PUBLIC TECHNICAL INCIDENT REPORT / SOP

Windows 10 22H2 Consumer ESU - Persistent “Missing Important Security and Quality Fixes” Warning

Prepared for Microsoft Q&A / product investigation. Public-safe evidence version.

Important: This report documents an observed troubleshooting sequence and successful outcome. The WaaSAssessment registry reset/rebuild described here is a case-study workaround, not an official Microsoft-supported remediation. Microsoft should validate the root cause and publish a supported fix if appropriate.

1. Executive Summary

Following a clean installation of Windows 10 Home Single Language 22H2 and Consumer ESU enrollment, the device successfully installed the August 2026 Windows 10 cumulative update KB5120249 (OS build 19045.7663) and the August 2026 .NET Framework update KB5121647. DISM and SFC reported no corruption. The built-in ESU enrollment wizard confirmed that the device was enrolled and receiving Extended Security Updates.

Nevertheless, Windows Update continued to display the red message “Your device is missing important security and quality fixes.” The WaaSAssessment data also reported the installed build as up to date. After Windows Update cache/service troubleshooting did not clear the banner, the WaaSAssessment state was backed up, reset, minimally recreated, and the device was restarted. After the final restart, Windows Update displayed a green “You’re up to date” state and the red warning disappeared.

2. Observed Environment

Item	Observed value
Windows edition	Windows 10 Home Single Language
Version	22H2
OS build	19045.7663
CPU	Intel Core i5-7200U
Memory	8 GB
GPU	NVIDIA GeForce 920MX + Intel HD Graphics 620
Storage	233 GB SSD reported by Windows
ESU	Consumer ESU enrollment confirmed by built-in ESU wizard
Incident date	20-Aug-2026 (IST)

3. Original Symptom

- Windows Update displayed “You’re not up to date” with a red alert icon.
- Windows Update displayed “Your device is missing important security and quality fixes.”
- The right side of the page stated that the PC was enrolled to receive Extended Security Updates.

4. Key Evidence Collected

Check	Result	Interpretation
Windows build	19045.7663	Current build observed after August

		2026 update.
Windows cumulative update	KB5120249 - successfully installed	Confirmed in Update History.
.NET cumulative update	KB5121647 - successfully installed	Confirmed in Update History.
DISM	No component store corruption detected	Windows component store healthy.
SFC	No integrity violations	Protected system files healthy.
Consumer ESU registry	ESUEligibility=0x3; ESUEligibilityResult=0x1	Supporting enrollment/eligibility evidence.
ESU wizard	“You’re enrolled in Extended Security Updates” / “already receiving”	Direct UI confirmation.
WaaSAssessment	UPTODATE=10.0.19045.7663	Assessment data marked the installed build current.
Latest build lists	LATESTBUILDS and LATESTSECURITYBUILDS included 10.0.19045.7663	Assessment catalog included the installed build.
Pending reboot	RebootRequired registry key not found after restart	No pending-reboot flag observed.
Servicing packages	Latest RollupFix 19041.7663 installed	No Install Pending/Staged package observed in supplied DISM package output.

5. Update/Diagnostic Errors Seen During Investigation

- NVIDIA Display driver update 23.21.13.8875 failed with Windows Update error 0x80240009.
- Intel Corporation Display Driver Update 31.0.101.2140 failed with Windows Update error 0x80240009.
- WindowsUpdate.log contained WU_E_OPERATIONINPROGRESS and 0x80070002 entries involving update download state directories under SoftwareDistribution during the earlier troubleshooting state.

Important: These older update-operation errors were relevant diagnostics, but they were not the final proof of the persistent red-banner cause. After cache reset and a fresh scan, no WindowsUpdateClient Error/Warning events were recorded in the subsequent two-hour check.

