Windows Update Agent Upgrade

A process to resolve WUA updating issues in Win7 and Server 2008.

Contents

Overview

It has come to N-able's attention that on Windows7 and Windows Server2008 some patches have stopped applying because Windows Update Agent needs an upgrade to itself. This upgrade cannot be delivered through standard Patch Manager or WSUS services and must be applied manually. This document has been created to guide you through the process of resolving this problem by running an executable which will:

- Identify the OS version of the device.
- Detect if an upgrade is needed.
- If needed, perform the upgrade by downloading and installing the correct software from Microsoft.
- Put output into your Job Status view in N-central for review.

Deployment

To deploy this solution we will follow these steps:

1. Create a filter to identify Windows7 and Windows Server 2008 devices.
2. Upload the WUAUpgrade.exe executable as a Script.
3. Use the filter to identify the devices that may need upgrading and run the Script against those devices.
4. Check the output of your task.
5. Report back to your Support contact with results.

Step 1 – Create a Filter

We will need to create a filter to identify Windows7 and Windows Server 2008 devices.

1. From the **Service Organization** level (orange by default) head under **Configuration** > **Filters**
2. Create a new filter as you see below:

Filter Name:	Windows 7 and Server 2008 Devices		is available to:	Everyone	
Description:					
Show in my Drop-Down:	☑				

Advanced Mode

Find devices where:

OS	▼	Reported Name	▼	CONTAINS	▼	Windows Server 2008
○ and ◉ or						
OS	▼	Reported Name	▼	CONTAINS	▼	Windows 7
○ and ◉ or						
OS	▼	Reported Name	▼	CONTAINS	▼	Windows Small Business Server 2011

Step 2 – Upload the WUAUpgrade.exe Script

1. From the Service Organization level (orange by default) head under **Configuration** > **Scheduled Tasks** > **Script/Software Repository**.
2. **ADD** a new Script as seen here:
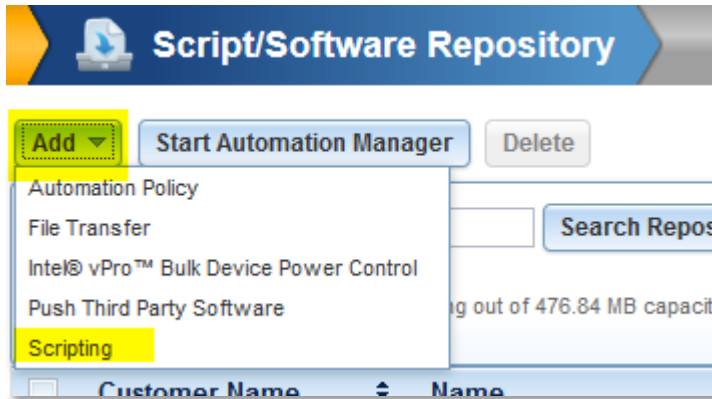
3. Configure the Script with a Name, Description and Browse to the **WUAUpgrade.exe** file. No command line parameters are needed so we will leave it as seen below:
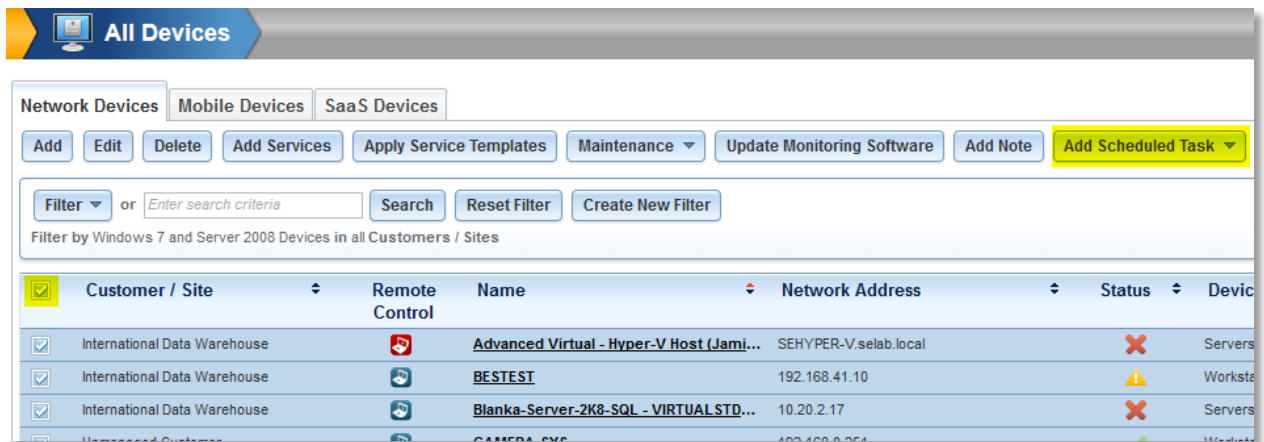

