**Windows Upgrade Troubleshooting Guide for IT Technicians**

This guide outlines steps to troubleshoot issues during Windows upgrades performed using the provided upgrade script managed via Intune as a Win32 application.

**Step 1: Review Script-Generated Logs**

For easier reading and navigation of log files, technicians should use cmtrace.exe, which is automatically copied to the working directory during script execution. Launch it from C:\Temp\Win11\cmtrace.exe, then open the appropriate .log file. CMTrace provides structured log output with color-coded lines, making it easier to identify errors and warnings.

Start by reviewing logs created by the upgrade script:

* **Location**: Typically stored at C:\Windows\Logs
* **Files to Check**:
  + Win11\_Upgrade-<timestamp>.log
  + Win11\_Upgrade\_Transcript-<timestamp>.log

**Note:** <timestamp> represents the date and time when the upgrade script was executed, formatted as yyyy-MM-dd-HHmmss.

**Key Indicators in Script Logs:**

* **Successful Start**:
  + Entry: Windows Upgrade Assistant started successfully.
* **Common Issues**:
  + Entries marked [ERROR] or [WARNING]

**Step 2: Transition to Upgrade Assistant Logs**

Once you confirm the script initiated the upgrade, shift attention to Windows Upgrade logs.

**Primary Logs:**

* **Setupact.log**
  + **Location**: C:\$WINDOWS.~BT\Sources\Panther\setupact.log
  + Look for entries indicating progress or errors.
* **Setuperr.log**
  + **Location**: C:\$WINDOWS.~BT\Sources\Panther\setuperr.log
  + Specifically look for errors that halted the upgrade.

**Compatibility Logs:**

* **CompatData.xml**
  + **Location**: C:\$WINDOWS.~BT\Sources\Panther\CompatData.xml
  + Examine for specific hardware/software issues.
* **Appraiser logs**
  + Files like appraiser.log or AppCompat.log located in:
    - C:\Windows\Panther
    - C:\$WINDOWS.~BT\Sources\Panther

**Caution:** These logs may be removed if the device has rebooted since the upgrade attempt. Although they are intended to persist, it's possible they may no longer be available after a restart.

**Step 3: Common Windows Upgrade Error Codes**

|  |  |  |
| --- | --- | --- |
| **Error Code** | **Description** | **Recommended Action** |
| 0x8007000D | Issues with Windows Update files | Clear update cache and retry. |
| 0x800705B4 | Update timeout or interruption | Retry the update after ensuring stable connectivity. |
| 0x80240034 | Update stuck due to incomplete files or connections | Run Windows Update troubleshooter. |
| 0x800F0922 | Insufficient disk space or component issues | Free disk space; repair or reinstall .NET Framework. |
| 0x80070057 | Corrupted files or incorrect system configuration | Run DISM and SFC tools to repair corrupted system files. |
| 0xC1900101 | Incompatible drivers | Update drivers or remove problematic hardware. |
| 0x80248014 | Windows Update service/database issue | Reset Windows Update components. |
| 0x80070005 | Access Denied | Verify permissions and retry the update. |
| 0x80070002 | Missing or corrupted files | Run Windows Update troubleshooter; clear update cache and retry. |

**Step 4: Resolving Common Issues**

If you cannot locate a specific error in the logs, another useful diagnostic step is to manually run the Windows11InstallationAssistant.exe from C:\Temp\Win11, the folder where the script places it. This may produce a visible error dialog that helps identify the issue.

**Important:** Be sure to run Windows11InstallationAssistant.exe with administrative rights.

**Issue: Disk Space**

* Verify disk space requirements are met.
* Free space as necessary and rerun the upgrade.

**Issue: Compatibility**

* Review the CompatData.xml and appraiser.log to identify blocking applications or hardware.
* Update or uninstall incompatible software, then retry the upgrade.

**Step 5: Reporting**

**If unresolved:**

* Collect logs from steps above.
* Include hardware/software details.
* Escalate to higher-level IT support.

**If resolved:**

* Document the relevant logs and resolution steps.
* Submit these details to see if the fix can be incorporated into the script, preventing future upgrade failures.

**Summary of Log Paths for Quick Reference:**

* **Script Logs**: C:\Windows\Logs
* **Setup Logs**: C:\$WINDOWS.~BT\Sources\Panther
* **Compatibility Logs**: C:\Windows\Panther

Following this structured troubleshooting approach will help quickly pinpoint and resolve issues during Windows upgrades.