

Microsoft Security Essentials – Update Failure Resolution

Possible reasons: The issue might occur if the Network connection drops while the update is in progress and the previous update would have been incomplete. When again you try to update, it might conflict with the previous updates. Also, if the Windows components are corrupt.

This issue can also occur due to one of the following reasons:

- a. Incorrect System Date and Time settings.
- b. Corruption of Windows Update Components.
- c. Network Connectivity problem.

Please follow the steps mentioned below as our basic troubleshooting steps. During the course of troubleshooting if you get any error message or code please make a note of it.

Step 1: Correct System Date and Time Settings

- a. Click **Start**, click **Run**, type **Timedate.cpl**, and then press **Enter**.
- b. You will get the **Time and Date settings** window.
- c. Please change your system's Date and Time, if the system's Date and Time settings in your computer are incorrect.
- d. Try to update the Virus and Spyware Definitions. If this does not resolve the issue, continue to the next step.

Disable Windows Defender:

- a. Click on **Start > All programs > Accessories > Click on Run**.
- b. You will see the Run window.
- c. Type **Services.msc** in the run window and hit enter or click ok.
- d. Find and double click on the service named "**Windows Defender**". Alternatively right click on "**Windows Defender**" and select "**Properties**" on right click menu.
- e. In the "**General**" tab, beside the "**Startup type:**" check if that is set to **Disable**. Then click on **OK**.
- f. Close services.msc window and check if you are able to update MSE.

Step 2: Run automated FixIt to fix Update errors

- a. Please click on the link, then click on **Run now**:
http://support.microsoft.com/mats/windows_update/en-us?entrypoint=lightbox
- b. Restart the computer for the changes to take affect.

Check for the status of the services that are required for MSE to work properly

- a. Click on **Start**, click **Run**.
- b. Type the command mentioned below in **Run command prompt** and press **OK**.

Services.msc

- c. Please ensure the list of services mentioned below must set to **Started** and **Automatic**.

Background Intelligent Transfer Service
Cryptographic service
Microsoft Antimalware
Windows Installer
Windows update

- d. Please right click on each of the service and select **Properties**.
- e. On **Properties** window, please change the Start-up type to **Automatic** and use the **Stop** button to **Stop** the service.
- f. Again, use the **Start** button to **Start** the service.
- g. Click **ok**.

- h. Close the Services window.

Please restart the computer and check if the issue re-occurs.

Step 3: Remove Virus infection from your computer

A) TDSSKiller to scan system for Root Kit viruses:

- a. Download the file **TDSSKiller.exe** from the following link and save it on the Desktop:
<http://support.kaspersky.com/downloads/utills/tdsskiller.exe>
- b. Double click **TDSSKiller.exe** and click **on Start Scan** to scan the system.
- c. Once the scan completes, **please restart the system and check with the issue.**

B) Malware Bytes - Anti malware scan

- a. Please click on the link <http://tinyurl.com/23n2bdp>
- b. **Save the file** and download it on your desktop.
- c. Once the download is completed, **run** the file.
- d. Start a **Full System Scan**.
The scan may take few hours to complete. Once the scan is finished, if the system founds any error messages you will get a list of malware infected the system.
- e. Select the **infected files** and click on **Remove Selected** and Exit.
- f. **Reboot** the system and check with the issue. If issue is not fixed, please follow next steps.

Step 4: Tackle incorrect Browser Settings

Step a: Please perform the steps mentioned below to reset the Internet Explorer settings

- a. Click **Start** > click "**Run**" and type **inetcpl.cpl** then press Enter.
- b. Navigate to "**Advanced**" tab.
- c. Click on "**Reset**" option.
- d. When prompted, place a check mark to reset personal settings.

Note: Resetting personal settings will also remove any passwords stored in internet explorer.

Step b: Please follow the below mentioned steps to reset the Proxy Settings

- a. Click the "**Start**" Button, click "**All programs**", and click "**Accessories**". Right click on **Command Prompt** and select Run as Administrator.
- b. Type "**netsh winhttp reset proxy**" (without quotes) at the command prompt, and press Enter.
- c. Type "**netsh winsock reset**" (without quotes) at the command prompt, and press Enter.
- d. Restart the computer and try to install the updates again.

If the issue persists, please proceed with Step 5.

Step 5: Reset Windows Update components

- a. Please click on the link to reset Windows update components:
<http://go.microsoft.com/?linkid=9665683> download and Run.
- b. Restart the computer for the changes to take affect and check if the issue is resolved.

Manually install the virus and spyware definition updates

I suggest you to check whether the installed Windows Operating System is 32 bit or 64 bit. Please follow the steps mentioned below:

- a. Run the Microsoft fixit <http://go.microsoft.com/?linkid=9745636> and follow the onscreen instructions.
 - b. or follow the manual steps provided the in the link:
<http://support.microsoft.com/kb/827218>
-
- a.
 - i. If you are running a 32-bit Windows operating system, download the latest updates manually at <http://go.microsoft.com/fwlink/?LinkID=87342>
 - ii. If you are running a 64-bit Windows operating system, download the latest updates manually at <http://go.microsoft.com/fwlink/?LinkID=87341>
 - b. Click **Run**. The latest updates are manually installed in your computer.
 - c. Now, perform a full scan using MSE.