

# Troubleshoot updates

Sometimes the worst happens, and an update goes wrong – just follow these tips to get out of trouble.

**I**deally, Windows Update should be virtually invisible – other than alerting you when updates are ready to be installed, and while they're being configured on startup.

In the real world, we all know better, of course. Some Windows updates might require two or three attempts before finally installing, while others may stubbornly refuse to install, period. Windows Update might even stop functioning completely, or your PC may suddenly refuse to reboot after you've installed the latest updates. So, what's the solution?

## GENERAL TROUBLESHOOTING

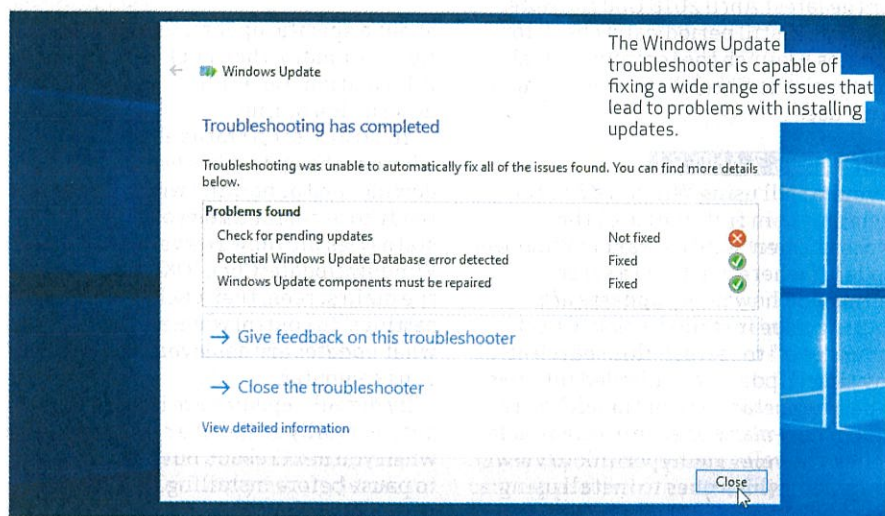
If Windows Update refuses to work correctly – it throws up errors when you attempt to install or scan for updates, for example, or you're struggling to install a specific update – start by running the Windows Update troubleshooter. In Win 10, go to "Settings > Update & Security > Troubleshoot," click the "Windows Update" link, and click "Run the troubleshooter." Older versions hide the troubleshooter

under "Control Panel > System and Security > Action Center > Troubleshoot common computer problems."

When the wizard opens, click "Advanced" and choose "Run as Administrator," before clicking "Next" (Windows 7/8.1 only). Wait while the tool scans for issues – if it finds and fixes any, click "View detailed

information" if required, to find out more, then click "Close," reboot, and try again. If the fix involves installing pending updates, but it's those updates refusing to install that is causing the problem, click "Skip this fix" to keep searching for other potential issues.

If the problem persists, you may need to perform more drastic steps.



## Windows won't boot!

It's rare for updates to screw your system up so much it can no longer boot into Windows. After several failed attempts, Windows should give you the option of booting into Safe mode, or bring up the recovery menu. From here, try "Startup Repair" or "System Restore" to roll your PC back to the restore point taken before the update was installed. Note: This may not be an option if you're running Windows 10 and didn't switch System Restore back on after installing the April 2018 Update.

Other options involve recovery media – if you

regularly back up using a tool such as Macrium Reflect Free ([www.macrium.com/reflectfree](http://www.macrium.com/reflectfree)), roll back to your last backup using its boot media. Or you could boot from your Lazesoft Recovery Suite rescue media (<http://bit.ly/2LtlgPq>), and try its Windows Recovery tool. If it fails, use the Data Recovery component to save your data, or take a disk image before booting from your Windows rescue or installation media, and try a repair install; this involves installing Win 7 over the top of itself, or performing an "upgrade install" with Win 8.1 and 10 boot media.

### Advanced options



System Restore – if it's working and accessible – is your easiest route to undoing a catastrophic failed update.

The "Reset Windows Update" guide below explains how you can use the Windows Repair Tool to get around this – download and install the tool (or extract the portable version) from [www.tweaking.com](http://www.tweaking.com). It will attempt a deeper fix via Safe mode.

Often, the problem isn't with Windows Update itself, but a specific update that refuses to install. You may get advanced warning—a message during reboot that Windows is reversing a failed update—or your PC may keep attempting to install updates after every reboot. If the problem persists over two or three reboots, it's time to take further action.

