Method A

Click Start, Settings, Update & Security, then Check for Updates
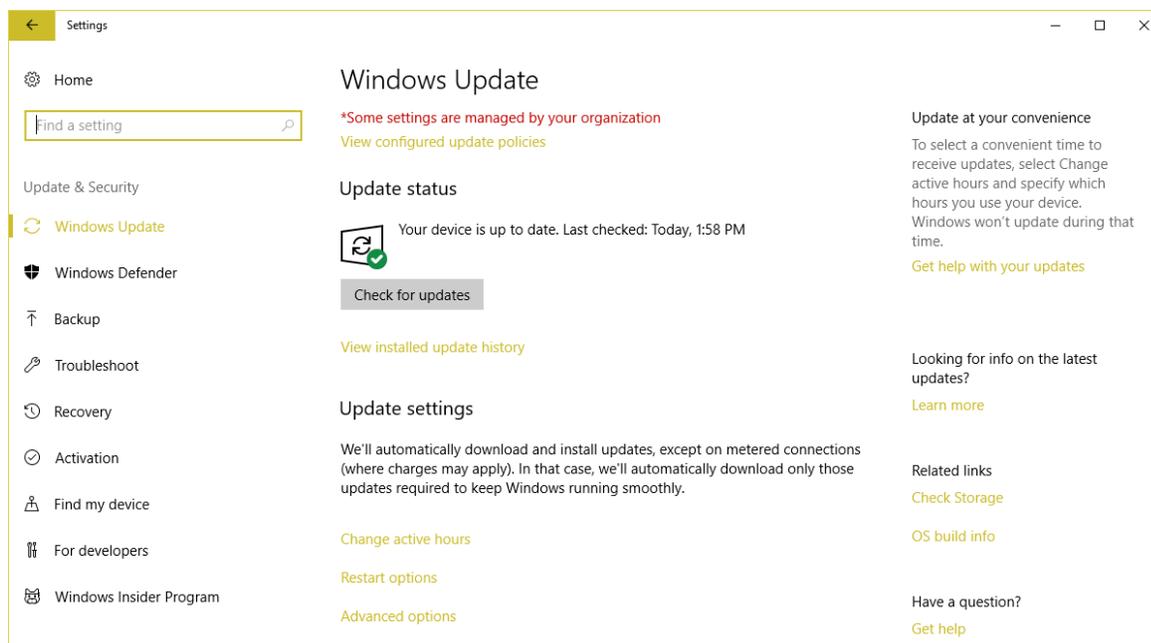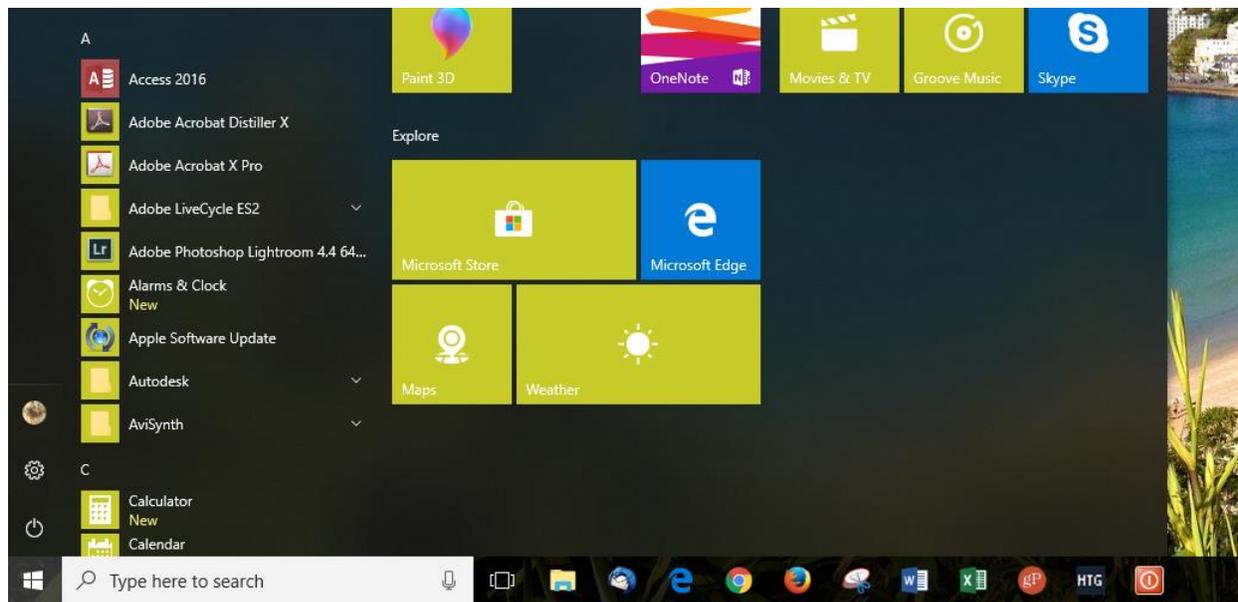
A list of available of updates will show and then they will start a lengthy process of downloading, initializing, installing and then prompting for a reboot. The process often results in a failed update for various reasons. A retry usually does not fix the issue. In that case follow the below Method B process.

