**SOP for Windows Update Failures**

**Purpose**

To ensure successful installation of Windows updates.

**Scope**

Covers update errors, failed installations, and rollback issues.

**Procedure**

1. **User reports Windows update failure** via Help Desk.
2. Run Windows Update troubleshooter.
3. Clear update cache and retry installation.
4. Check for system errors in event logs.
5. Escalate to OS support if necessary.
6. Confirm resolution with user and close the ticket.