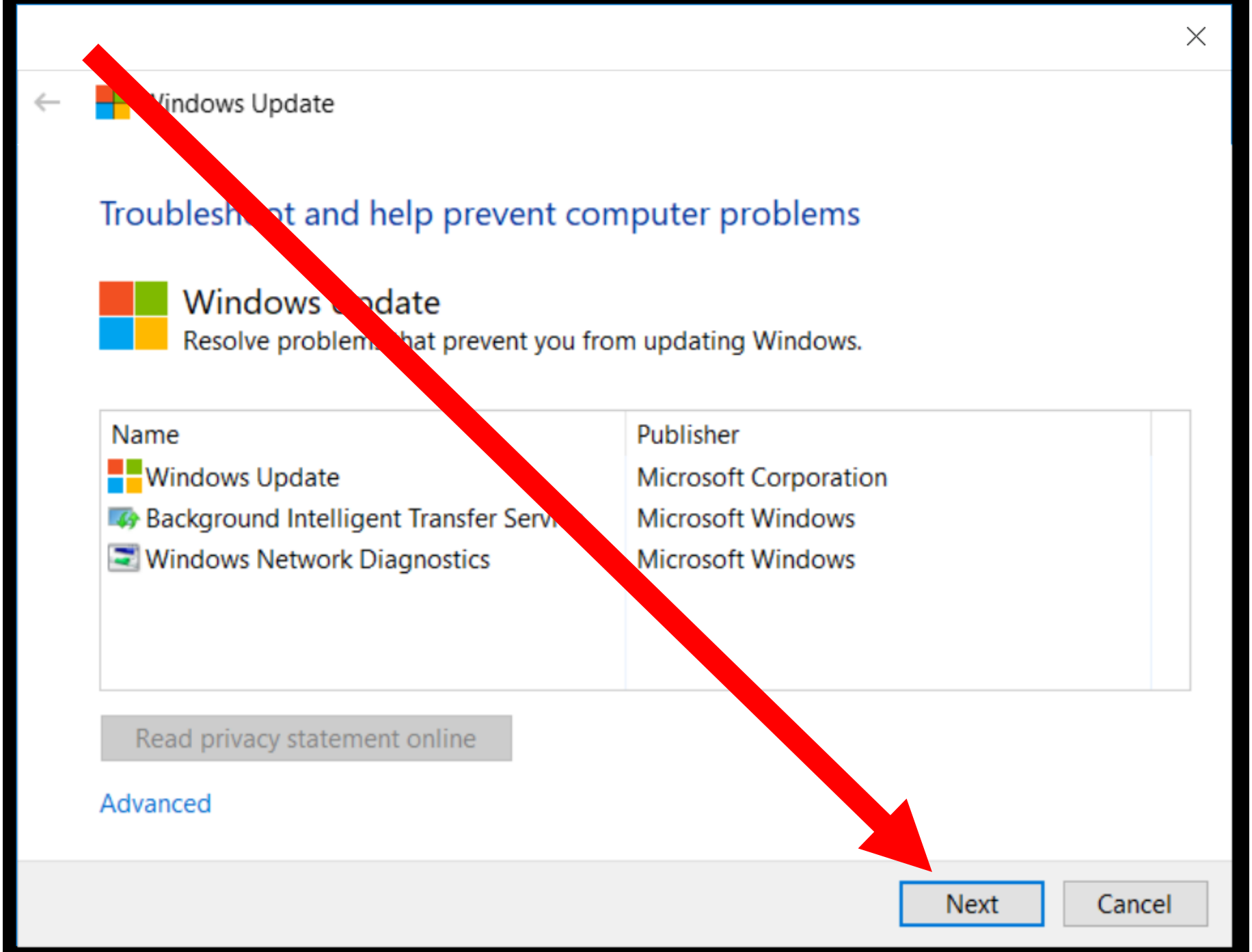
Next Cancel

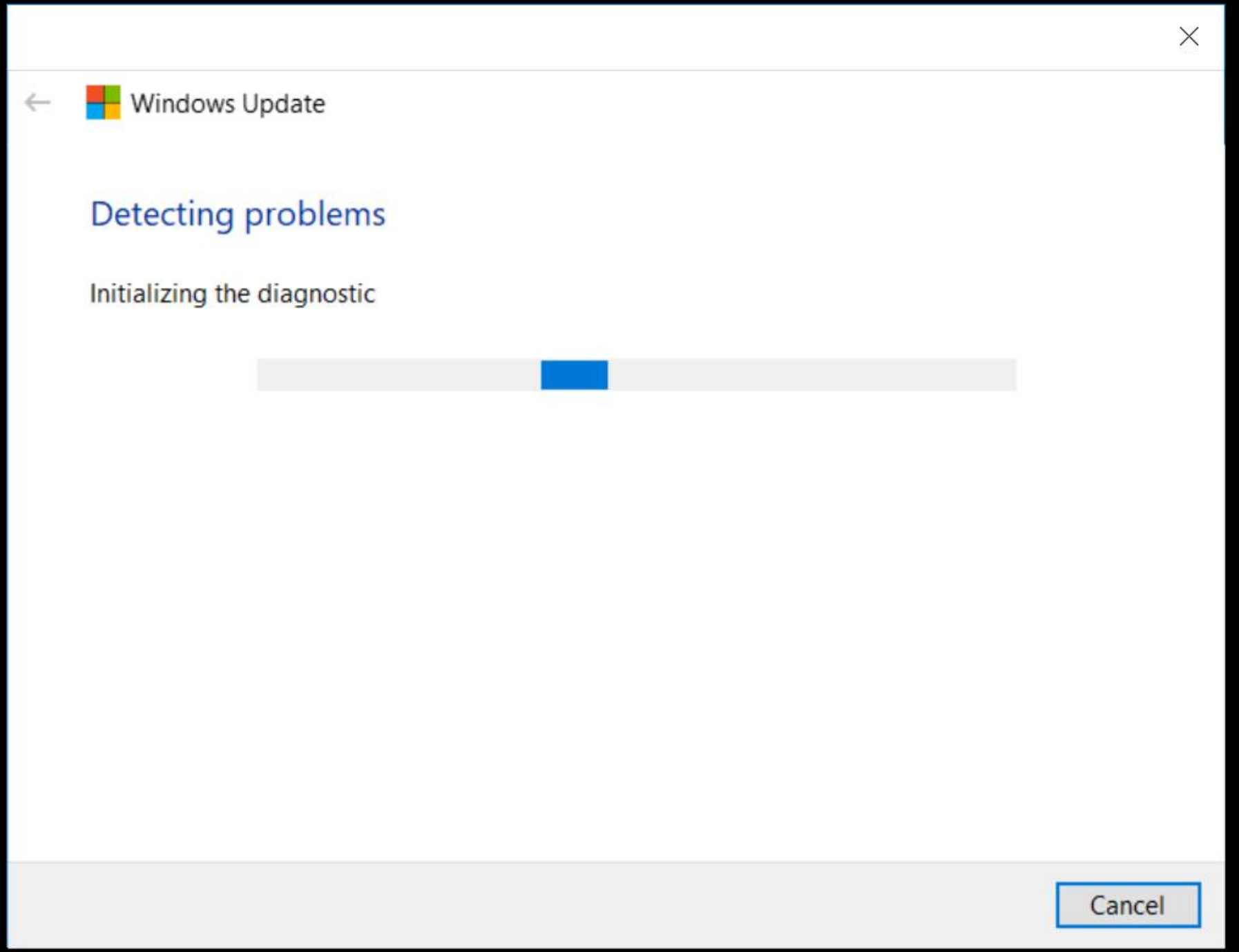

Windows Update
Troubleshoot and help prevent computer problems
Windows Update
Resolve problems that prevent you from updating Windows.
Name
Publisher
Windows Update
Microsoft Corporation
Background Intelligent Transfer Service
Microsoft Windows
Windows Network Diagnostics
Microsoft Windows
Read privacy statement online
Advanced
Next
Cancel

