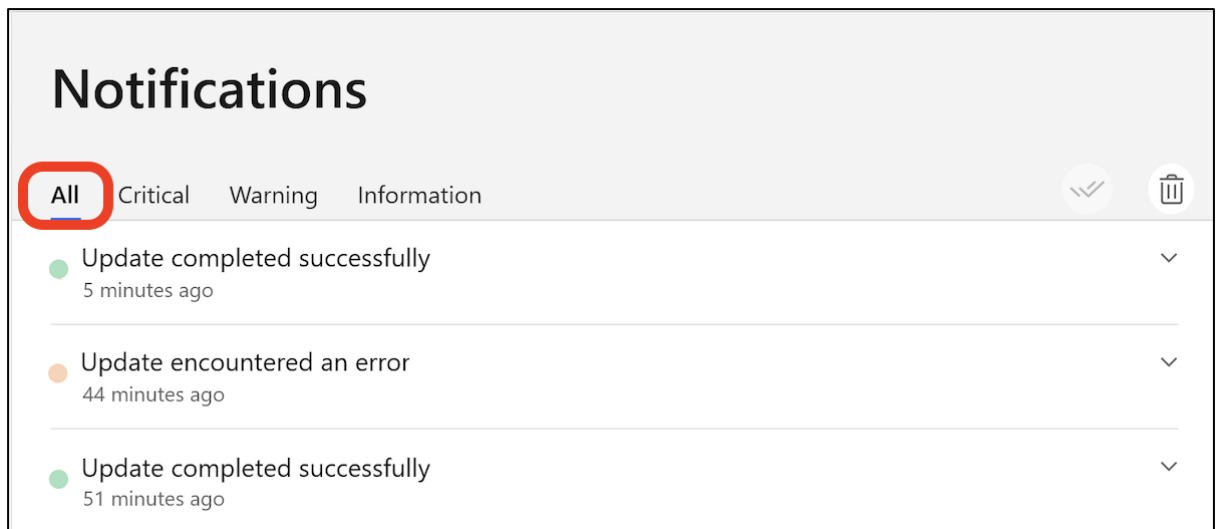


Fix Bitdefender Update Errors -1002, -1004, -1011 and others on Windows

Here you will find troubleshooting steps for common Bitdefender update errors on Windows.

Important!

1. **Check update error frequency:** Open Bitdefender, click “Notifications” on the left-side menu, and select “All” tab. If you see occasional update error notifications followed by successful updates, no action is required — Bitdefender is up to date.



2. **If no successful updates in 24 hours:** Use the table of contents below to quickly jump to the solution for your specific update error.

Table of Contents

- [Update error 3](#)
- [Update error 19](#)
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- [Update error -100](#)
- [Update error -1002](#)
- [Update error -1004](#)
- [Update error -1011](#)
- [Update error -1022](#)
- [Update error 1455](#)
- [Update error -2002](#)
- [Update error -2009](#)
- [Update error -2021](#)
- [Other update errors](#)

