Update Windows 7 Hangs

2016.09.20

New message from: thesellingpost   (37,642   )

Microsoft has had issues with the updates. It is not the software itself. Here is the fix that they have provided us. It is broken up into 2 emails.

Thanks for contacting Answer Desk. This is Christine from Microsoft Answer Desk who assisted you on your concern about windows 7 stuck on checking for updates. As promised, here are the sets of instructions on how to reset the windows update components
1. Reset the Windows Update Components

-Hold Windows Key + R > type services.msc > hit Enter

-Look for these 4 components - Background Intelligence Transfer Services, Cryptographic Services, Windows Installer and Windows Update.

-Make sure that they are running, to check, right click on each > Properties > set it to Automatic (except Windows Installer) and click Stop then Start

2. Delete the Software Distribution Downloads Folder

-Local Drive C > Windows > Software Distribution > Download > Delete everything inside it.
3. Delete the Temp Files

-Hold Windows Key + R > type %temp% > hit Enter > Delete everything inside it.

4. Delete Program Temp Files

-Hold Windows Key + R > type temp > hit Enter > Delete everything inside it.

5. Temporarily turn off Antivirus and Windows Firewall and disable Windows Defender.

6. Open the Command Prompt Admin and enter this: ipconfig /flushdns (Leave it open).

7. Download the KB 3135445 - https://www.microsoft.com/en-us/download/details.aspx?id=50797

8. On Command Prompt Admin, enter this code: net stop wuauserv

9. Open the Downloaded KB (3135445) and install it.

Note: Restart the PC and after that, check for updates again. Leave the device for an hour or two. This process will get all the updates on your PC.
Also, here's the rejoin link so you may contact me back if you have questions or encounter any issues during this process:
https://support.microsoft.com/en-us/contact/chat/4/?visitId=262023ff-ff43-436c-9203-aa4d3dfd35af&rejoin=true
Come back if you need more help. There's help here too:

Microsoft community – To find answers for questions others have asked (yours might be similar), or to ask a new one.
Microsoft Support site – For step-by-step instructions and getting started info.