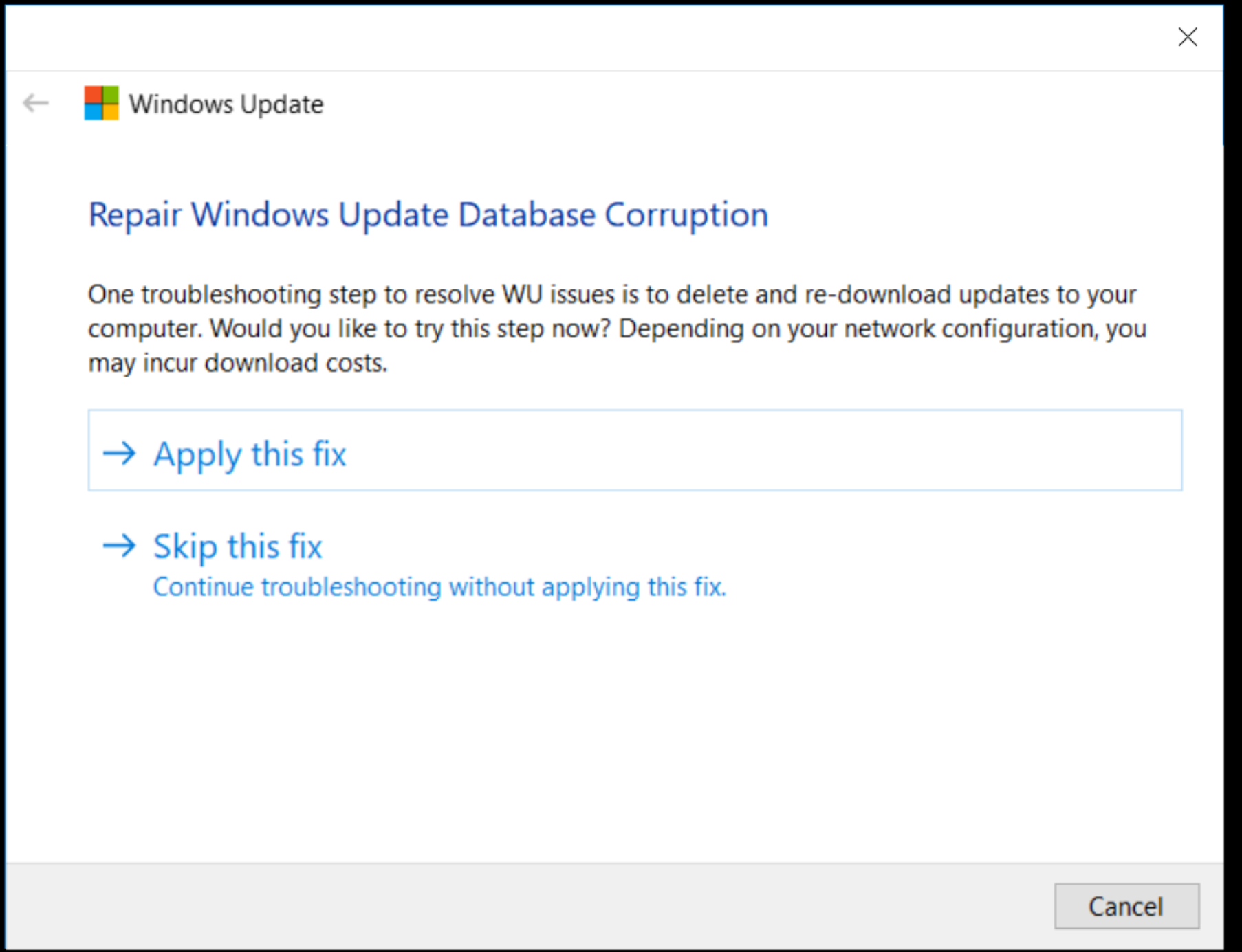

Windows Update
Issues might be found troubleshooting with administrator permissions
Try troubleshooting as an administrator
Give feedback on this troubleshooter
View detailed information
Close