6. Remediation Sequence Used

The first-line diagnostics and supported Windows Update service/cache checks were performed before the WaaSAssessment reset. The following sequence represents the observed troubleshooting path; the registry portion is intentionally labelled as a workaround pending Microsoft validation.

net stop bits

net stop wuauserv

ren C:\Windows\SoftwareDistribution SoftwareDistribution.old

net stop cryptsvc

ren C:\Windows\System32\catroot2 catroot2.old

net start cryptsvc

net start bits

net start wuauserv

schtasks /Run /TN "\Microsoft\Windows\UpdateOrchestrator\Schedule Scan"

Check Windows Update again - red warning persisted.

Back up WaaSAssessment before changing it.

Reset the WaaSAssessment state and restart the device.

Recreate only the minimum observed assessment structure (Endpoint + Cache UpToDateStatus/Impact/Days).

Restart the device again.

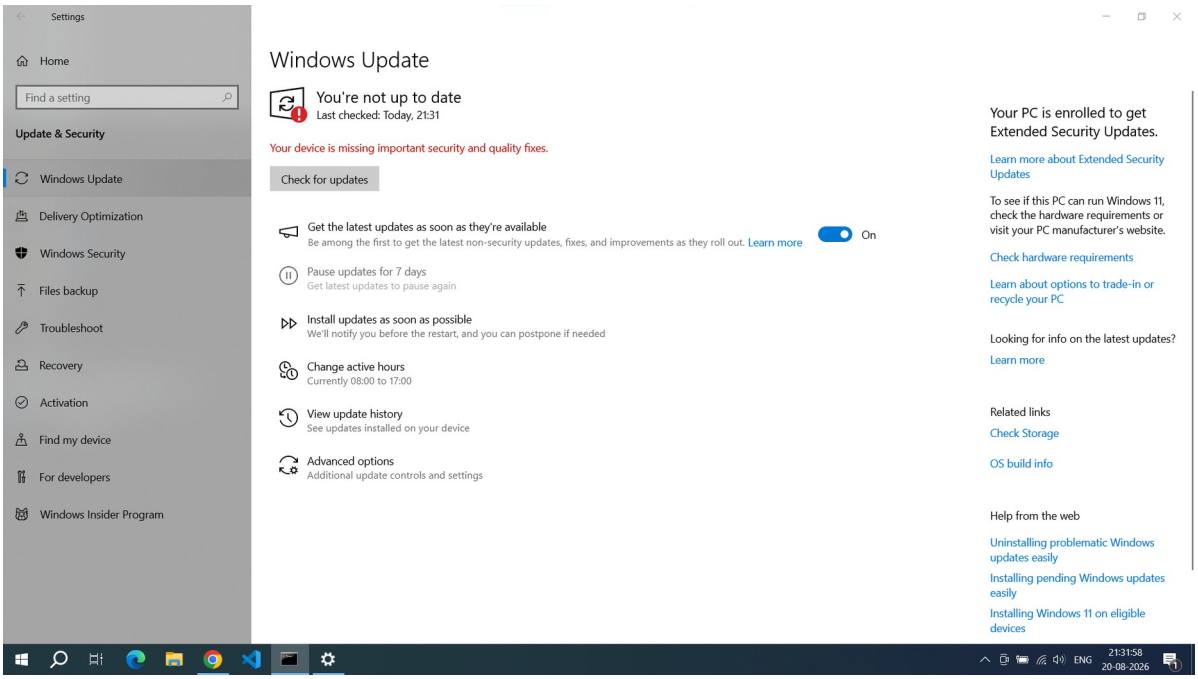
Open Windows Update and verify the final UI state.

Safety / Scope: Do not treat the registry commands above as an official Microsoft fix. Their value in this report is that the sequence reproduced a successful symptom resolution in one real incident and provides engineering evidence for a product-level investigation.

