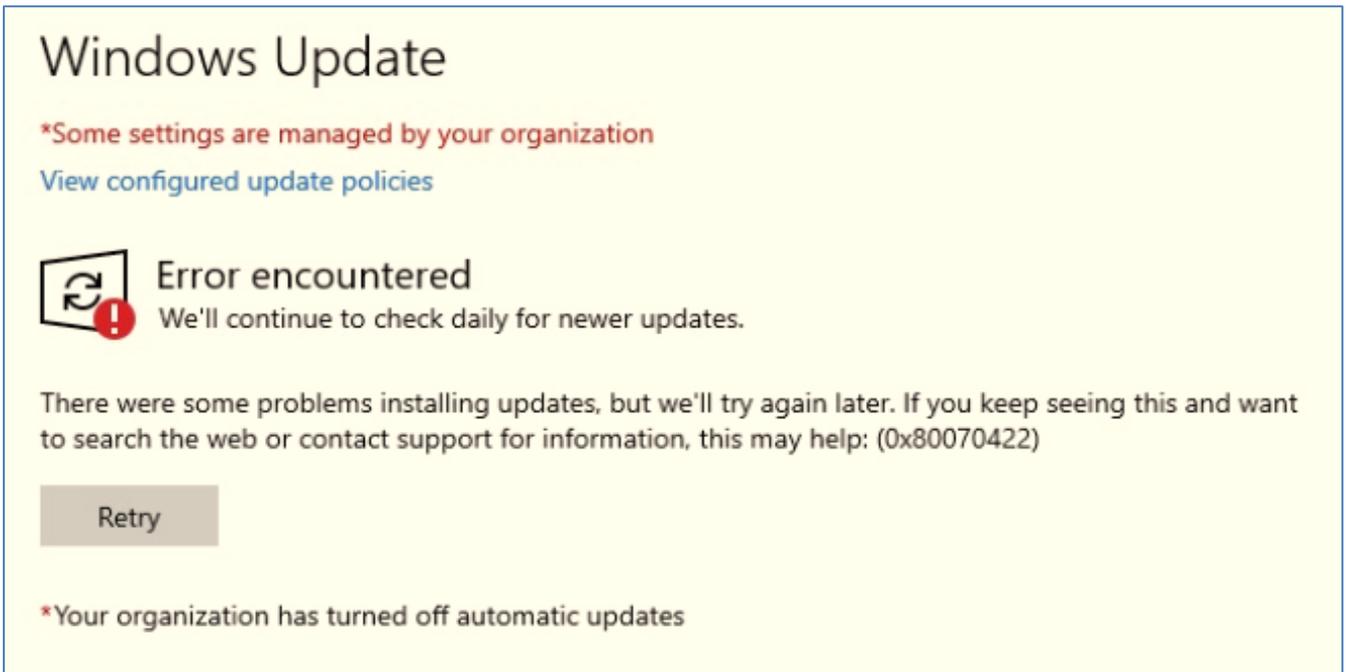


Advantech AE Technical Share Document

Date	2019 / 08 / 23	Release Note	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	Embedded Windows 10
Abstract	FAQ_How to solve the Windows update failure on embedded Windows 10?		
Keyword	Windows 10 / Windows update / embedded		
Related Product	UNO-2271G & UNO-420		

