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▶ *Applies To*

Windows Update can help fix problems with your PC. **Fix problems using Windows Update** is a recovery tool that can help resolve issues related to updates. Using this tool will reinstall the current version of Windows on your device. This tool preserves all your apps, documents, and
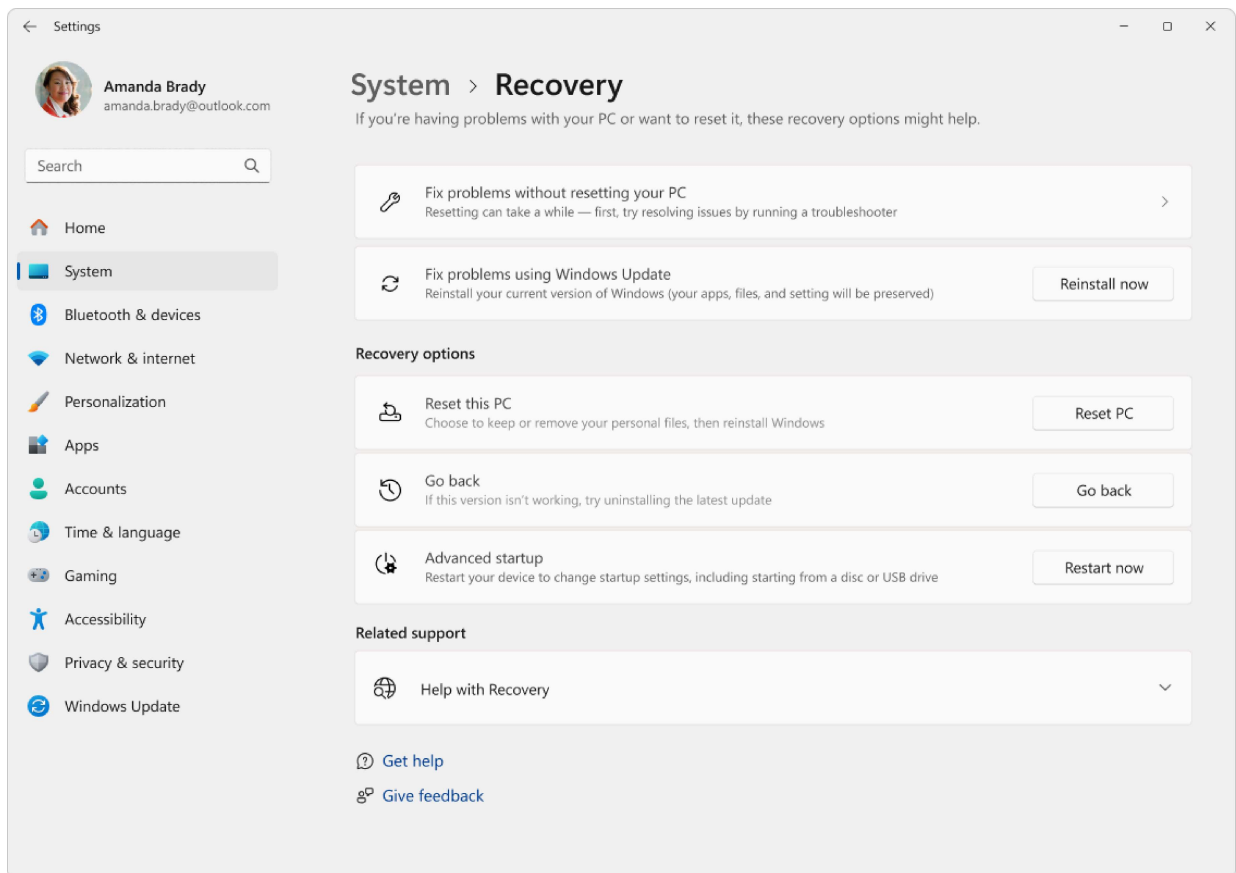
settings. Make sure to keep your PC connected to a power source and the internet during reinstallation.
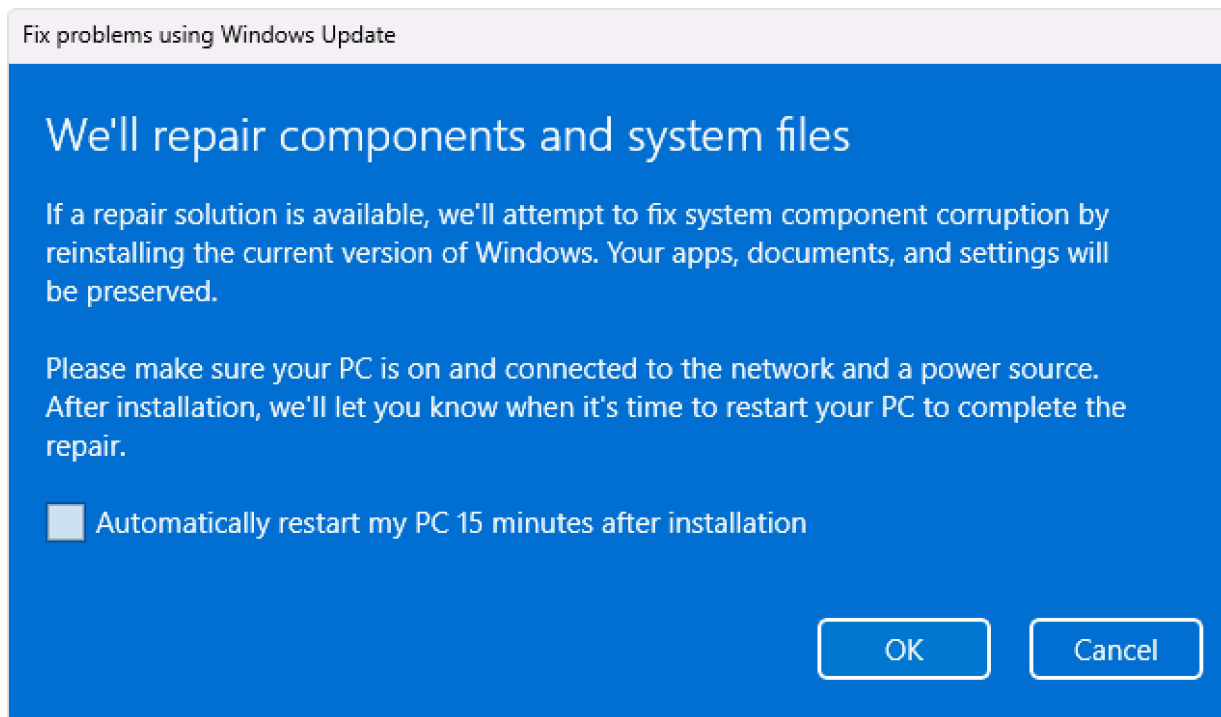
Steps to reinstall Windows

