

# Troubleshoot problems with an update to your Xbox 360 console

Try the solutions below if the Xbox 360 console software doesn't update successfully, and you get one of the following error messages:

- **Can't download the update. To test your connection, open System Settings and select Network Settings, Test Xbox Live Connection.**
- **Can't install the update. The disc is unreadable.**
- **Can't read the update from the disc. Please reinsert the disc to continue the update.**

## If you get an error code instead of an error message

If you get an error code such as *xxxx-xxxx-xxxx-xxxx-C000-0001* (six groups of four digits), see [Xbox 360 system update error codes](#).

## Troubleshooting Xbox 360 updates

Solutions

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### Solution 1: Try installing the update again

1. Restart your console.
2. Press the **Guide** button on your controller.
3. Go to **Settings**, and then select **System Settings**.
4. Select **Network Settings**.
5. Select **Wired Network** or your wireless network name (if prompted to do so).
6. Select **Test Xbox Live Connection**.
7. Select **Yes** if you're prompted to update your console software.

If this does not fix the problem, try the next solution.

## **Solution 2: Make sure you have enough storage space**

The latest console software update requires at least 190 megabytes (MB) of storage space (or 256 MB if you live in Japan). If you do not have enough free space, you need to move or delete some items. See [Copy, move, or delete Xbox saved games, profiles, and avatar items](#).

If this does not fix the problem, try the next solution.

## **Solution 3: Clear the system cache**

Removing the temporary files on your console might solve the problem. See [How to clear the cache on Xbox 360](#).

After clearing the cache, try the update again. If this does not fix the problem, try the next solution.

## **Solution 4: Reinsert the storage device**

- If you're using an Xbox 360 Memory Unit or a USB flash drive instead of a hard drive, remove and reinsert the memory unit or flash drive.
- If you have an Xbox 360 Hard Drive, try [removing and adding the hard drive again](#).

After replacing the storage device, try the update again. If this does not fix the problem, try the next solution.

## **Solution 5: Copy the update to a USB flash drive or CD/DVD**

If the solutions above did not fix the problem, copy the console update from your computer to a USB flash drive or CD/DVD, and then install the update on your console. For instructions on how to install the system update from a USB flash drive or CD/DVD, see [How to get a new Xbox 360 update](#).

If this does not fix the problem, try the next solution.

## **Solution 6: Download your profile again**

In some cases after an update, you might get the message "Connection to Xbox Live has been lost" when you try to start a game or an app, and you may be signed out of your account. To resolve this problem, try downloading your profile again:

1. From the Xbox Dashboard, go to **social**.
2. Select **Sign In or Out**.
3. Scroll right and select **Download profile**.
4. Sign out of your account (if you're signed in).
5. Select **Download profile**.
6. Enter your Microsoft account user name and password.

If this does not fix the problem, try the next solution.

## **Solution 7: Reinstall the latest Xbox 360 system update**

To reinstall the latest Xbox 360 update, follow these steps:

1. Clear the system cache. To do this, see the "[Clear the system cache](#)" section above.
2. Roll back and then reinstall system updates. To do this:
  - a. Press the **Guide** button on your controller.
  - b. Go to **settings** and select **System**.
  - c. Select **Storage**.
  - d. Enter the following button sequence: **X, LB, RB, X, LB, RB, X**.
  - e. Select the option to roll back all system updates that are installed. The console will restart automatically and then download the updates again.
3. Reset your network hardware. Here's how:
  - a. Unplug the power cable from the back of the router, modem, or gateway. If you have a router and a modem, unplug the power cable from both devices.
  - b. Turn off your Xbox 360 console by pressing the power button on the front of the console.
  - c. Wait 5 minutes.
  - d. If you're using a router, plug in the router and wait for all the lights to return to their normal state.
  - e. Plug in the rest of your hardware and try to connect to Xbox Live.

If this does not fix the problem, see the next solution.

## **Solution 8: Request a repair**

If you've tried all the solutions on this page but are still experiencing the problem, your console may need to be repaired. You can submit an online repair request at [Device Support](#).