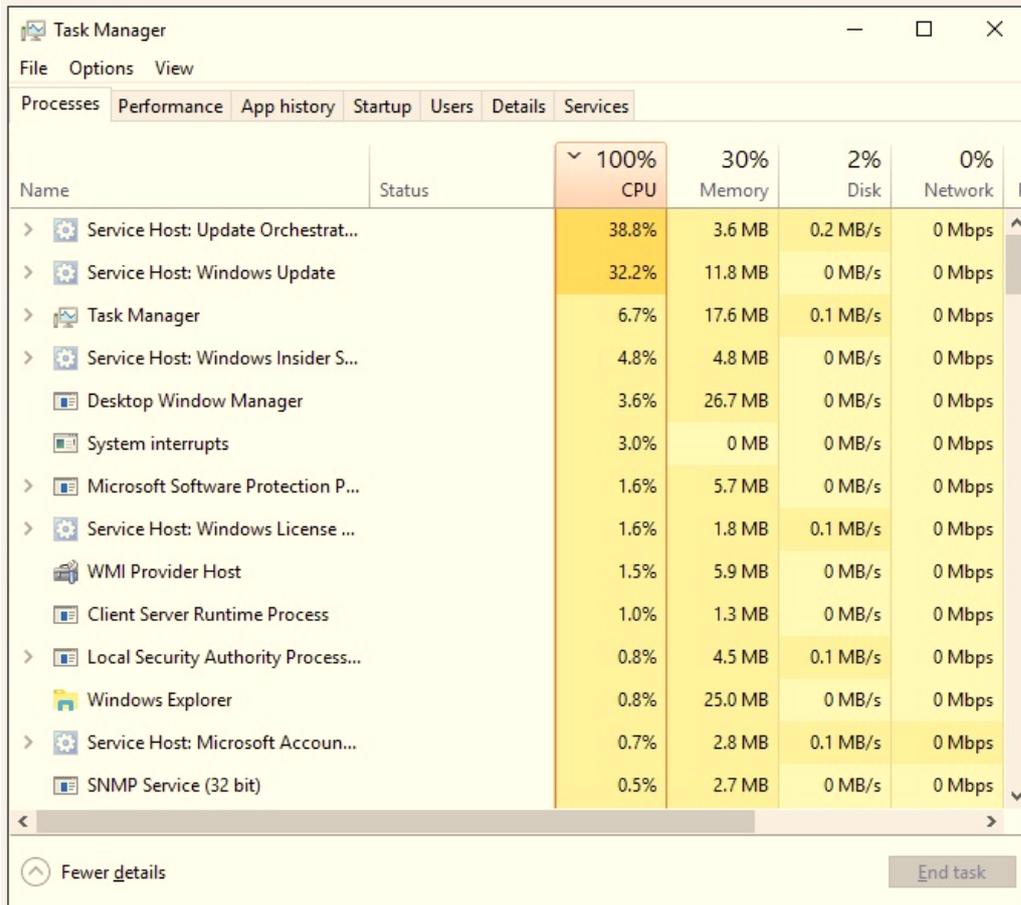
■ **Problem Description:**

On Advantech Embedded Windows 10, user may encounter the problem of Windows Update failure (error code: 0x80070422), as shown below



■ Problem Analysis:

We found that when user connects to the Internet for the first time, Windows update is automatically launched in the background and the operating system is always busy for a long time. The Windows Update service will cause high CPU loading and make system run very slowly. User has to wait for the update to complete which usually takes 2-3 hours, so we disable that service to avoid inconvenience.



The screenshot shows the Windows Task Manager Performance tab. The CPU usage is at 100%. The following table lists the processes and their resource usage:

Name	Status	CPU	Memory	Disk	Network	P
> Service Host: Update Orchestrat...		38.8%	3.6 MB	0.2 MB/s	0 Mbps	^
> Service Host: Windows Update		32.2%	11.8 MB	0 MB/s	0 Mbps	
> Task Manager		6.7%	17.6 MB	0.1 MB/s	0 Mbps	
> Service Host: Windows Insider S...		4.8%	4.8 MB	0 MB/s	0 Mbps	
Desktop Window Manager		3.6%	26.7 MB	0 MB/s	0 Mbps	
System interrupts		3.0%	0 MB	0 MB/s	0 Mbps	
> Microsoft Software Protection P...		1.6%	5.7 MB	0 MB/s	0 Mbps	
> Service Host: Windows License ...		1.6%	1.8 MB	0.1 MB/s	0 Mbps	
WMI Provider Host		1.5%	5.9 MB	0 MB/s	0 Mbps	
Client Server Runtime Process		1.0%	1.3 MB	0 MB/s	0 Mbps	
> Local Security Authority Process...		0.8%	4.5 MB	0.1 MB/s	0 Mbps	
Windows Explorer		0.8%	25.0 MB	0 MB/s	0 Mbps	
> Service Host: Microsoft Accoun...		0.7%	2.8 MB	0.1 MB/s	0 Mbps	
SNMP Service (32 bit)		0.5%	2.7 MB	0 MB/s	0 Mbps	v

At the bottom of the window, there is a 'Fewer details' button and an 'End task' button.

■ Brief Solution:

If user wants to run Windows update, he can still manually enable it by following the steps below:

1. Press Windows + R and enter services.msc to open Windows Service
2. Find the “Windows update” service in the list then open it.
3. Follow introductions below to enable Windows update service.

Windows Update => Startup type: manual => Apply => OK

The image shows a screenshot of the Windows Services console and the Windows Update Properties dialog box. The Services console lists various services, with 'Windows Update' highlighted in red and labeled with a red '1'. The 'Windows Update Properties' dialog box is open, showing the 'General' tab. The 'Startup type' dropdown menu is set to 'Disabled' and is highlighted with a red box and labeled with a red '2'. Below the dropdown, the text '2 manual' is written in red. The 'Service status' is 'Stopped'. At the bottom of the dialog box, the 'OK' button is highlighted with a red box and labeled with a red '4', and the 'Apply' button is highlighted with a red box and labeled with a red '3'.

Name	Description	Status	Startup Type
Windows Image Acquisition...	Provides im...		Manual
Windows Insider Service	Provides inf...		Manual (Trig...
Windows Installer	Adds, modi...		Manual
Windows License Manager ...	Provides inf...		Manual (Trig...
Windows Management Inst...	Provides a c...	Running	Automatic
Windows Management Ser...	Performs m...		Manual
Windows Media Player Net...	Shares Win...		Manual
Windows Mobile Hotspot S...	Provides th...		Manual (Trig...
Windows Modules Installer	Enables inst...	Running	Manual
Windows Perception Service	Enables spa...		Manual (Trig...
Windows Perception Simul...	Enables spa...		Manual
Windows Presentation Fou...	Optimizes p...	Running	Manual
Windows Push Notification...	This service ...	Running	Automatic
Windows Push Notification...	This service ...	Running	Automatic
Windows PushToInstall Serv...	Provides inf...		Manual (Trig...
Windows Remote Manage...	Windows R...		Manual
Windows Search	Provides co...	Running	Automatic (D...
Windows Security Service	Windows Se...	Running	Manual
Windows Time	Maintains d...		Manual (Trig...
1 Windows Update	Enables the ...		Disabled
Windows Update Medic Ser...	Enables rem...	Running	Manual
WinHTTP Web Proxy Auto-...	WinHTTP i...	Running	Manual
Wired AutoConfig	The Wired ...		Manual
WLAN AutoConfig	The WLANS...		Manual