

NAPLES COMPUTERS HOW-TO • WINDOWS TIPS

Windows Update Stuck? What to Do

Windows Update stuck? Maybe it's frozen on "Working on updates", won't finish downloading, or your computer keeps restarting. This guide shows what to do on Windows 11, step by step: give it time, power off and on only when it's truly frozen, free up space, run the Windows Update troubleshooter, pause and resume updates, fix a restart loop, and have your BitLocker recovery key ready.

Windows Update stuck? Step by step

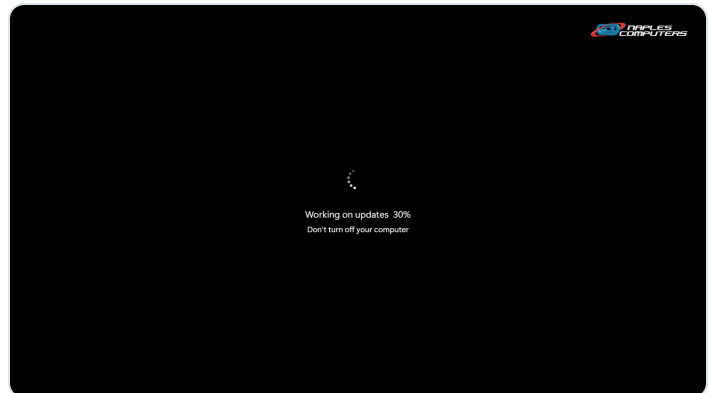
1

Step 1: Frozen on "Working on updates"? Give it time

Big updates can sit at the same percentage for a long time, and the computer may restart more than once. That's normal.

WHAT TO DO

Keep a laptop plugged in. If the drive light is still blinking, it's working. Don't turn it off unless nothing has changed for a couple of hours.

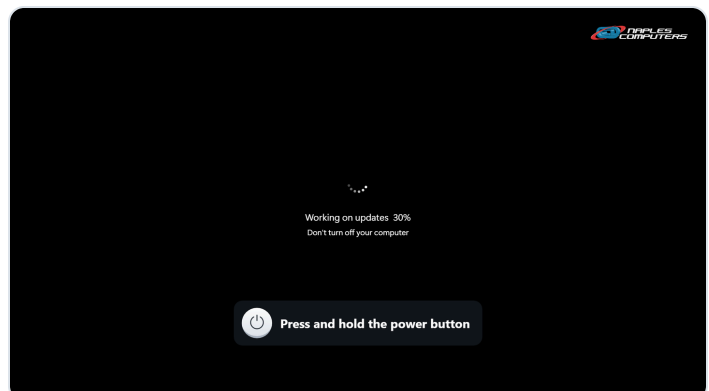
**2**

Step 2: Truly frozen? Hold the power button, then turn it back on

Nothing has changed for a couple of hours? Press and hold the power button until the computer turns off.

WHAT TO DO

Wait a few seconds, then turn it back on. Windows usually finishes the update, or undoes it and goes back to how it was.



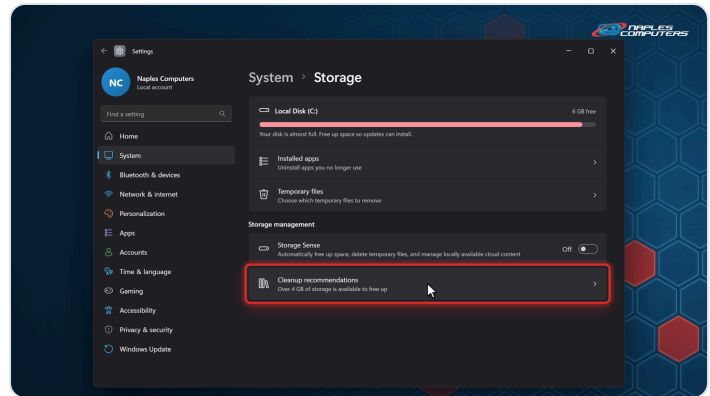
3

Step 3: Restart, then check your free space

Updates need room to install. Click Start → Settings → System → Storage.

WHAT TO DO

Drive almost full? Open Cleanup recommendations, remove files you don't need, then restart and check for updates again.



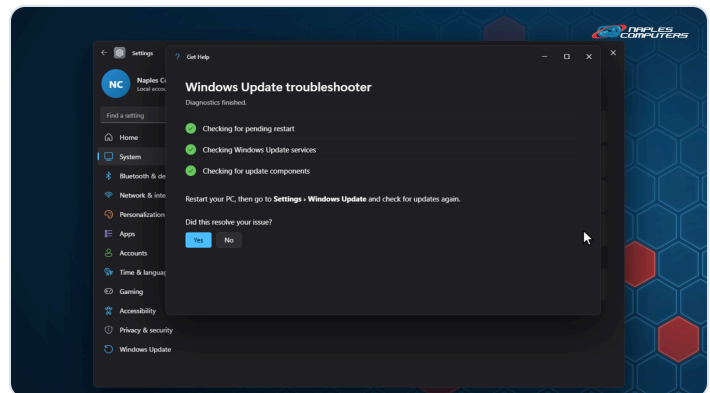
4

Step 4: Run the Windows Update troubleshooter

Settings → System → Troubleshoot → Other troubleshooters. Next to Windows Update, click Run.

WHAT TO DO

On newer versions it opens in the Get Help app. When it's done, restart and check for updates again.