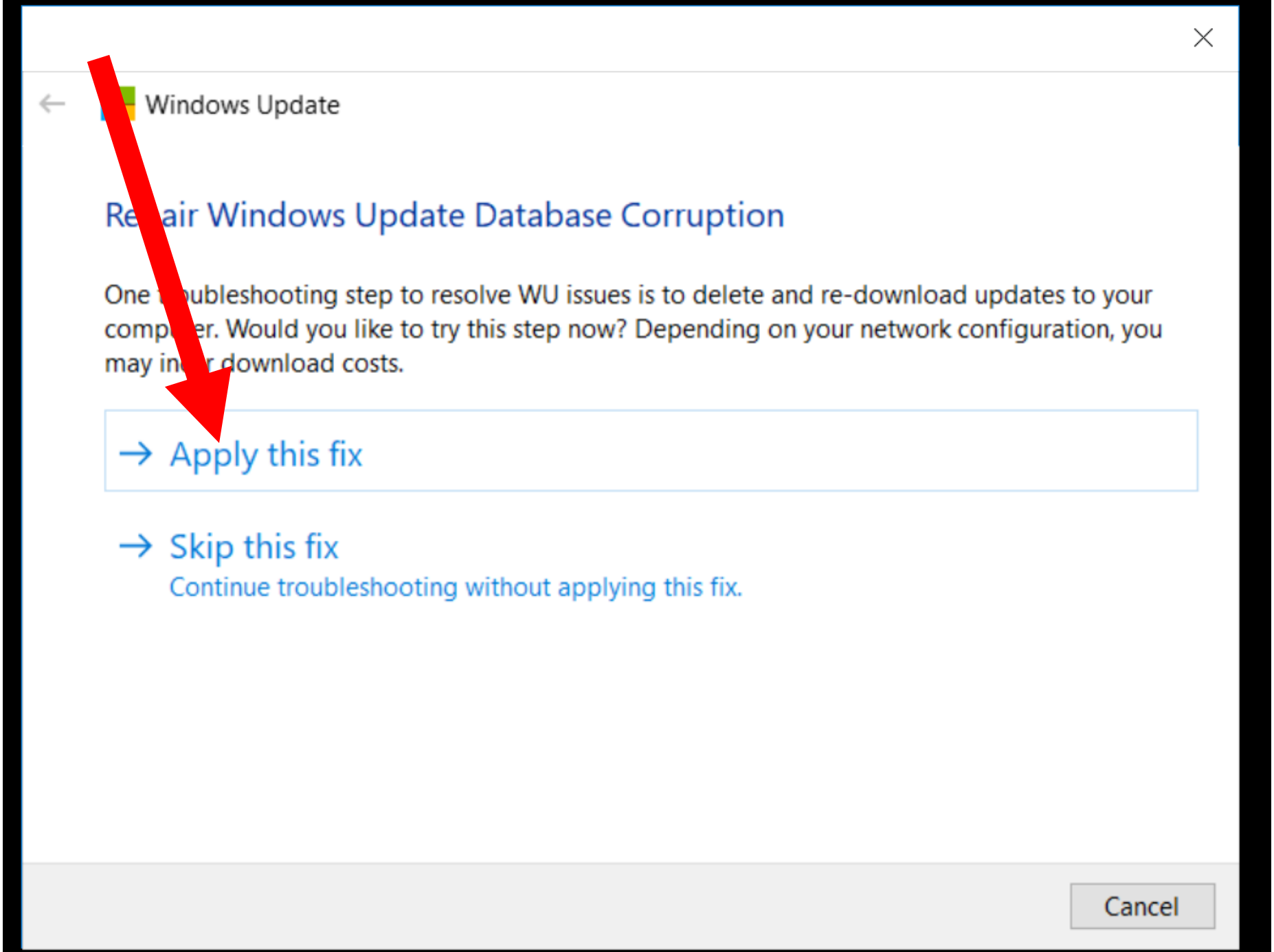

Windows Update
Issues might be found troubleshooting with administrator permissions
Try troubleshooting as an administrator
Give feedback on this troubleshooter
View detailed information
Close

