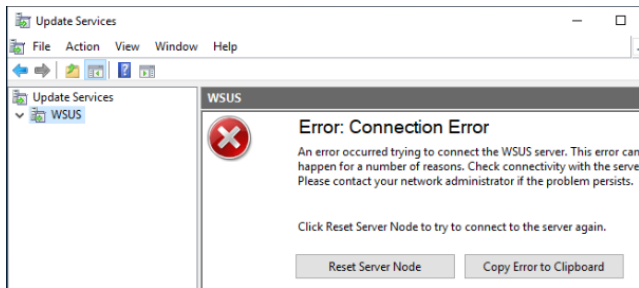


Windows Server Update Services (WSUS) Reports Error: Connection Error when trying to Perform Cleanup

Problem

- A previously working WSUS console reports Error: Connection error, when you try and run the WSUS Cleanup wizard, or when you try and decline or delete obsolete / superseeded updates
- The message is displayed around 3 minutes from when you started the operation

Example:



Products

- WSUS on Windows Server 2012 R2 with or without SCCM being installed on the same instance or Windows

Cause

- The WSUS database engine may run out of memory
- All WSUS operations must complete within a hard coded 3 minute timeout period

Resolutions

Try each resolution in order to resolve the issue.

- [Initial Steps](#)
- [Resolution 1 - Wsus Application Pool Memory Limit](#)
- [Resolution 2 - Re-Index the Database](#)
- [Resolution 3 - Attempt to use Powershell to perform a WSUS Cleanup](#)
- [Resolution 4 - Manually cleanup the WID database using a SQL Script](#)

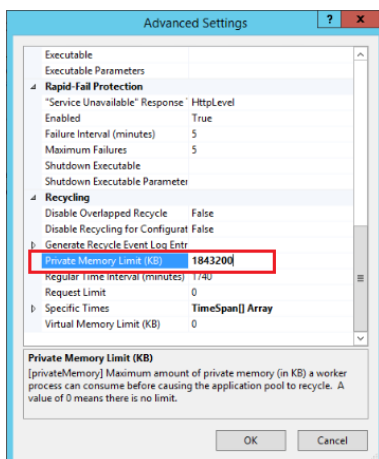
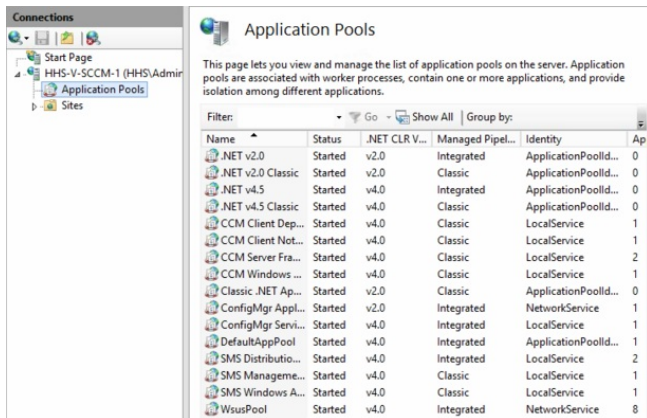
Initial Steps

- Consider check-pointing the virtual machine so that you can roll-back changes, if required

Resolution 1

Remove the Wsus Application Pool memory limit

- Open IIS
- Go to Application Pools
- Change the Advanced Settings on the WSUS Application Pool, **WsusPool**
- Change the Private Memory Limit (KB) to **0** - this removes the memory limit
- Stop and then start the **WsusPool**.
- Restart the **WSUS Service** again, from Computer Management > Services.
- Ensure that the virtual machine has sufficient RAM - typically WSUS needs 10-12GB of RAM, or WSUS and SCCM together may need 32GB of RAM