Method B

Certain files and folders must be deleted while in safe mode. To restart in safe mode, press and hold the shift key in. While holding the shift key in select Start, Power, Restart. While continuing to hold the shift key in wait until a new screen appears that should show "Choose an option" at the top. Release the shift key and select Troubleshoot. On the next screen select Advanced options. Then in the Advanced options screen select Startup Settings. Then click on restart. Wait for the reboot action to take you to a "Startup Settings" screen. Press the number 4 key and the system will continue to boot into safe mode. Enter your password and let the system finish booting. Start File Explorer (icon in the left task bar) or type file explorer in the Cortana search bar. Navigate to your C: drive, Windows folder and scroll down to the Soft Distribution folder. Click on the folder and you should see a list of folders and at least on file similar to:

Name	Date modified	Type
DataStore	10/25/2017 10:34	File folder
Download	11/7/2017 11:00 AM	File folder
PostRebootEventCache.V2	10/25/2017 11:00	File folder
SLS	10/26/2017 12:27	File folder
ReportingEvents.log	11/7/2017 10:56 AM	Text Document

Select all folders and files by pressing Ctrl–a then press the delete key to delete everything in the folder. The go to Start, Power and Restart. The system will restart in normal mode. Then a retry of Method A above should fix the original problem.

Method C

My preferred method of updating to a new build of Windows 10 is to download an iso file from Microsoft, and then unpacking and burning it to a DVD or USB drive. The latest version of Windows 10 for users that are not a Windows Insider user is 16299.19. To see which build (version) of Windows 10 that is on your computer, type winver into the Cortana search bar or press the Windows key and R and type winver in the search window. Press Enter and a small window similar to the below will pop up.

About Windows ✕

Windows 10

Microsoft Windows
Version 1709 (OS Build 17025.1000)
© 2017 Microsoft Corporation. All rights reserved.
The Windows 10 Pro Insider Preview operating system and its user interface are protected by trademark and other pending or existing intellectual property rights in the United States and other countries/regions.

Evaluation copy. Expires 7/2/2018 10:38 AM

This product is licensed under the Microsoft Software License Terms to:

    user name
    org name

OK

For a non "Windows Insider" user the version will be something like 15063.540 or higher. Anything less than 16299.19 is due for an update. Note that my popup window shows as 17025.100 and it has an expiration date of 7/2/2018. If you are not an Insider, you will not have an expiration date.

To obtain an iso file from Microsoft for a recent non-Insider build, go to:

https://www.microsoft.com/en-us/software-download/windows10

The top item titled Update now would download and update Windows 10 similar to Method A above. Skip this method and select Download tool now. A small file titled MediaCreationTool.exe will download to your Downloads folder. Click on the file to start it, accept the license agreement and then select Create installation media (USB flash drive, DVD, or ISO file) for another PC. Selecting this option will download the file and prompt you to use a USB drive or a DVD drive to create installation media. You will need a 8 GB USB or larger or a standard DVD. After the USB or DVD is created, you need to execute setup.exe on the media from Windows to start the upgrade process. This means you must boot into Windows 10, start Windows Explorer, navigate to the USB drive and double click on setup.exe. Follow the prompts and do the upgrade. This Method C is convenient for upgrading more than a couple of PCs. I use this method for updating a large number of PCs such as at a school.

In order to create several USB drives or several DVD, you can choose the option of downloading the iso file and then using it to create more than on drive. I use a program called Rufus to create USB drives from an iso file.

General discussion related to Windows 10 updating.

The Windows Insider membership allows a user to explore new advanced versions of Windows 10 before they are officially released. You can try out new features that may or may not work properly and as such may be risky for an important system such as a business computer. Go to:

https://insider.windows.com/en-us/ to review this option. I have been using the Insider versions of Windows 10 for about 3 years and have found it to be fun and interesting. But I have found several major problems that have caused crashes and in one case, I had to reinstall Windows 10 from scratch. Proceed with caution although, the recent problems have been very minor for me.

For those that wish to stick with normal releases (Builds) for one computer at a time, use Method A and if necessary Method B above.

For those that are still using Windows 7 or Windows 8.1, you can still get Windows 10 free if you use an assistive technology feature on your system Any single feature like the magnifying glass, high contrast setting, narrator, etc. would qualify you to a free upgrade. You only need to indicate that you use one of the features in order to qualify. To upgrade from Windows 7 or 8.1 go to the below Cnet site for detailed information and instructions.

https://www.cnet.com/how-to/microsoft-windows-10-free-upgrade-offer-assistive-features/