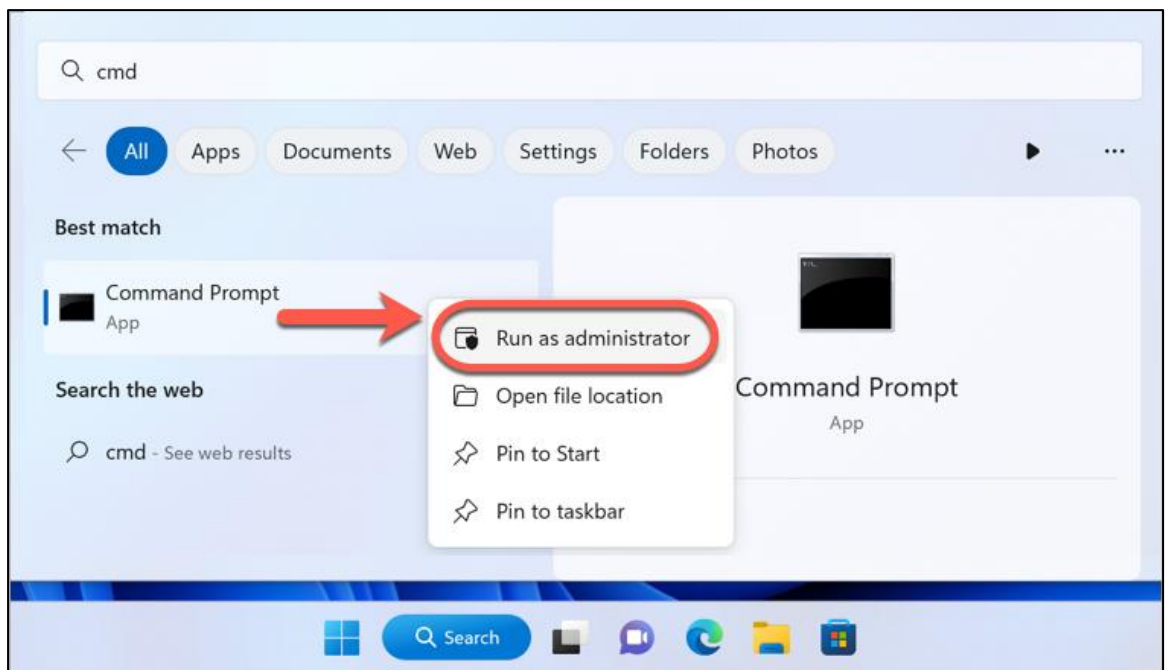
Error 3: Hard-Drive Error

This error means that a hard-drive issue is preventing Bitdefender from updating.

How to Fix It:

1. Open Command Prompt as Administrator:

- Click the **Start** button (Windows logo in the bottom-left corner).
- Type **cmd** in the search bar.
- Right-click **Command Prompt** from the search results and choose **Run as Administrator**.

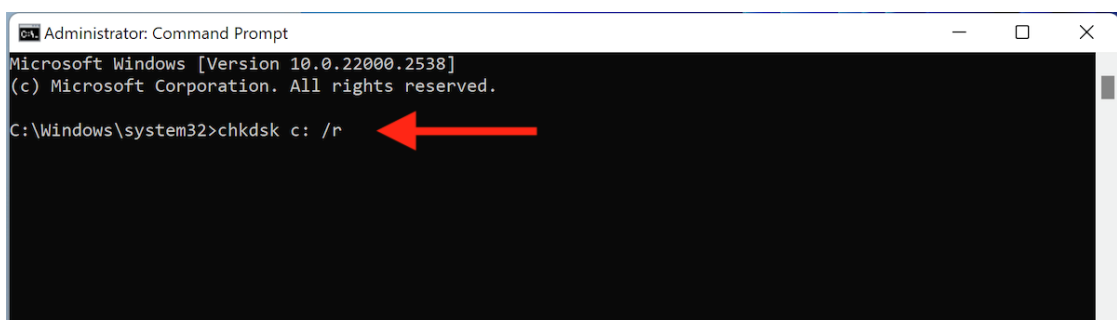


- Click **Yes** if prompted by User Account Control.

2. Run Disk Check:

- In the black Command Prompt window, type the following command exactly: `chkdsk c: /r`

(Make sure there is a space between "chkdsk" and "c:", and another space before "/r".)



- Press **Enter** on your keyboard.
- Type **Y** when prompted, to allow the disk check to run the next time your computer restarts.

3. **Restart Your PC:**

- Save any open work and restart your computer. During the restart, Windows will scan and fix your hard drive.

4. **Retry Bitdefender Updates:**

- Once your computer restarts, try to update Bitdefender again.