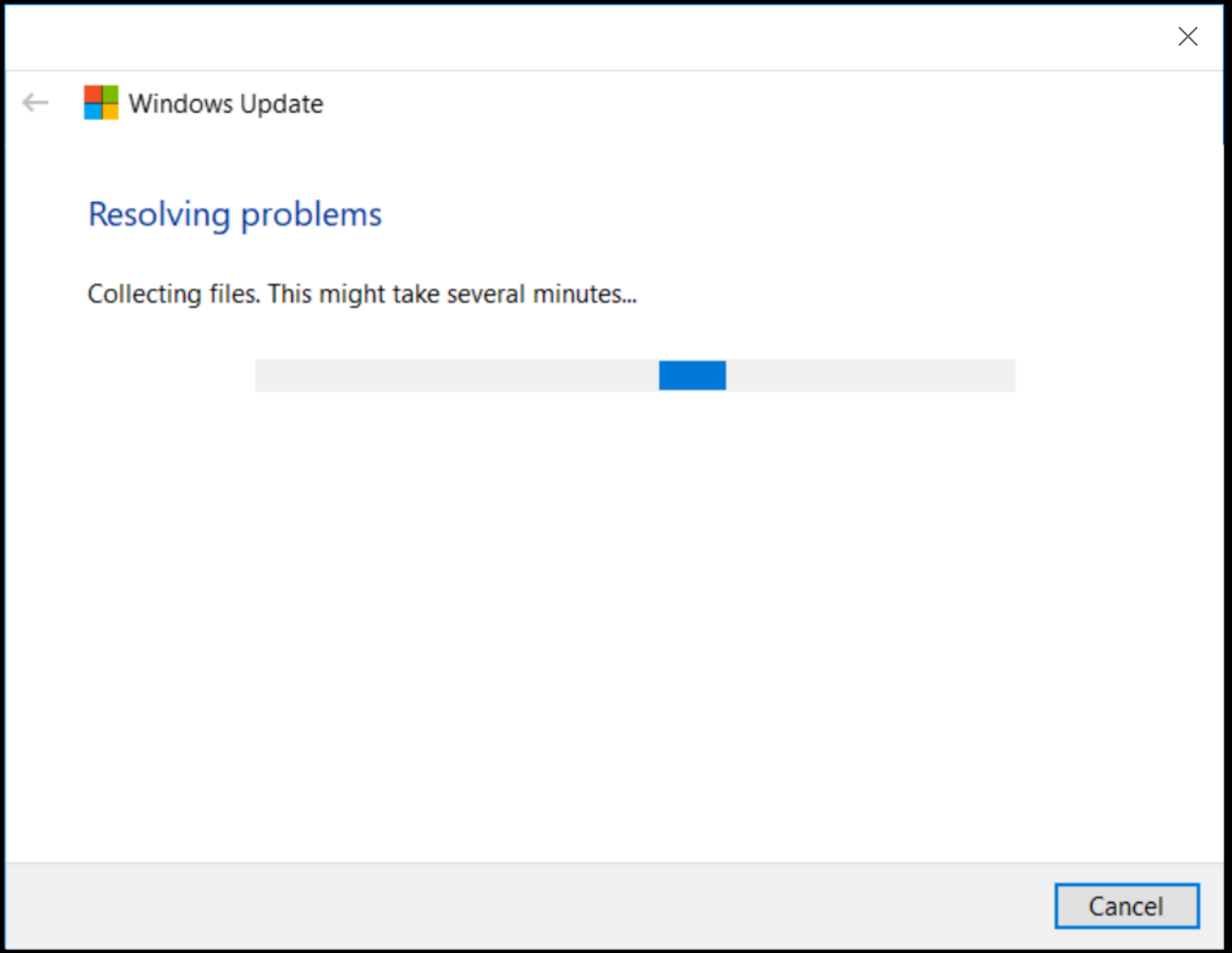

Windows Update
Troubleshoot and help prevent computer problems
Windows Update
Resolve problems that prevent you from updating Windows.
Name
Publisher
Windows Update
Microsoft Corporation
Background Intelligent Transfer Service
Microsoft Windows
Windows Network Diagnostics
Microsoft Windows
Read privacy statement online
Advanced
Next
Cancel