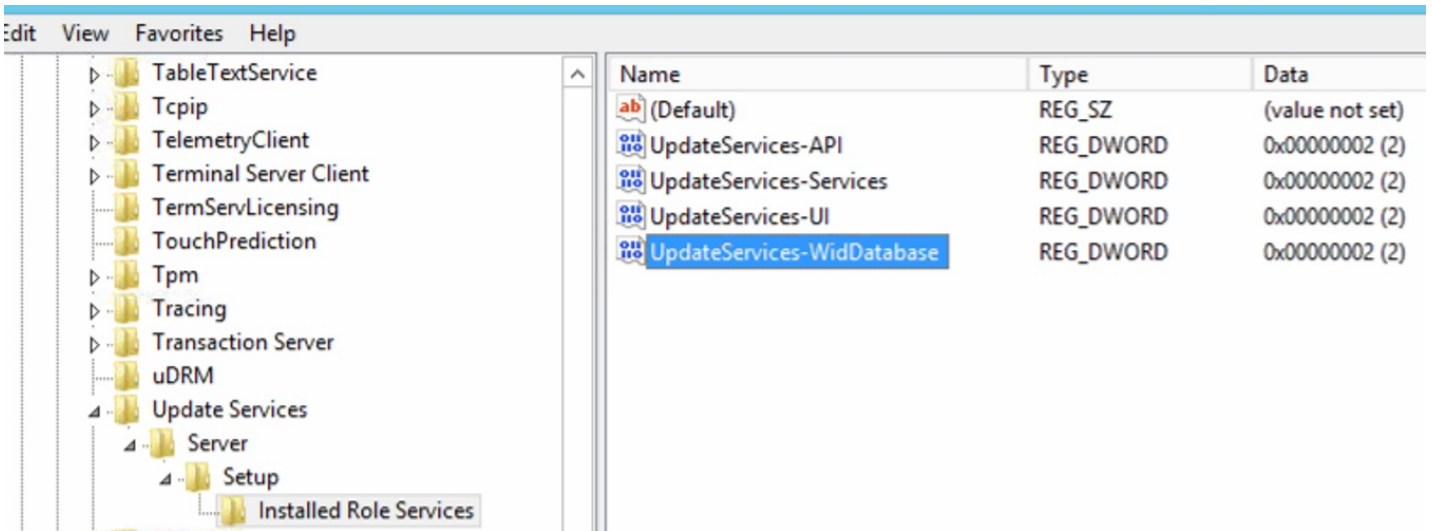
Resolution 2

Re-Index the Database

This fix uses a Microsoft SQL Server Instance to perform scripted maintenance operations on the SUSDB, as a Windows Internal Database (WID) MDF file.

Step 1 - Determine if you are using an SQL Server for your WSUS database, or Windows Internal Database (WID):

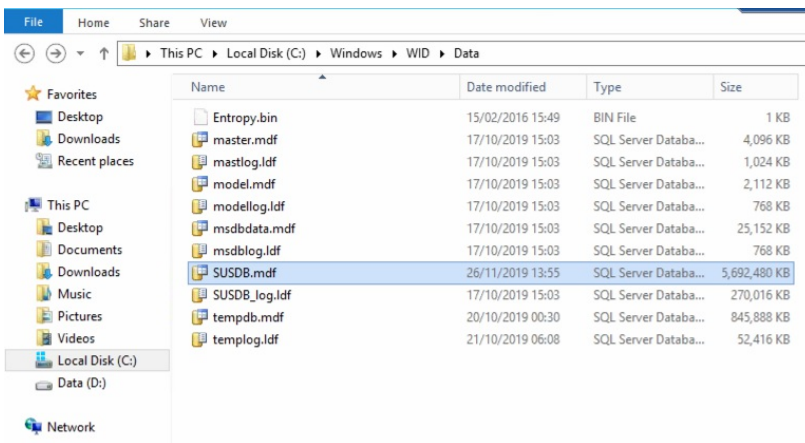
- Open Regedit
- Go to HKEY_LOCAL_MACHINE\Software\Microsoft\Update Services\Server\Setup\Installed Role Services
- Confirm the presence of a REG_DWORD Key called **UpdateServices-WidDatabase**



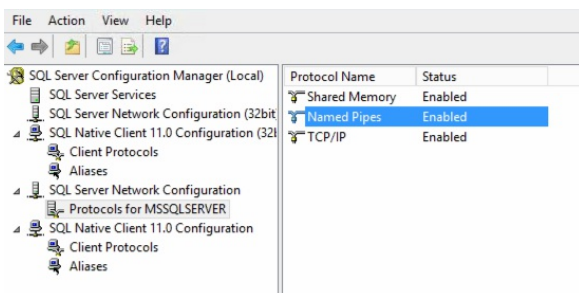
- If you do not have this registry key, your database is using the SQL database engine.

Windows Internal Database Re-indexing

- Confirm the presence of the SUSDB WID database in C:\Windows\WID\Data



- Make sure that your SQL Server instance is set to allow Named Pipes connection
- To do this, open Microsoft SQL Server Configuration Manager
- Find SQL Server Network Configuration in the Tree
- Enable Named Pipes on the right hand side
- Restart the SQL Server Services



- Install SQLCMD
 - To do this, install [Visual C++ Runtime 2017 x64](#)
 - Install the [Microsoft ODBC Driver 17 for SQL Server](#)
 - Download and install [SQLCMD Command Line Utilities x64](#)
- Run the [Microsoft WSUS Reindexing Script](#)
 - To call the .SQL script, run from an Administrative Command Prompt:

```
sqlcmd -S np:\\.\pipe\MICROSOFT##WID\sql\query -i WsusDBMaintenance.sql
```