Step 3 – Using the Filter to apply your Script

1. From the Service Organization level (orange by default) navigate to the **All Devices** view.
2. Apply your new Filter for **Windows7 and Server 2008 Devices.**
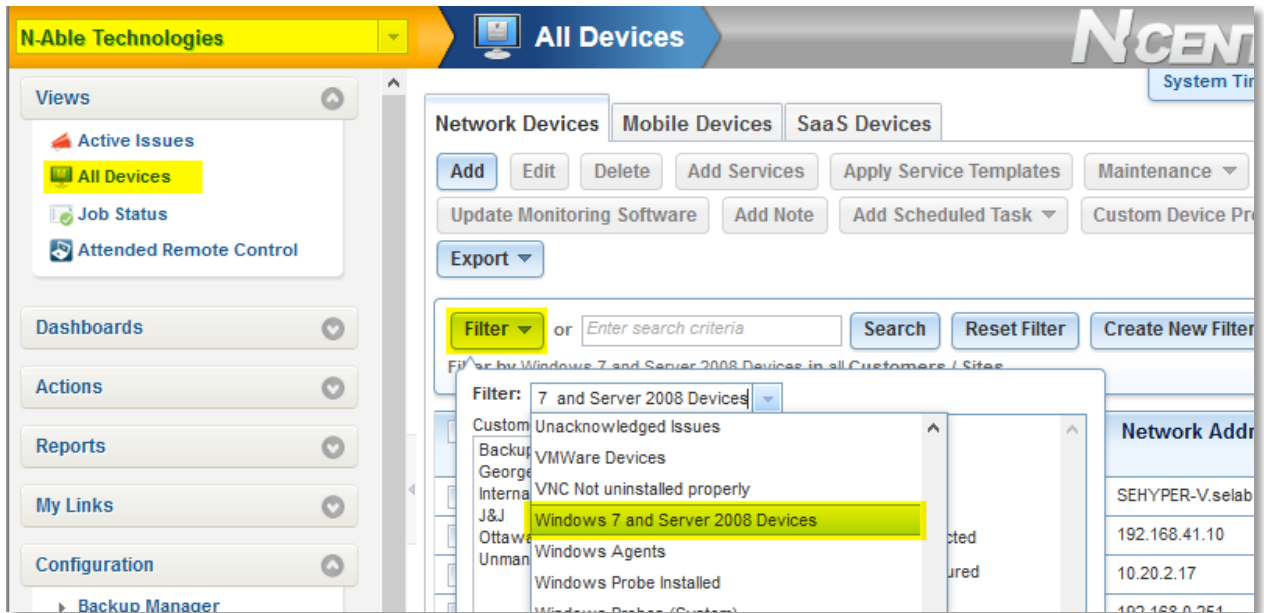
3. Select all of the devices with the checkbox at the top of the list and choose **Add Scheduled Task**.