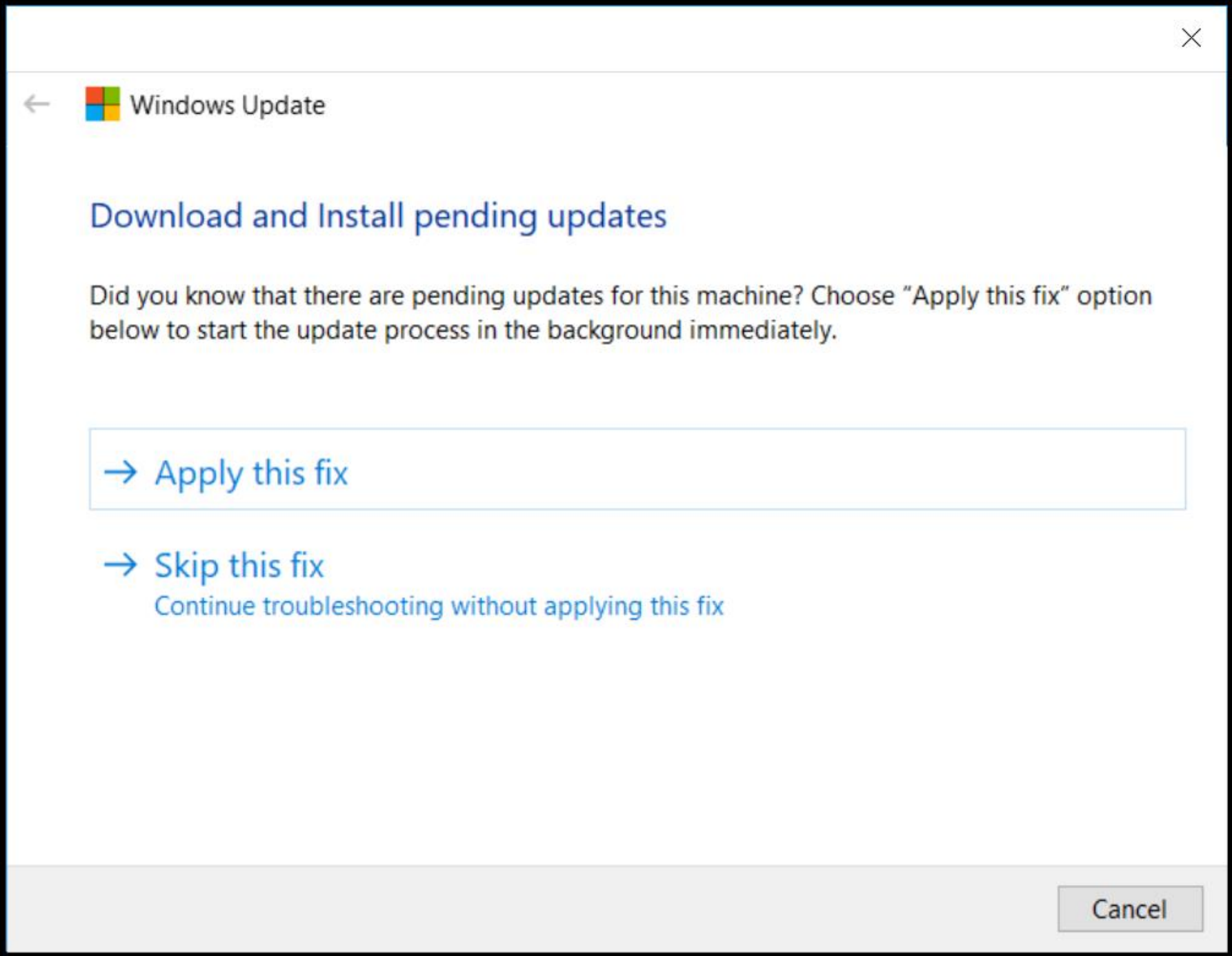

Windows Update
Troubleshoot and help prevent computer problems
Windows Update
Resolve problems that prevent you from updating Windows.
Name
Publisher
Windows Update
Microsoft Corporation
Background Intelligent Transfer Service
Microsoft Windows
Windows Network Diagnostics
Microsoft Windows
Read privacy statement online
Advanced
Next
Cancel