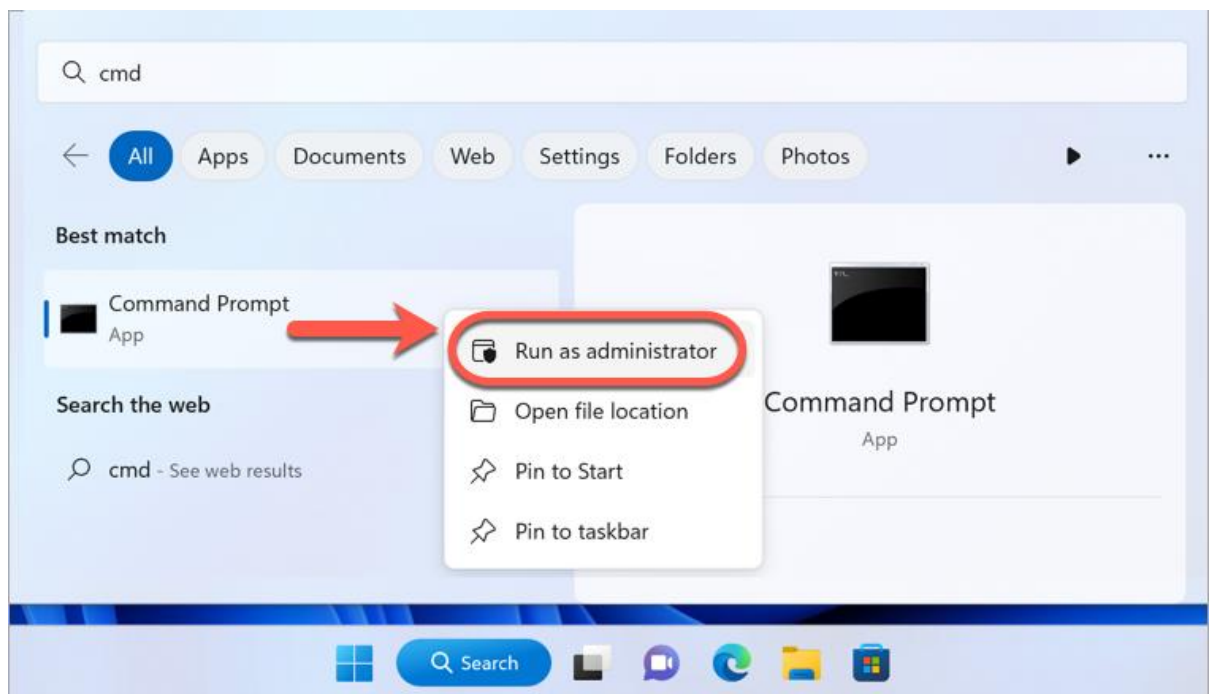
Error 19, 21: System-Level Issues

- **Error 19:** This means the media is write-protected, preventing changes.
- **Error 21:** This means the device is not ready.

How to Fix It:

1. Open Command Prompt as Administrator:

- Click the **Start** button (Windows logo in the bottom-left corner).
- Type **cmd** in the search bar.
- Right-click **Command Prompt** from the search results and choose **Run as Administrator**.



- Click **Yes** if prompted by User Account Control.

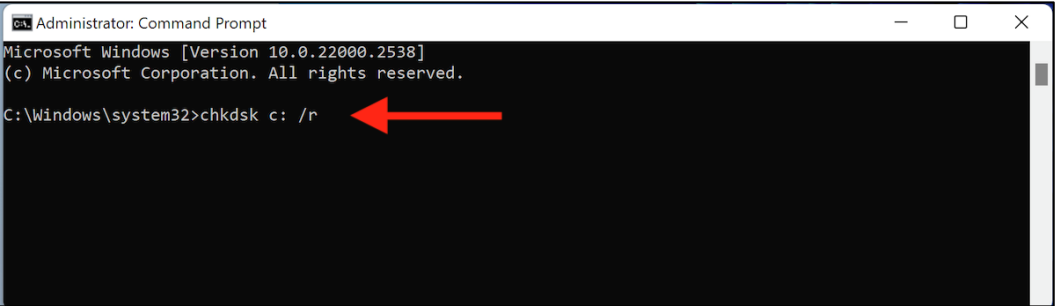
2. Run Disk Check:

- In the black Command Prompt window, type the following command exactly:

chkdsk c: /r

(Make sure there is a space between “chkdsk” and “c:”, and another space before

“/r”.)



