ERROR: Windows Update 0x80240020(-2145124320)

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Problem

You receive error 0x80240020(-2145124320) when installing a feature update in Windows 10.

Description

This failure occurs because there is an application or driver currently installed that is not compatible with the feature update.

Solution 1

The easiest way to determine the offending packages is to rerun setup.exe from C:$WINDOWS.~BT. You will need to upgrade any drivers and/or upgrade/uninstall any incompatible apps. If you have a managed workstation please report any compatibility issues to CCIT Imaging and PC Management.

Solution 2

You can review setup*.log and compatdata*.xml logs at C:$WINDOWS.~BTSourcesPanther. The compatiblity information is included in compatdata*.xml. Review all of these files for more information. If it is a driver it will just list the driver file such as OEM*.inf. You can open this file at c:windowsinf to determine the exact driver causing the issue.   You will need to upgrade any drivers and/or upgrade/uninstall any incompatible apps. If you have a managed workstation please report any compatibility issues to CCIT Imaging and PC Management.

Online URL: https://hdkb.clemson.edu/phpkb/article.php?id=1156