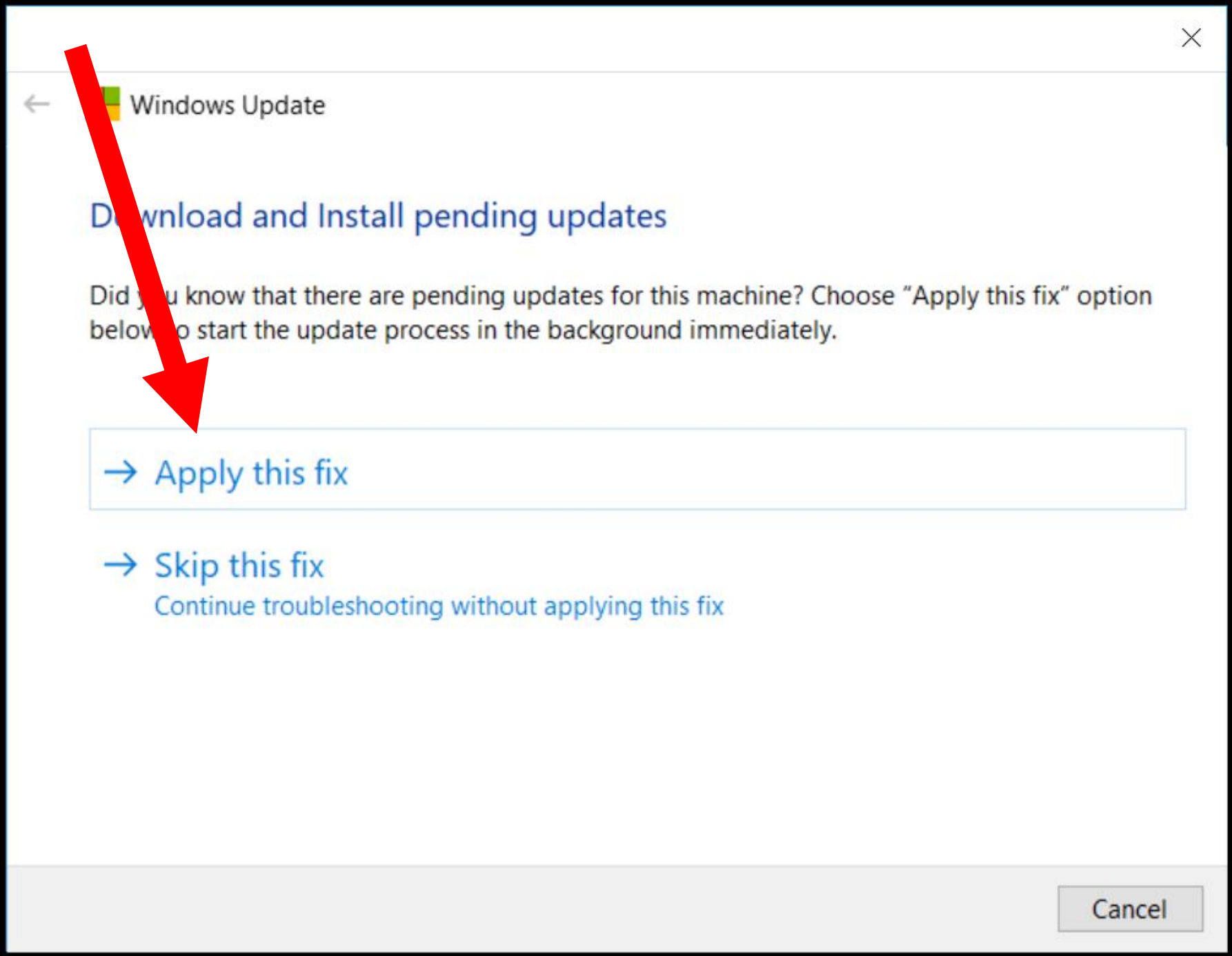

Windows Update
Detecting problems
Initializing the diagnostic
Cancel

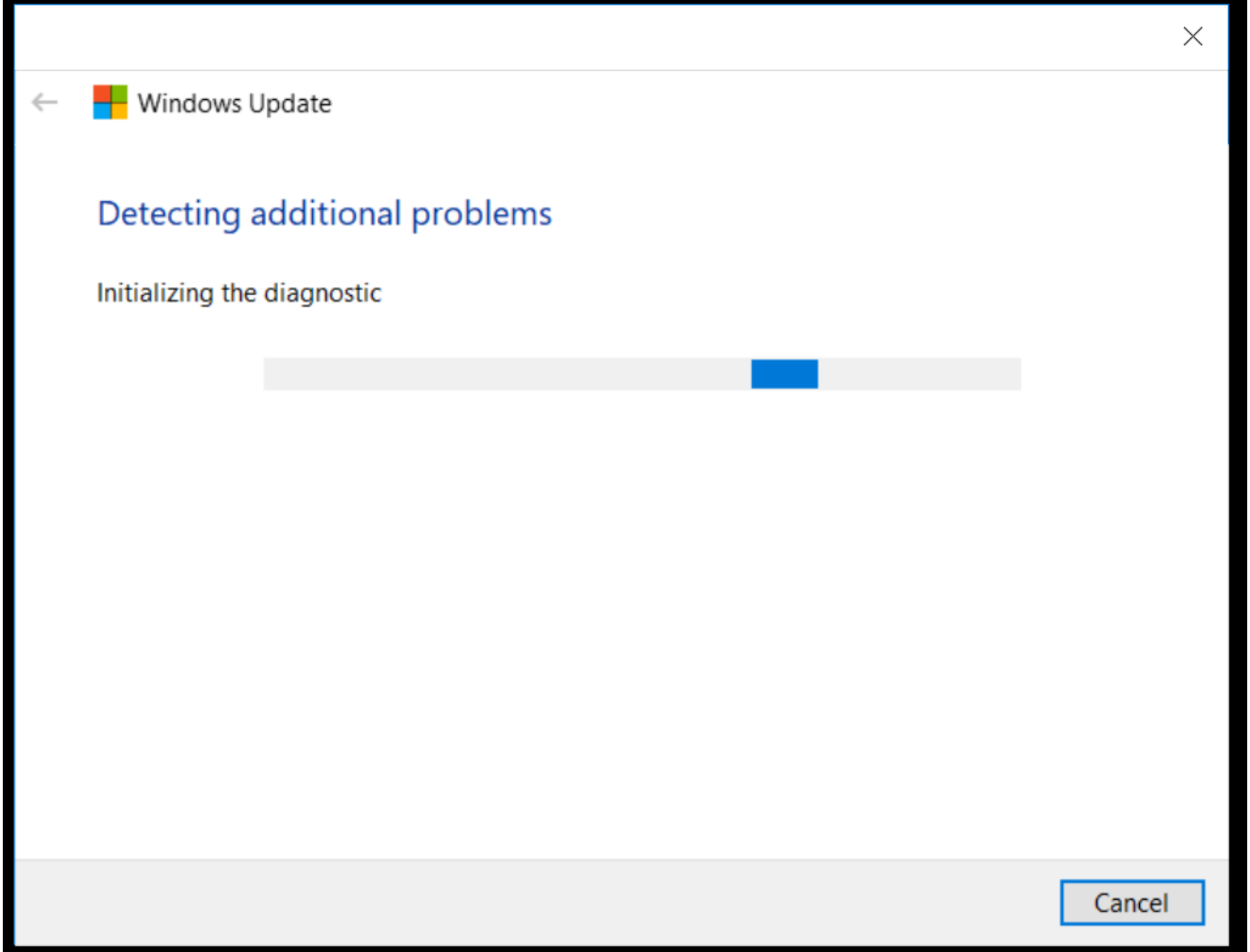

Windows Update
Repair Windows Update Database Corruption
One troubleshooting step to resolve WU issues is to delete and re-download updates to your computer. Would you like to try this step now? Depending on your network configuration, you may incur download costs.
→ Apply this fix
→ Skip this fix
