

# 0x80244002 Windows

## Update Error: How to Fix it

- **Check your Internet connection:** Make sure you have a stable Internet connection and can access websites without any issues. If your Internet connection is not working properly, fix the connectivity problem first.
  - **Restart your computer:** Sometimes, a simple restart can resolve temporary errors or connection issues. Restart your device and try updating again.
  - **Disable the antivirus/firewall:** Temporarily disable the antivirus or firewall software you have installed and try updating again.
1. Run the Windows Update Troubleshooter: Windows includes a built-in troubleshooter that can help identify and resolve common update problems. To access it, go to the Windows Settings, then navigate to "Update & Security" > "Troubleshoot" > "Additional troubleshooters." Run the Windows Update Troubleshooter and follow the on-screen instructions.
  2. Clear the Windows Update cache: The Windows Update cache stores temporary files related to updates. Clearing this cache can often resolve update errors. You can do this by opening a Command Prompt as an administrator and running the following commands one by one:
    - net stop wuauerv
    - net stop cryptSvc
    - net stop bits
    - net stop msiserver
    - ren C:\Windows\SoftwareDistribution SoftwareDistribution.old
    - ren C:\Windows\System32\catroot2 catroot2.old
    - net start wuauerv
    - net start cryptSvc
    - net start bits
    - net start msiserver
  3. Disable third-party antivirus software temporarily: Antivirus software can sometimes interfere with Windows Update. Temporarily disable any third-party antivirus software you have installed and attempt the update again.
  4. Perform a clean boot: A clean boot starts Windows with a minimal set of drivers and startup

programs, which can help identify if any third-party software is causing the issue.  
Instructions for performing a clean boot can be found on the Microsoft support website.

However considering you have already purchased Restoro and would like us to assist you in doing that utilizing a remote session, please contact our support and they will be happy to help you.

- Email: [support@restoro.com](mailto:support@restoro.com)

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