Check the status of updates via the Windows Update tool. Simply click "View update history," where you'll see a list of previously installed updates and whether they were successful or not. If there are multiple updates failing, it's likely only one of them is the culprit. Windows 8.1 and 7 users can click to review updates, then select updates one at a time. This may be enough in itself (four stubborn updates on our Windows 8.1 PC all installed singly with no issues, having failed to install together), or it will at least narrow down your search to the specific malfunctioning update.

Another possible fix is to download and install the problem update manually. Search for the update number (including KB) at [www.catalog.update.microsoft.com](http://www.catalog.update.microsoft.com). You're given a list of matches based

Title	Products	Classification	Last Updated	Version	Size	
2018-07 Delta Update for Windows 10 Version 1803 for x64-based Systems (KB4338819)	Windows 10	Security Updates	7/17/2018	n/a	439.8 MB	Download
2018-07 Delta Update for Windows Server 2016 (1803) for x64-based Systems (KB4338819)	Windows Server 2016	Security Updates	7/17/2018	n/a	439.8 MB	Download
2018-07 Delta Update for Windows 10 Version 1803 for ARM64-based Systems (KB4338819)	Windows 10	Security Updates	7/17/2018	n/a	443.8 MB	Download
2018-07 Delta Update for Windows 10 Version 1803 for x86-based Systems (KB4338819)	Windows 10	Security Updates	7/17/2018	n/a	225.2 MB	Download
2018-07 Cumulative Update for Windows 10 Version 1803 for ARM64-based Systems (KB4338819)	Windows 10	Security Updates	7/17/2018	n/a	734.7 MB	Download
2018-07 Cumulative Update for Windows Server 2016 (1803)	Windows Server 2016	Security Updates	7/17/2018	n/a	676.6 MB	Download
2018-07 Cumulative Update for Windows 10 Version 1803 for x64-based Systems (KB4338819)	Windows 10	Security Updates	7/17/2018	n/a	676.6 MB	Download
2018-07 Cumulative Update for Windows 10 Version 1803 for x86-based Systems (KB4338819)	Windows 10	Security Updates	7/17/2018	n/a	374.1 MB	Download

on Windows version, plus system architecture—x64 is for 64-bit versions of Windows, x86 for 32-bit. Download the file, double-click it, and follow the displayed instructions to install it.

If this doesn't work, then you'll need to dig deeper. Any failed updates are accompanied by an error code in Windows 10; Windows 8.1 and 7 users need to double-click a failed update to review an error report including the error code. Older versions of Windows also provide a "Get help with this error" link, although this usually fails to yield any meaningful results.

Instead, make a careful note of the error code and the update KB number. Google the code – try it with "Windows Update," your version of Windows, the KB number, or just on its own to see what you find. Ignore ads and focus on genuine websites, including reputable sources such as <https://answers.microsoft.com>. Focus on newer results first—particularly if they correspond to your specific KB number.

With a little luck, you'll stumble upon a solution that's been found by other users – the Windows user community is particularly good with sharing and helping. ■

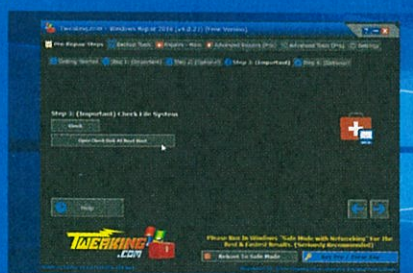
# Reset Windows Update

## How to reset Windows Update



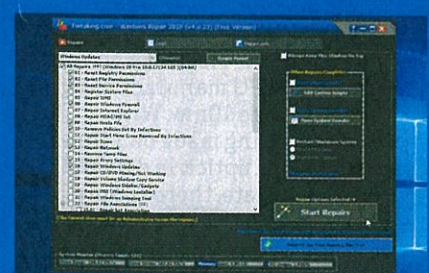
### 1 USE SAFE MODE

Press Win-R, type "msconfig," and press Enter. Switch to the "Boot" tab, and check "Safe boot," selecting "Network." Click "OK > Restart." Once in Safe mode, launch Windows Repair ([www.tweaking.com](http://www.tweaking.com)) and work through the basic checks – ignore the power reset if your PC is otherwise OK.



### 2 PERFORM PRE-CHECKS

The other three steps – pre-scan, disk check, and System File Checker – are all essential in case your Windows Update problem is linked to disk errors or has missing or corrupt system files. Work through them, rebooting where prompted, then returning to that point in the program.



### 3 APPLY REPAIRS

Once done, click "Backup" to back up the Registry, and "Create" to create a system restore point. Next, you're prompted to open Repairs or select a preset – select "Preset: Windows Update." Click "Start Repairs." When done, return to msconfig, and uncheck "Safe boot" before rebooting.