Continue troubleshooting without applying this fix.
Cancel

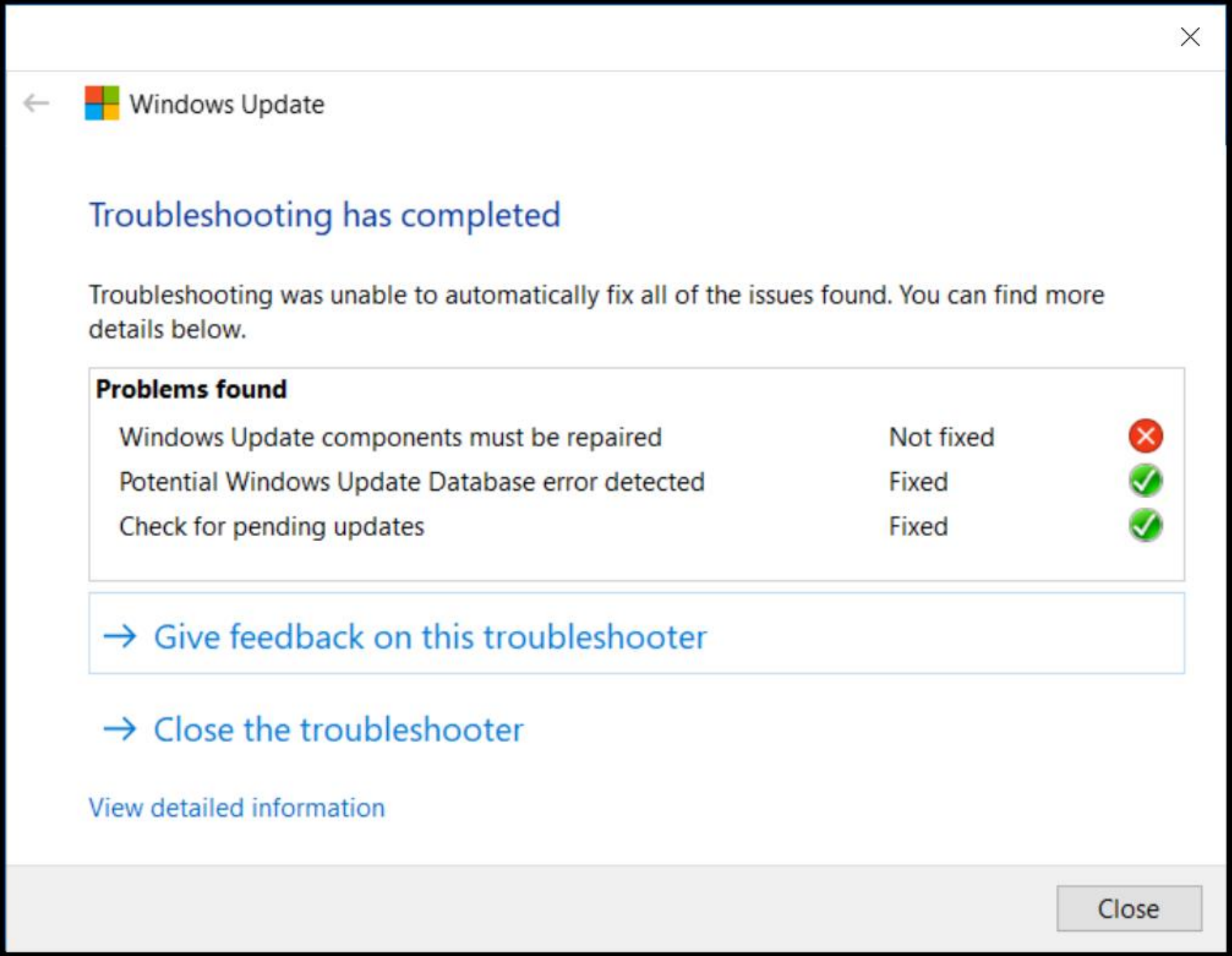

Windows Update
Repair Windows Update Database Corruption
One troubleshooting step to resolve WU issues is to delete and re-download updates to your computer. Would you like to try this step now? Depending on your network configuration, you may incur download costs.
Apply this fix
Skip this fix
Continue troubleshooting without applying this fix.
Cancel

