# Windows Update Problems

I have received quite a number of reports of people having problems with Windows Update. There are several problems people experience with Windows Update; I will discuss some of the more frequently reported problems and their solutions here.


**Updates fail to install.**

In most cases a corrupted **CatRoot2** folder causes this. You can fix this by renaming the **\Windows\System32\CatRoot2** folder to **CatRoot2OLD**.

Note that you do not want to rename the **\Windows\System32\CatRoot** folder!

Now try again to get the update that failed to install previously.


**Scanning for updates stops at 0%**

Disable the options **Automatically detect settings** and **Use automatic configuration script** in Microsoft Internet Explorer:

1. Start Internet Explorer, and on the **Tools** menu, click **Internet Options**
2. Select the **Connections** tab, and then click **LAN Settings**
3. Make sure the check boxes for **Automatically detect settings** and **Use automatic configuration script** are not selected

Also, verify that you can connect to SSL-enabled Web sites (sites that start with **https://**).

You can also test your ability to connect to SSL sites using a [SSL test site](#).

A successful test will show a page with:

> **SSL test**
> Thanks for using SSL

If you cannot connect to SSL sites then the Windows Update scan will not work. Make sure that the SSL port (port 443) is open on your network/firewall.


**Windows Update shows no available updates**

If you go to the Windows Update Web site, and no updates are shown, while you know there should be updates available (for example if you did a clean (re)installation of Windows), you may want to check the language settings of Internet Explorer.

1. From the **Tools** menu in Internet Explorer, click **Internet Options**
2. Select the **General** tab, then click **Languages**
3. If no languages are listed, click **Add**
4. Select your language from the displayed list, then click **OK**
5. Click OK twice to close the Language Preference dialog box, and the Internet Options dialog box

You should now be able to see updates listed on the Windows Update site.

For a number of other errors & their solutions, check out the [Windows Update Troubleshooter](#), or post a message on the [WindowsBBS](#) forum.

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