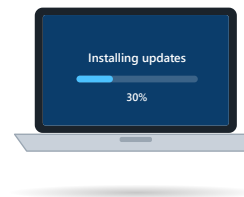


Windows Update Stuck? Frozen · Failing · Restart Loop

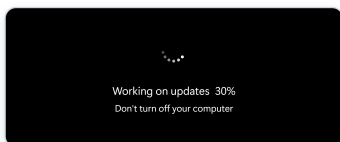
What to do when an update freezes, won't download, or your computer keeps restarting.



*We Make
I.T.
Happen!™*

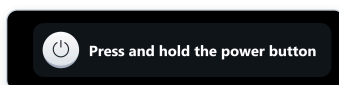
1 Give It Time

Working on updates can sit at one percent for a long time. Keep it plugged in.



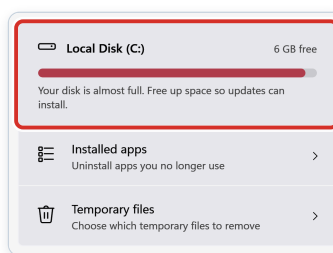
2 Truly Frozen?

No change for a **couple of hours**? **Hold the power button**, then turn it back on.



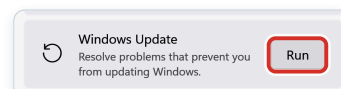
3 Free Up Space

Settings → System → Storage. Nearly full? Open **Cleanup recommendations.**



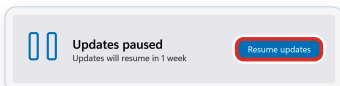
4 Run the Troubleshooter

System → Troubleshoot → Other troubleshooters → Windows Update → Run.



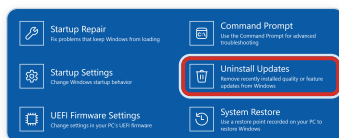
5 Pause, Then Resume

Windows Update → **Pause for 1 week**, then **Resume updates** and check again.



6 Restart Loop?

Advanced options → Troubleshoot → Advanced options → Uninstall Updates.



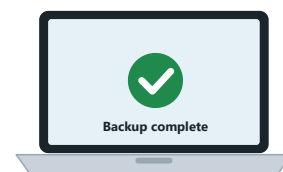
7 BitLocker Key Ready

Find it **today** at **aka.ms/myrecoverykey** with your Microsoft account.



8 Back Up First

Back up to an **external drive** or **OneDrive** before you try bigger fixes.



Good to Know

- Unplug **extra USB drives and devices**, check your internet, and use **Restart**, not Shut down.
- Same **error code** keeps coming back? Write it down. It tells us exactly what failed.
- Restart loop or BitLocker screen? Call **239-513-1960** or click **Join Remote Session** at naplescomputers.com.



Need Help?

Contact Naples Computers
239-513-1960
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