

Re: Windows Update screen is blank

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-04/msg01595.html>

- *From:* "PA Bear [MS MVP]" <PABearMVP@xxxxxxxxx>
 - *Date:* Sat, 19 Apr 2008 10:40:42 -0400
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Windows version?

Tip: Temporarily disable real-time protection by your anti-virus and/or anti-spyware applications (e.g., CounterSpy, Spysweeper, Spybot Tea Timer, AVG Anti-Spyware) and/or any third-party firewall (e.g., ZA) before attempting to install the update(s). If you disable the third-party firewall, make certain that you enable the Windows Firewall!

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How to troubleshoot Windows Update, Microsoft Update, and Windows Server Update Services installation issues:

<http://support.microsoft.com/kb/906602>

1. See the "Need more help? Tell us what problem you are having" section of <http://support.microsoft.com/?scid=ph:en-us:6527>

2. You cannot install some updates or programs
<http://support.microsoft.com/kb/822798>

3a. Check Windowsupdate.log (%windir%\Windowsupdate.log) for errors associated with the download/install.

How to read the Windowsupdate.log file
<http://support.microsoft.com/kb/902093>

3b. Compare errors to those listed here:
<http://www.bleepingcomputer.com/blogs/mowgreen/index.php?showentry=1122> and/or go to <http://windowsupdate.microsoft.com> > click on Help and Support link in left pane > Solve problems on your own.

4. Windows Update Checklist:
<http://www3.telus.net/dandemar/updtcl.htm>

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Start a free Windows Update support incident request:
<https://support.microsoft.com/oas/default.aspx?gprid=6527>

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Support for Windows Update:

<http://support.microsoft.com/gp/wusupport>

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~Robear Dyer (PA Bear)

MS MVP–IE, Mail, Security, Windows Desktop Experience – since 2002

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Jane wrote:

When I choose the Windows Update from my Start menu I get a blank screen. The URL is <http://windowsupdate.microsoft.com/>. It just says "Done" at the bottom.

I tried from Firefox, but of course it told me I had to be using IE.

I use IE ver 7.0.57....

I have run Update dozens of times and never had this happen. Is anyone else having this problem? Is there another approach that I can try?

thanks

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