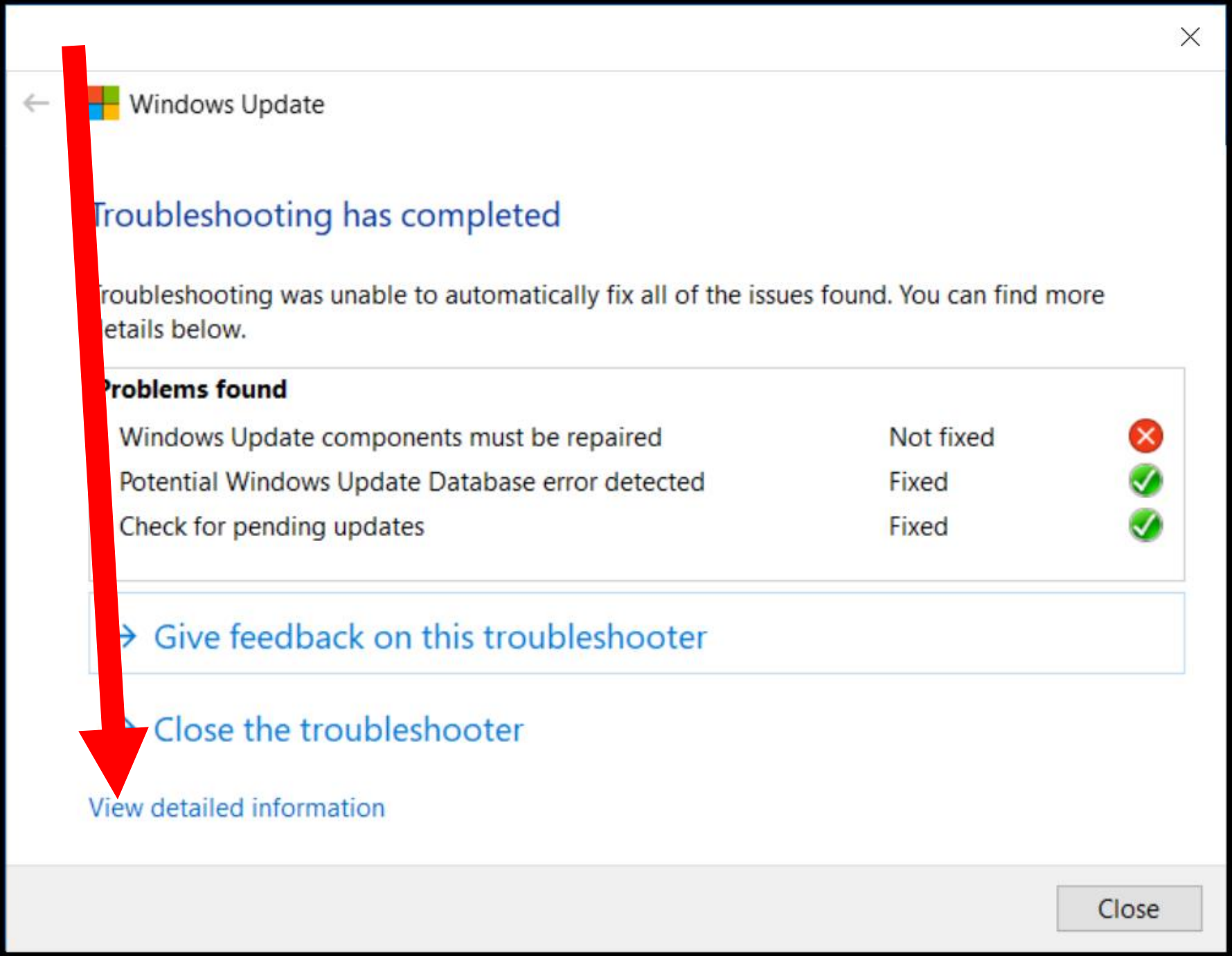

Windows Update
Resolving problems
Collecting files. This might take several minutes...
Cancel


Windows Update
Download and Install pending updates
Did you know that there are pending updates for this machine? Choose "Apply this fix" option below to start the update process in the background immediately.
→ Apply this fix
→ Skip this fix
Continue troubleshooting without applying this fix
Cancel


Windows Update
Download and Install pending updates
Did you know that there are pending updates for this machine? Choose "Apply this fix" option below to start the update process in the background immediately.
→ Apply this fix
→ Skip this fix
Continue troubleshooting without applying this fix
Cancel


Windows Update
Detecting additional problems
Initializing the diagnostic
Cancel


Windows Update
Troubleshooting has completed
Troubleshooting was unable to automatically fix all of the issues found. You can find more details below.
Problems found
Windows Update components must be repaired
Not fixed
Potential Windows Update Database error detected
Fixed
Check for pending updates
Fixed
→ Give feedback on this troubleshooter
→ Close the troubleshooter
View detailed information
Close


Windows Update
Troubleshooting has completed
roubleshooting was unable to automatically fix all of the issues found. You can find more
etails below.
roblems found
Windows Update components must be repaired
Not fixed
Potential Windows Update Database error detected
Fixed
Check for pending updates
Fixed
Give feedback on this troubleshooter
Close the troubleshooter
View detailed information
Close

Windows Update

Troubleshooting report

Windows Update

Publisher details

Issues found

Windows Update components must be repaired	Not fixed
Repair Windows Update components	*Completed*
Potential Windows Update Database error detected	Fixed
Repair Windows Update Database Corruption	*Completed*
Check for pending updates	Fixed
Download and Install pending updates	*Completed*

Potential issues that were checked

Default Windows Update data locations have changed	*Issue not present*

Next Cancel