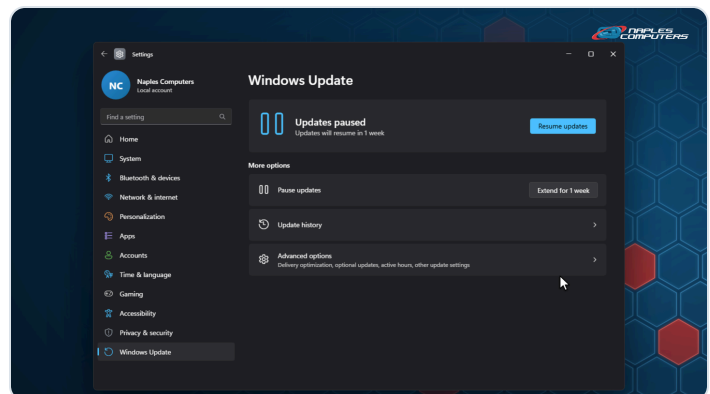
5

Step 5: Still failing? Pause updates, then resume

In Windows Update, click Pause for 1 week. Then click Resume updates and Check for updates.

WHAT TO DO

Same error code keeps coming back? Write it down and call us. It tells us exactly what failed.



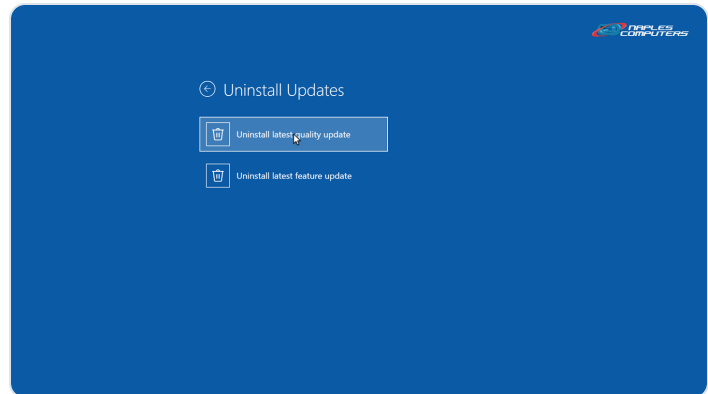
RESTART LOOP

6 Restart loop? Uninstall the latest update

If Windows fails to start a few times in a row, Automatic Repair opens. Click Advanced options → Troubleshoot → Advanced options → Uninstall Updates.

WHAT TO DO

Choose Uninstall latest quality update (the monthly update) first. Problems after a big yearly upgrade? Choose the feature update.



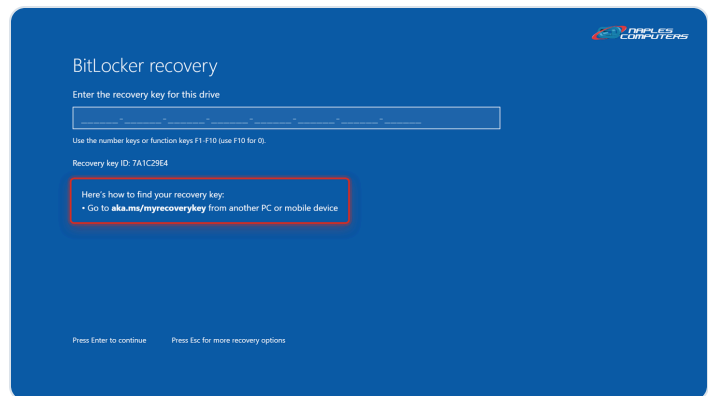
BITLOCKER

7 BitLocker recovery screen? You'll need your recovery key

If the computer uses BitLocker or device encryption, Windows may ask for the recovery key before the repair options.

WHAT TO DO

Find it today at aka.ms/myrecoverykey, signed in with the Microsoft account you used to set up the computer. Can't find it? Call us.



Windows Update stuck? Quick fixes

- ☐ Restart, not Shut down
Restart finishes what an update started
- ☐ Check your internet connection
Updates download from Microsoft
- ☐ Unplug extra drives and devices
Leave the keyboard, mouse and charger
- ☐ Free up space
Microsoft recommends about 20 GB free

Do this today

- ☐ Back up your important files
An external drive or OneDrive. See our backup guide
- ☐ Find your BitLocker recovery key
aka.ms/myrecoverykey, with the Microsoft account you set up the computer with
- ☐ Keep a copy away from the computer
Printed, or in your password manager
- ☐ Write down any error code
It tells us exactly what failed

When to call Naples Computers

- ☐ It's stuck in a restart loop
- ☐ A BitLocker recovery screen you can't get past
- ☐ The same error code keeps coming back
- ☐ Advanced repairs (SFC, DISM)
This is where we take over
- ☐ Call 239-513-1960
Or click Join Remote Session at naplescomputers.com. Walk-ins: 2308 Immokalee Rd

Recap: Windows Update stuck

- | | |
|---|---|
| ☐ Give it time: hours, not minutes | ☐ Run the Windows Update troubleshooter |
| ☐ Truly frozen? Hold power, then restart | ☐ Pause, then resume updates |
| ☐ Free up space, unplug extras | ☐ Restart loop? Uninstall Updates, key ready |

Find your BitLocker recovery key today at aka.ms/myrecoverykey (sign in with the Microsoft account you used to set up the computer) and keep a copy away from the computer. Without it, a stuck update can turn into a locked computer. Can't find it? Call us.



Windows Update still stuck, or a BitLocker screen you can't get past?

Call 239-513-1960

naplescomputers.com · **We Make I.T. Happen!**