Troubleshoot updates in Azure Stack | Microsoft Docs

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# Troubleshooting patch and update issues for Azure Stack

*Applies to: Azure Stack integrated systems*

## PreparationFailed

**Applicable**: This issue applies to all supported releases.

**Cause**: When attempting to install the Azure Stack update, the status for the update might fail and change state to PreparationFailed. This is caused by the update resource provider (URP) being unable to properly transfer the files from the storage container to an internal infrastructure share for processing.

**Remediation**: Starting with version 1901 (1.1901.0.95), you can work around this issue by clicking **Update** now again (not **Resume**). The URP then cleans up the files from the previous attempt, and restarts the download. If the problem persists, we recommend manually uploading the update package by following the [Install updates](azure-stack-apply-updates.md?#install-updates-and-monitor-progress) section.

**Occurrence**: Common

## Next steps

* [Update Azure Stack](azure-stack-updates.md)
* [Microsoft Azure Stack help and support](azure-stack-help-and-support-overview.md)