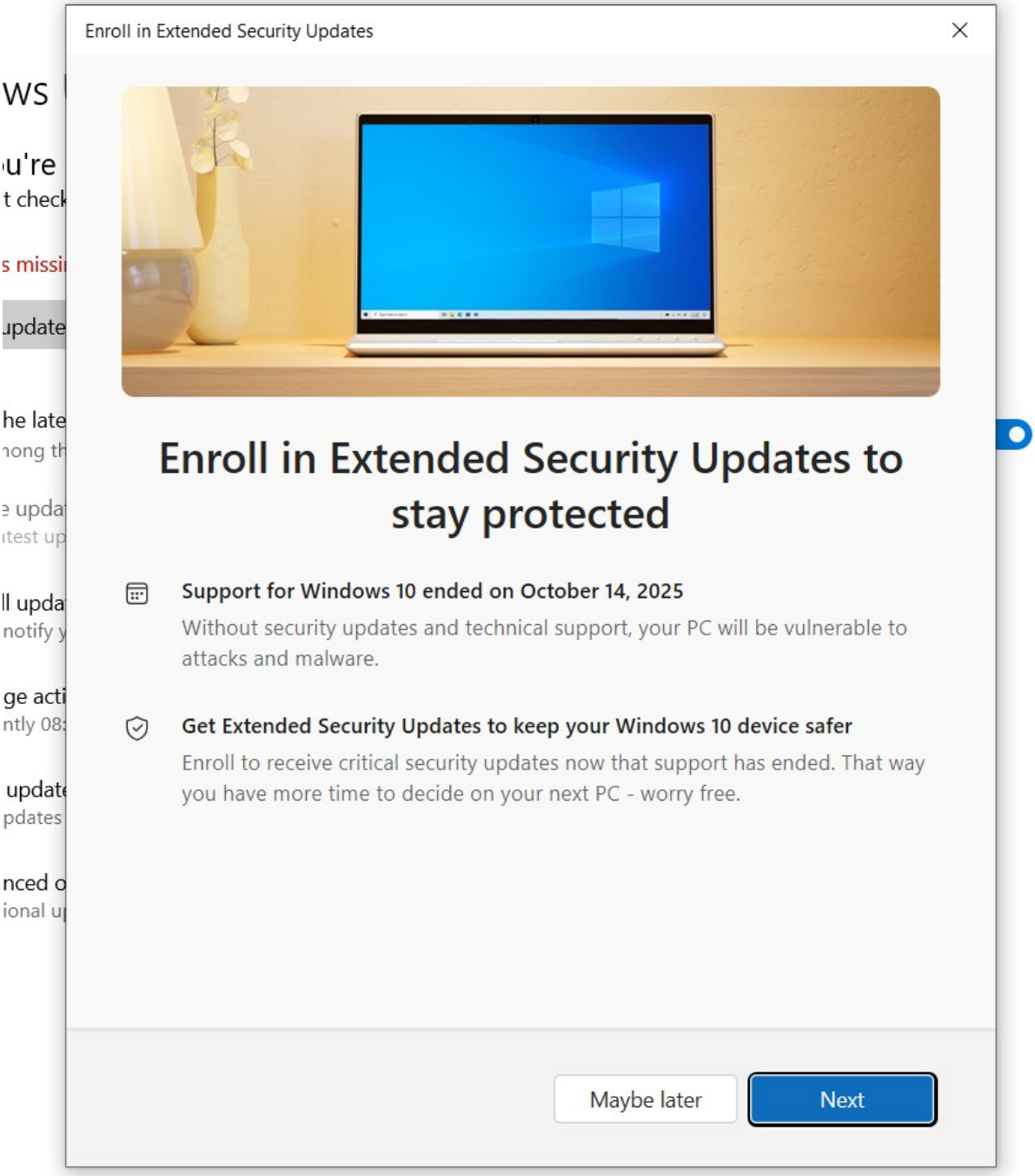
7. Final Outcome

After the final restart, the Windows Update page displayed a green check and “You’re up to date”. The red warning “Your device is missing important security and quality fixes” was gone. No new cumulative security update was required at that point; the device was already at OS build 19045.7663.

