



Installing Windows Updates process hangs.

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition

Symptoms

Problems with installing Windows Updates.

Resolution

If the computer freezes when you trying to download updates from Windows Update, use the following method. If this method doesn't resolve the issue, follow to method 2.

NOTE: Please take a snapshot of your virtual machine (in Parallels Desktop menu bar go to **Virtual Machine -> Take snapshot...**) before you proceed with the instruction below to be able to revert all the changes.

Method 1. **Fix it for me**

To fix this problem automatically, click **Fix it** for your version of Windows, click **Run** in the File Download dialog box, and then follow the steps in the Fix it wizard.

Windows 7 or Windows Vista

Method 2. To **reset the Windows Update components**, follow these steps:

1. Click **Start**, click **Run**, type **cmd** without quotes, and then press **Enter**
2. At the **Command Prompt** window that appears, type:

```
net stop bits (press Enter)
```

3. Type:

```
net stop wuauserv (press Enter)
```

4. Delete the qmgr*.dat files. To do this, type the following command, and then press Enter:

```
Del "%ALLUSERSPROFILE%\Application Data\Microsoft\Network\Downloader\qmgr*.dat"
```

5. Type:

```
cd /d %windir%\system32 (press Enter)
```

6. To reregister the BITS and Windows Update files, type the following commands, and make sure that you press **Enter** after you type each command:

```
regsvr32.exe atl.dll  
regsvr32.exe urlmon.dll  
regsvr32.exe mshtml.dll  
regsvr32.exe shdocvw.dll  
regsvr32.exe browseui.dll  
regsvr32.exe jscript.dll  
regsvr32.exe vbscript.dll  
regsvr32.exe scrrun.dll  
regsvr32.exe msxml.dll  
regsvr32.exe msxml3.dll
```

```
regsvr32.exe msxml6.dll
regsvr32.exe actxprxy.dll
regsvr32.exe softpub.dll
regsvr32.exe wintrust.dll
regsvr32.exe dssenh.dll
regsvr32.exe rsaenh.dll
regsvr32.exe gpkcsp.dll
regsvr32.exe sccbase.dll
regsvr32.exe slbcsp.dll
regsvr32.exe cryptdlg.dll
regsvr32.exe oleaut32.dll
regsvr32.exe ole32.dll
regsvr32.exe shell32.dll
regsvr32.exe initpki.dll
regsvr32.exe wuapi.dll
regsvr32.exe wuaueng.dll
regsvr32.exe wuaueng1.dll
regsvr32.exe wucltui.dll
regsvr32.exe wups.dll
regsvr32.exe wups2.dll
regsvr32.exe wuweb.dll
regsvr32.exe qmgr.dll
regsvr32.exe qmgrprxy.dll
regsvr32.exe wucltux.dll
regsvr32.exe muweb.dll
regsvr32.exe wuwebv.dll
```

7. Reset Winsock. To do it, type:

```
netsh reset winsock      (press Enter)
```

8. If you are running Windows XP, set the proxy setting. To do this, type:

```
proxycfg.exe -d          (press Enter)
```

9. To restart the BITS and Windows Update services, type the following commands at the command prompt, and make sure that you press **Enter** after you type each command:

```
net start bits
net start wuauserv
```

10. If you are running Windows Vista or Windows 7, clear the BITS queue. To do it, type:

```
bitsadmin.exe /reset /allusers      (press Enter)
```

11. **Restart** the computer.