4. Select **Run a Script**.
5. Configure the scripting task as follows, the tabs highlighted in the first image below will need to be adjusted. Task Hander and Targets will not need any changes:
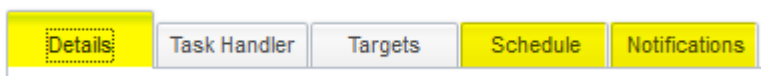
See below for changes to each of these yellow highlighted tabs:

Scripting Task

Details

Scheduled Task Limitations

Task Name: Upgrade Windows Update Agent

| Details | Task Handler | Targets | Schedule | Notifications |

Credentials

- ⦿ Use LocalSystem credentials
- ○ Use Device Credentials
- ○ Custom Credentials

Script

Location:	From N-central's Script Repository
Repository Item:	Windows Update Agent Upgrade Script
Description:	This can be used to Upgrade the Windows Update Agent on Windows 7 and Windows Server 2008 devices.
File Name:	WUAUpgrade.exe
Command Line Parameters:	WUAUpgrade.exe

Scripting Task

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| Details | Task Handler | Targets | Schedule | Notifications |

Schedule

Type:	Now
Execution Timeout:	1 hours
Execution Window:	○ Only run at the specified time.
	⦿ If the machine is offline at the specified time, run this task as soon as possible, up to 3 days in the future.
Downtime:	☐ Set device into downtime during task execution.

⚠ **WARNING** *If you add a **Recipient** to the Task you will receive an email PER device. If you are choosing to run WUAUgrade.exe against hundreds of devices you will receive hundreds of emails. Job Status view in N-central will contain this information and may be a better choice for review when you have many devices.*

6. Click SAVE at the bottom of the Task to run it against all of your selected devices.

Step 4 – Check the output of your task

There are two ways to check the results of your efforts. You will begin to receive emails with the results, and you will also the script output in the Job Status view of N-central.

Option 1 – Review your email

If you choose to be a recipient for your task you will begin to receive emails with the results of your task. An email will typically look like the following:

Option 2 – Review the Job Status view in N-central

You will be able to see the same details included in your email in the Job Status view of N-central.

1. Navigate from the Service Organization level (orange by default) to **Views** > **Job Status**.
2. **Filter** on "**Scripting**" and "**Completed**" to see all of your results as seen below:

Customer/Site	Job Name	Network Target	Job Type	Status
Unmanaged Customer	111 Windows Update Agent Upgrade	Host: CAMERA-SYS	Scripting	Completed
Ottawa General	111 Windows Update Agent Upgrade	Host: H122_SE08R2X103LAB2 - Exchange 2012 Edge + TMG2010	Scripting	Completed
Ottawa General	111 Windows Update Agent Upgrade	Host: H121_SE08R2X105LAB2 - DAG01W - BD For Exchange	Scripting	Completed
Ottawa General	111 Windows Update Agent Upgrade	Host: H122_SE08R2SPARE	Scripting	Completed

3. **Click** on one of the tasks and the details for ALL tasks run in that batch job will appear. You may browse through them and click on the enclosed .ZIP files for more details.

Step 5 – Report back to your Support contact with results

Please be sure to update your ticket or support contact with the results and any anomalies including the logs from the task. We will want to address any issues as quickly as possible to ensure a seamless solution.

Errors and Troubleshooting

Download result:False

There was an issue downloading from the local probe. Firstly, ensure your probes are current and functional. If so, re-target your devices in the All Devices view, Run an Automation task once again as described in Step 3, but this time add "Direct" to the command line. Note that this is CASE SENSITIVE and must be entered after your .exe as seen below:

Using the "Direct" option will prompt the upgrade tool to bypass your local probe cache and instead pull the files needed directly from Microsoft. Be careful not to run this option against too many devices at once, the download is over 10MB in size per device.

OS is not valid for install. It has to be : Windows 7 SP1/ Windows 2012 / Windows 8 / Windows 2008 R2

The OS you have targeted on this machine is not one of the versions that requires this upgrade. The device will be skipped and the script will have no effect

Reboot required to finish install.

The device will need to run through a reboot to complete the Windows Update Agent Upgrade. No patching will occur until this has been done either by the end user or through N-central Automation.