8. Selected Public-Safe Evidence Screenshots

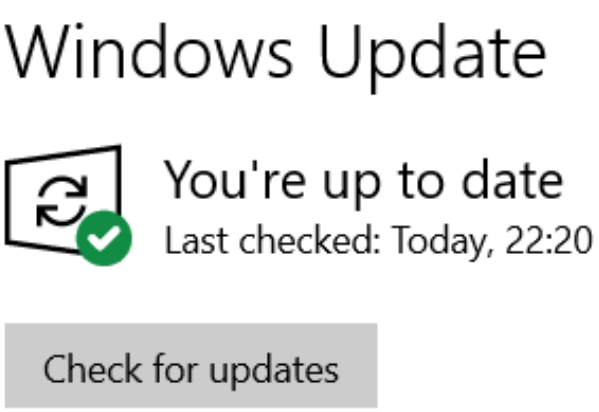


Before: Windows Update showed the red warning while ESU enrollment was also shown.



ESU wizard: "You're enrolled in Extended Security Updates" and "already receiving".

Update History: August 2026 KB5120249 and KB5121647 shown as successfully installed.



After: Windows Update displayed the green "You're up to date" state and the red warning was removed.

9. Recommended Microsoft Investigation

- Investigate why WaaSAssessment can report UPTODATE=10.0.19045.7663 while Windows Update UI simultaneously renders the red missing-fixes warning.
- Validate whether the banner can become stale after ESU enrollment or after successful cumulative update installation.
- Consider a supported self-heal/refresh path for the assessment state when the installed build equals the current security build.
- Clarify the relationship between Consumer ESU enrollment signals and generic slmgr licensing inventory, which can expose multiple inactive/unlicensed ESU entries even when the built-in ESU wizard confirms enrollment.
- Provide an official diagnostic command or tool so users and support agents do not need to perform manual registry changes.

Sanitized public version - excludes product/activation identifiers and raw licensing output.

10. Public Sharing Safety Notes

This public version intentionally excludes raw licensing output and personal/device identifiers. Do not attach or publish the following from the private troubleshooting session: full slmgr /dlv all output, Installation ID, Device ID, full activation IDs, product-key information, or the raw WaaSAssessment backup registry file.

The private incident archive may retain those materials for Microsoft Support under an appropriate secure channel, but they should not be posted publicly on Q&A, GitHub, LinkedIn, or community forums.

11. Suggested Microsoft Q&A Message

Subject: Windows 10 22H2 Consumer ESU - Persistent “Missing Important Security and Quality Fixes” banner despite successful updates

Hello Microsoft Q&A community and Microsoft team,

I am reporting a Windows 10 22H2 Consumer ESU status inconsistency.

The device successfully installed the August 2026 cumulative update KB5120249 and reached OS build 19045.7663. The August 2026 .NET Framework update KB5121647 was also successfully installed. DISM reported no component store corruption, and SFC reported no system-file integrity violations.

The built-in Extended Security Updates enrollment wizard explicitly confirmed that the device was already enrolled and receiving Extended Security Updates.

Despite these conditions, Windows Update continued to display: “Your device is missing important security and quality fixes.”

During troubleshooting, WaaSAssessment reported UPTODATE=10.0.19045.7663, and both its latest build/security build lists included 10.0.19045.7663. Windows Update service/cache troubleshooting did not clear the banner.

The WaaSAssessment state was then backed up, reset, minimally recreated, and the device was restarted. After that restart, Windows Update changed to “You’re up to date” and the red warning disappeared.

This registry procedure was used only as a troubleshooting workaround; I am not presenting it as an officially supported Microsoft remediation.

Could Microsoft please investigate the underlying cause of this status mismatch and provide an officially supported remediation or product-level fix so that users do not need to manually modify registry state?

The attached public evidence pack contains sanitized screenshots and the relevant high-level diagnostic results. Sensitive licensing/product identifiers have intentionally been excluded.

Thank you for investigating this behavior and helping prevent similar Windows 10 Consumer ESU users from seeing a misleading update-status warning.