

DOWNLOADED by Phil Logan

Below are some general suggestions that you can consider, if Windows Update doesn't complete:

1. Run Windows Update Troubleshooter

- Go to Settings → Update & Security → Troubleshoot → Additional troubleshooters.
- Select **Windows Update** and click **Run the troubleshooter**.
- Follow the prompts and let it fix any detected issues.

2. Restart Windows Update Services

- Press Win + R, type services.msc, and press **Enter**.
- Locate these services and ensure they are running:
 1. **Windows Update**: Right-click → Restart.
 2. **Background Intelligent Transfer Service (BITS)**: Right-click → Restart.
 3. **Cryptographic Services**: Right-click → Restart.
- Set their startup type to **Automatic** (if not already).

3. Clear Windows Update Cache

- Search for CMD on taskbar, find the command prompt, and right click to select run in administrator mode
- Enter the following commands in sequence, and press Enter after each line

net stop bits

net stop wuauserv

net stop cryptsvc

ren %systemroot%\System32\catroot2 catroot2.old

Del "%ALLUSERSPROFILE%\Application Data\Microsoft\Network\Downloader\qmgr*.dat"

net start bits

net start wuauserv

net start cryptsvc

- Then, delete the previous update files:
 - Navigate to C:\Windows\SoftwareDistribution and delete its contents.

4. DISM Health Scans and System File Checker: These tools can repair corrupted system files.

Follow the steps to run System File Checker:

1. Open Command Prompt as an Administrator.
2. Run the following commands one by one:
DISM.exe /Online /Cleanup-Image /ScanHealth
DISM.exe /Online /Cleanup-Image /CheckHealth
DISM.exe /Online /Cleanup-Image /RestoreHealth
3. Run **sfc /scannow** and wait for the process to complete. Check if there are any detected errors.
4. Note: DISM – Deployment Image Servicing & Management tool
5. Note: sfc – System File Checker

5. Manually Install Pending Updates

As a temporary workaround, you may install the updates manually and check if your device will work back to normal after the update.

- Visit the [Microsoft Update Catalog](#).
- Search for the specific update code (e.g., KB5006670) and download the file.
- Run the installer to update manually.

- 6. Flush DNS cache:**
1. Open CMD as Administrator
 2. ipconfig /flushdns

7. Check for Storage or Disk Errors Using Check Disk Tool

- Ensure you have sufficient free space for updates (at least 20GB).
- Try to use chkdsk command to scan the disk.

1. Click Win key + X to open "Command Prompt (Admin)"

2. Enter chkdsk

For example, to check and repair the D partition, enter the following command:

chkdsk D: /f

Press Y then Enter to run the chkdsk disk check tool to scan the D partition. After that, you can check other partitions similarly.

Note: Please check other drive letters other than your system drive (usually C) first. You need to restart to check C drive.

Disclaimer: Running chkdsk can check the file system and file system metadata of a volume for logical and physical errors. To avoid any trouble for you, do not cancel or interrupt chkdsk, and back up important data. See below for complete list of commands.

For more information, please refer to this [chkdsk | Microsoft Learn](#).

8. Check Windows Logs for Errors

If no clues found above, you may want to find some possible crash or error logs in Event Viewer:

- Open Event Viewer (Win + R → eventvwr → Enter).
- Navigate to Windows Logs → System to look for update-related errors.

9. In-Place Upgrade: If none of these steps resolve the issue, consider performing an **In-place Upgrade**:

An in-place upgrade is a method of reinstalling Windows. The principle of an in-place upgrade is to upgrade the system from the old version to the latest version while retaining the original system and user data, overwriting only the system files, and restoring the normal use of the system. The detailed steps are as follows.

1. Visit the official Microsoft website, [Download Windows 11](#)
2. Use the installation tool to create a USB installation disk or ISO file.
3. Insert the USB installation disk or mount the ISO file, and then run setup.exe.
4. Select the "Upgrade this PC" option and click "Next".
5. Make sure to select the "Keep personal files and apps" option and click "Install".
6. The process may take some time, please wait patiently for it to complete.

NOTES for Phil:

1. Ox80071160, Ox8007001F, Oxc1900101, Oxc1900130, Ox80071160, Ox8024001e

LIST of Check Disc Tool PARAMETERS:

chkdsk [volume[[path]filename]] [/F] [/V] [/R] [/X] [/I] [/C] [/L[:size]] [/B] [/scan] [/spotfix]

Chkdsk includes a number of command-line options to help you execute the utility correctly and efficiently. All of the chkdsk commands and their meanings are listed here.

Volume – This parameter allows you to specify a drive letter or volume name to scan. For example, you'd use D: to scan the D drive.

Filename – This parameter scans for fragmentation in a specific file. This parameter is only applicable to the FAT and FAT32 file systems. In practice, you won't use this parameter very often.

/F – Use this parameter to have chkdsk automatically repair errors discovered while scanning.

/R – This switch searches for bad sectors and, if possible, restores readable data.

/L:size – This switch only applies to the NTFS file system. It allows you to change the size of the NTFS transaction file log. In general, this is only for server administrators.

/X – This switch force unmounts the target drive or volume to invalidate active handles. Sometimes, if the volume is mounted, it can cause problems with scanning and recovering. You can use this switch to unmount and perform the scan in those situations. Unless you know what you are doing, please don't use this switch because it can cause program crashes and data loss under certain circumstances.

/I – This switch makes the index scan less vigorous. You can use this switch while doing low-priority scans or when you are short on time. Also, this switch works only on the NTFS file system.

/C – This, like the previous switch, only works with the NTFS file system. It will bypass cycle checking with the folder structure.

/B – This parameter instructs the chkdsk utility to re-evaluate the bad clusters on a specified volume.

/Scan – This parameter performs an online scan and only applies to the NTFS file system.

/ForceOfflineFix – This parameter instructs the chkdsk utility to execute an offline repair

/Pref – This parameter increases the chkdsk priority to run the scans as fast as possible at the cost of higher system resource usage. This parameter can cause other programs to slow down due to limited resources. This switch works only on the NTFS file system and should be used alongside the /scan parameter.

/Spotfix – As the name suggests, this parameter tries to spot-fix problems found in the volume. Works only in the NTFS file system.

/SdCleanup – Garbage collects Security Descriptor data. Works only in the NTFS file system.

/OfflineScanAndFix – This parameter forces the chkdsk tool to run an offline scan and fix the problems offline.

/FreeOrphanedChains – This parameter frees up orphaned chains rather than try and recover

/FreeOrphanedChains – This parameter frees up orphaned chains rather than try and recover their data. Works only on FAT, FAT32, and exFAT file systems.

/MarkClean – This parameter marks the scanned volume as clean if there are no errors. Works only on FAT, FAT32, and exFAT file systems.