

Windows Update – Cleaning

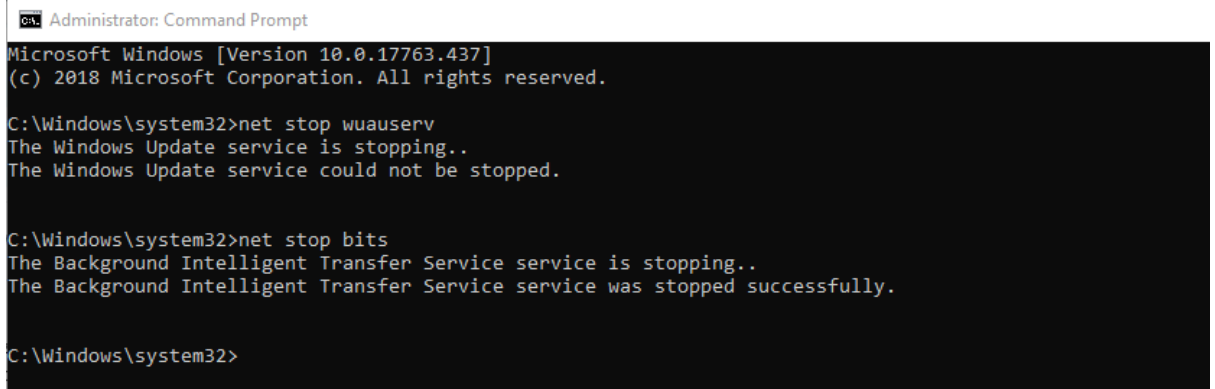
Windows keeps files for Windows Update within the folder

C:\Windows\SoftwareDistribution. This folder contains the Windows Update history, the files as they download and the database of installed Windows Updates.

If a user has an issue where a specific KB keeps installing, after it says it has been installed, the following has fixed that issue. This may also fix further issues with Windows Updates - it clears out the database and resyncs it with Microsoft.

To do this, follow the steps below.

1. Open command prompt as an admin and stop the wuauerv and bits service. If you are unable to stop the Windows Update service, like in the screenshot below, disable the Windows Update service in services.msc. You will need to re-enable this once completed.



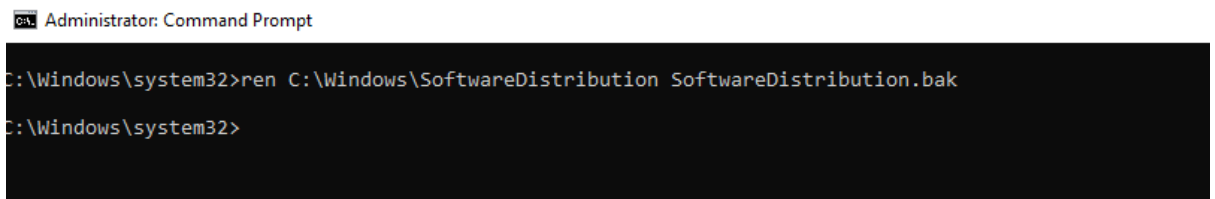
```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.17763.437]
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C:\Windows\system32>net stop wuauerv
The Windows Update service is stopping..
The Windows Update service could not be stopped.

C:\Windows\system32>net stop bits
The Background Intelligent Transfer Service service is stopping..
The Background Intelligent Transfer Service service was stopped successfully.

C:\Windows\system32>
```

2. Next, within command prompt, you can either delete or rename the C:\Windows\SoftwareDistribution folder, using either the del or ren commands.

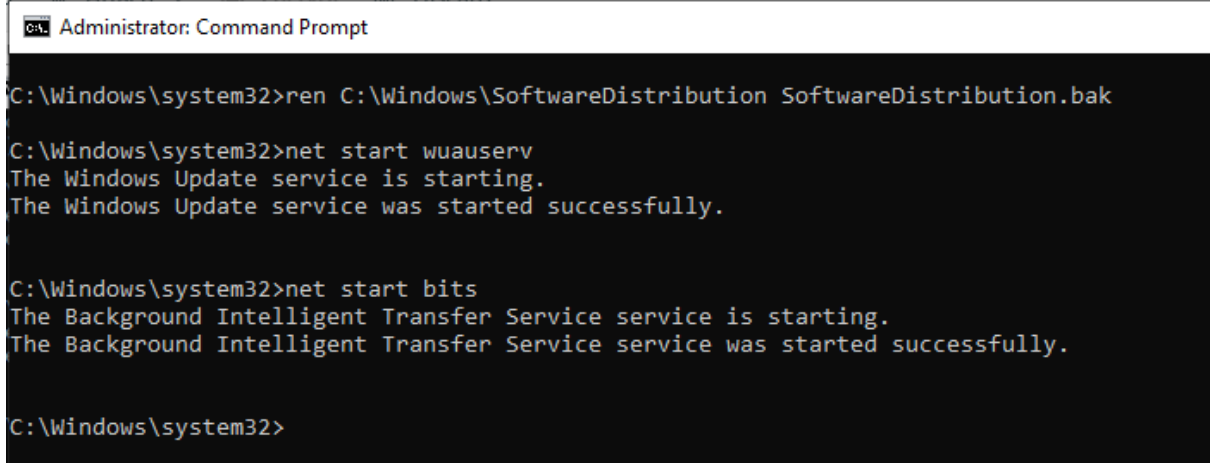


```
Administrator: Command Prompt

C:\Windows\system32>ren C:\Windows\SoftwareDistribution SoftwareDistribution.bak

C:\Windows\system32>
```

3. Once you have done this, you can start the two services again.



```
Administrator: Command Prompt

C:\Windows\system32>ren C:\Windows\SoftwareDistribution SoftwareDistribution.bak

C:\Windows\system32>net start wuauerv
The Windows Update service is starting.
The Windows Update service was started successfully.

C:\Windows\system32>net start bits
The Background Intelligent Transfer Service service is starting.
The Background Intelligent Transfer Service service was started successfully.

C:\Windows\system32>
```

4. Windows will now regenerate the Software Redistribut folder. It may take longer for Windows to do updates the first time that Windows tries to do updates, as the

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database has to be regenerated.

 SoftwareDistribution	25/04/2019 15:34	File folder
 SoftwareDistribution.bak	10/04/2019 14:11	File folder