

Windows laptops & PCs | Medium | 2 min read

Windows stuck on updating or update fails

Windows updates can take a long time, and sometimes they stall or fail with an error. The key is knowing when to wait and when to act.

Quick fixes to try first

- If you see **Working on updates** or **Do not turn off your computer**, wait. Big updates can take an hour or more, and the percentage may sit still for a long time.
- Keep the laptop plugged in and leave it alone for at least two hours before worrying.
- If the screen is on but nothing seems to happen, check whether the drive light is flickering or the fan changes speed. That means it is still working.

Step by step

If it has clearly been stuck for several hours with no activity:

1. Hold the power button for about 10 seconds to switch off. Be aware this is a last resort.
2. Wait a minute, then turn it on again. Windows will often undo the update and start normally.
3. Once in, open **Settings**, then **Windows Update**, and choose **Check for updates**.
4. If it fails again, run the troubleshooter. Windows 11: **Settings, System, Troubleshoot, Other troubleshooters**, then **Windows Update**. Windows 10: **Settings, Update & Security, Troubleshoot, Additional troubleshooters**. The exact wording may differ slightly.
5. Make sure you have plenty of free storage. Updates need several gigabytes.

If that did not work

- Unplug extra devices such as USB sticks, printers and docks, then try the update again.
- Restart and try again later. Many failures clear on a second attempt.
- Note any error code shown in **Windows Update**, such as one starting 0x.

Do not use update fixing tools from random websites, and do not turn off your security software.

When to get more help

Stop and email us if the laptop will not start after a forced shutdown, it loops through restarting repeatedly, the same error appears after several attempts, or you are worried about losing files. If the laptop does start, copy your important files to a USB drive or OneDrive first. Tell us the error code and which version of Windows you have.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.