

Ticket ID: HD-008

Category: Operating System / Updates

Priority: Medium

User Impact: Single user (system updates failing, potential security risk)

Environment: Windows 10/11 workstation

1. Problem (User's words)

User reports: *"My computer keeps trying to install updates, but they always fail."*

2. Quick Questions I Asked

- Are you seeing any error message when the update fails?
- Does the update fail every time or only today?
- Is your computer able to connect to the internet normally?

3. Symptoms Observed

- Windows Update shows failed installation status
- Updates stuck in retry or failed state
- System prompts user to retry update

4. Troubleshooting Actions Taken

- Opened **Windows Update** in Settings
- Restarted the system to clear pending update processes
- Checked available disk space on the system drive
- Ran **Windows Update Troubleshooter**
- Restarted Windows Update services
- Rechecked update status after troubleshooting

5. Root Cause

- Windows updates failed due to a temporary issue with Windows Update services or a pending system state.

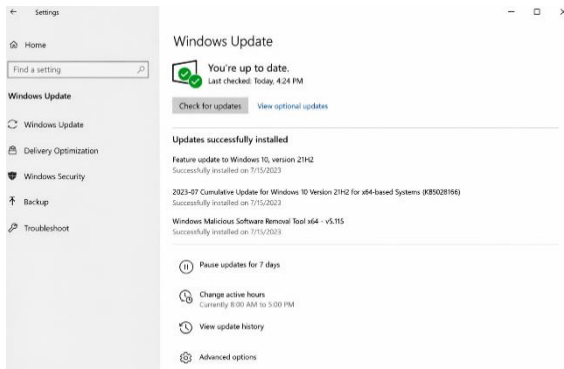
6. Fix / Resolution

- Windows Update services were restarted and the system was rebooted. After troubleshooting, the updates installed successfully.

7. Prevention / Recommendation

- Restart the system regularly to avoid pending update conflicts
- Ensure sufficient disk space is available before installing updates
- Report repeated update failures to IT support

8. Proof (Verification)



9. Time Log

- **Start Time:** 4:00 PM
- **End Time:** 4:30 PM
- **Total Time:** 30 minutes