(Approx. 528 words)

Kretchmar’s Korner

Windows 10 ~~April~~ ~~May~~ 2019 Update

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In June 2019 it started attempting to install itself on many users’ computers, including maybe yours. This update is both promising and problematic.

Computers and other Windows devices should get a notification to download Windows 10 version 1903. When you are ready you hit the download button for Windows 10 1903 update download and install it on your device.

Now the individual user has more control over windows 10 feature updates. This is a great change from Microsoft.

Do I need this update?

It is a good idea, for the increased virus protection if nothing else. Tom Burt discussed many of the new features of this update in his Tom's Tech-Notes article in the April 2019 Gigabyte Gazette, if you have any questions.

Microsoft hoped this major update, really an upgraded operating system, could be rolled out without the issues that have been encountered in the past. Sadly, Microsoft has failed to accomplish this. I have not experienced or seen any reports of the latest update trashing any computers, so at least that is a good thing.

What version of Windows 10 am I running?

Click on Start, Settings, System, and then scroll down and open About. Toward the bottom of the page you will see information about your operating system. In the snip I made of my system I can see I am running Windows 10 Pro Version 1903, which

is OS build 18362.175.

This update has been delayed for many users because the update has failed to install on their systems. Microsoft says this was caused by external and even some internal USB devices, and a few other issues. Microsoft felt it fixed this issue and the update is now again being rolled out, however they did not completely correct the problem.

What is the problem?

If you are not running Version 1903, the May 2019 update, there are issues that are

preventing this update from installing. You can see if there is a problem by clicking on Start, System, Update & Security.

Is there a fix?

The issue I have seen when this update fails occurs when an external USB device is attached to the system. I verified that a USB device was the issue on my laptop because I had downloaded the update to my USB thumb drive and then connected the USB device to my laptop and copied the installation files to my Windows Desktop. I ran the upgrade’s setup.exe from my desktop and I got an error message that the installation failed.

I noticed I had forgotten to remove my USB drive from that computer (duh) before attempting to install the update. When I removed my USB thumb drive, the update installed flawlessly.

If you don’t want to remove all of the USB devices from your system, a work around is to simply take your computer off-line. One way to do this is to go into Device Manager and disable the network adapter (either wired or wireless). The update should then install without problems.