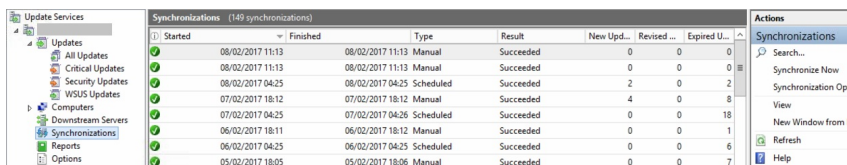
- Alternatively, from the [attached files](#), run `wid_optimise_db.bat` from an Administrative Command Prompt. This uses the Microsoft WSUS Reindexing Script stored in `WsusDBMaintenance.SQL`

SQL Server WSUS Database Re-indexing

- Use the WID instructions with the following changes:
- To call the .SQL script, run from an Administrative Command Prompt:

```
sqlcmd -S np:\\.\pipe\MSSQL$MICROSOFT##SSEE\sql\query -i WsusDBMaintenance.sql
```

- Alternatively, from the [attached files](#), run `wid_optimise_db.bat` from an Administrative Command Prompt. This uses the Microsoft WSUS Reindexing Script stored in `WsusDBMaintenance.SQL`



| Started | Finished | Type | Result | New Upd... | Revised ... | Expired U... |
|------------------|------------------|-----------|-----------|------------|-------------|--------------|
| 08/02/2017 11:13 | 08/02/2017 11:13 | Manual | Succeeded | 0 | 0 | 0 |
| 08/02/2017 11:13 | 08/02/2017 11:13 | Manual | Succeeded | 0 | 0 | 0 |
| 08/02/2017 04:25 | 08/02/2017 04:25 | Scheduled | Succeeded | 2 | 0 | 2 |
| 07/02/2017 18:12 | 07/02/2017 18:12 | Manual | Succeeded | 4 | 0 | 8 |
| 07/02/2017 04:25 | 07/02/2017 04:26 | Scheduled | Succeeded | 0 | 0 | 18 |
| 06/02/2017 18:11 | 06/02/2017 18:12 | Manual | Succeeded | 0 | 0 | 1 |
| 06/02/2017 04:25 | 06/02/2017 04:25 | Scheduled | Succeeded | 0 | 0 | 6 |
| 05/02/2017 18:05 | 05/02/2017 18:06 | Manual | Succeeded | 0 | 0 | 7 |

Resolution 3

Attempt to use Powershell to perform a WSUS Cleanup

- Open PowerShell ISE as an Administrator
- Paste and then run the following code (also attached):

```
Import-Module -Name UpdateServices  
[reflection.assembly]::LoadWithPartialName("Microsoft.UpdateServices.Administration") | out-null  
$wsus = [Microsoft.UpdateServices.Administration.AdminProxy]::GetUpdateServer()  
$cleanupScope = new-object Microsoft.UpdateServices.Administration.CleanupScope;  
$cleanupScope.DeclineSupersededUpdates = $true  
$cleanupScope.DeclineExpiredUpdates = $true  
$cleanupScope.CleanupObsoleteUpdates = $true  
$cleanupScope.CompressUpdates = $true  
$cleanupScope.CleanupObsoleteComputers = $true  
$cleanupScope.CleanupUnneededContentFiles = $true  
$cleanupManager = $wsus.GetCleanupManager();  
$cleanupManager.PerformCleanup($cleanupScope);
```

Resolution 4

Manually cleanup the WSUS Database using a SQL Script

For a WID WSUS Database:

- You should have already attempted resolution 2 which will have installed the SQL CMD Utilities
- If not, install the SQLCMD utilities including all of the pre-requisites
- Run the `wid_clean_db.bat` in an Administrative command prompt - this will call the following:

```
sqlcmd -S np:\\.\pipe\MICROSOFT##WID\tsql\query -i WsusDBCleanup.sql
```

```
C:\_STONE>sqlcmd -S np:\\.\pipe\MICROSOFT##WID\tsql\query -i WsusDBCleanup.sql
```

- This should also delete any files as required on disk, as it uses Wsus commands to delete un-required updates from the database.
- This script deletes up to 250 updates per run. You may need to run it more than once.

For an SQL WSUS Database

- As above, but with the following changes:
- Run the `sql_clean_db.bat` in an Administrative command prompt - this will call the following:

```
sqlcmd -S np:\\.\pipe\MSSQL$MICROSOFT##SSEE\sql\query -i WsusDBCleanup.sql
```

Credits:

- [Microsoft](#)
- [KickthatComputer](#)

Applies to:

- WSUS Servers running on Windows Server 2012 R2

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Third Party Products -> Windows Server -> Troubleshooting -> Windows Server Update Services (WSUS) Reports Error: Connection Error when trying to Perform Cleanup

<https://kb.stonegroup.co.uk/index.php?View=entry&EntryID=765>