1. In the Settings app ⚙ on your Windows device, select **System** > **Recovery** or use the following shortcut:

   Open Recovery settings

2. Under **Fix problems using Windows Update**, select **Reinstall now**

3. In the **Fix problems using Windows Update** window, choose if you want to allow the PC to automatically restart 15 minutes after the installation completes

Fix problems using Windows Update

We'll repair components and system files

If a repair solution is available, we'll attempt to fix system component corruption by reinstalling the current version of Windows. Your apps, documents, and settings will be preserved.

Please make sure your PC is on and connected to the network and a power source. After installation, we'll let you know when it's time to restart your PC to complete the repair.

☐ Automatically restart my PC 15 minutes after installation

OK   Cancel

4. Select **OK** when you're ready to start the installation

5. The reinstall will take you to the **Windows Update** page in **Settings**. It will start downloading a repair version of the last operating system update that was successfully installed on your PC. Once the download is complete, the repair version of the update installs

6. Once the reinstall is complete, restart your PC if you didn't choose to allow it to restart automatically

Windows Update recommends a reinstall after an update installation fails

If an update fails to install because of problems related to system files or components, you might see the following message in the **Windows Update** page in **Settings**:

Reinstall your current version of Windows to repair system files and components.

Selecting the **Reinstall now** option opens **Fix problems using Windows Update**. Choose if you want to allow the PC to automatically restart 15 minutes after the installation completes.

Select **OK** when you're ready to start the installation. Once the reinstall is complete, restart your PC if you didn't choose to allow it to restart automatically.

Fix problems using Windows Update isn't displayed

If your PC is managed by your work or school, **Fix problems using Windows Update** might be unavailable. The option might also be missing if you're running a version of Windows that's earlier than Windows 11 with the 2022 annual update. You'll also need the February 2024 optional update, or a later update installed on the PC.

Information for IT professionals

Fix problems with Windows Update isn't available on devices that have their updates managed. Devices won't have the option if they are enrolled in Autopatch, leverage the deployment service, or have any of the following Windows update policies configured:

MDM	Group Policy
`./Device/Vendor/MSFT/Policy/Config/Update/`	
UpdateServiceUrl	Computer Configuration> Administrative templates > Windows Components > Windows Update > Manage updates offered from Windows Server Update Service > **Specify intranet Microsoft update service location**
DeferFeatureUpdatePeriodInDays	Computer Configuration> Administrative templates > Windows Components > Windows Update > Manage updates offered from Windows Update > **Select when Preview Builds and Feature Updates are received**
DeferQualityUpdatePeriodInDays	Computer Configuration> Administrative templates > Windows Components > Windows Update > Manage updates offered from Windows Update > **Select when Quality Updates are received**

TargetReleaseVersion

Computer Configuration> Administrative templates > Windows Components > Windows Update > Manage updates offered from Windows Update > **Select the target Feature Update version**

SetDisableUXWUAccess

Computer Configuration> Administrative templates > Windows Components > Windows Update > Manage end user experience > **Remove access to use all Windows Update features**

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