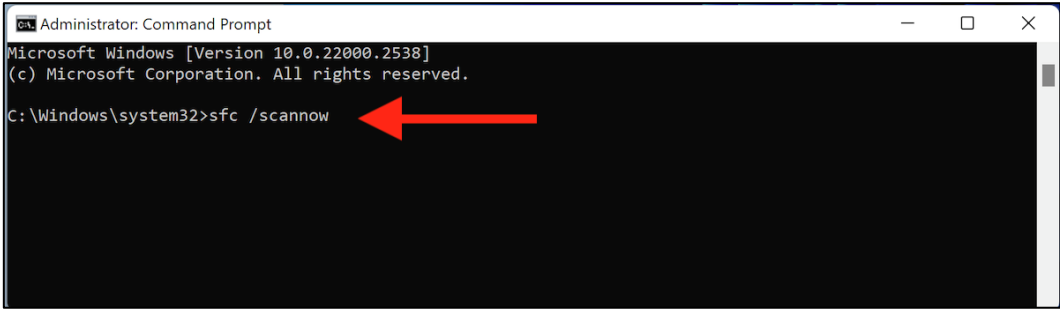
```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.22000.2538]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\system32>chkdsk c: /r
```

- Press **Enter** on your keyboard, type **Y** when prompted, and restart your computer.

3. Run System File Checker:

- Open Command Prompt as Administrator again.
- Type: sfc /scannow



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.22000.2538]
(c) Microsoft Corporation. All rights reserved.

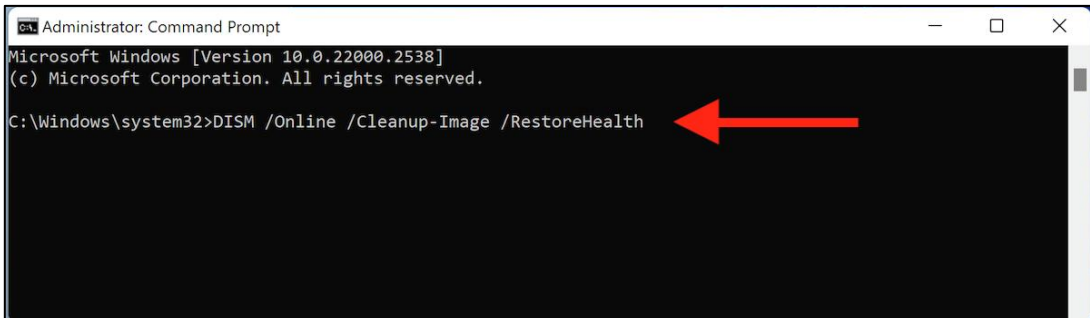
C:\Windows\system32>sfc /scannow
```

- Press **Enter** and wait for the process to complete. It may take several minutes.

4. Run DISM Tool (Windows 8/10/11 only):

- In Command Prompt, type:

DISM /Online /Cleanup-Image /RestoreHealth



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.22000.2538]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\system32>DISM /Online /Cleanup-Image /RestoreHealth
```

- Press **Enter** and wait for the process to finish.

5. Restart Your PC and Retry Updates:

- Restart your computer and attempt to update Bitdefender again.

Error -100: Isolated Error

This is a rare and temporary update error that often resolves itself.

How to Fix It:

1. Check the Update History:

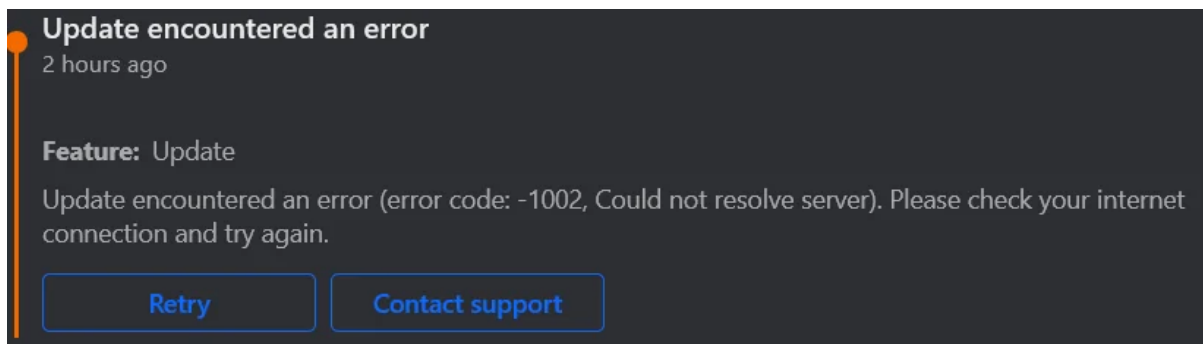
- Open Bitdefender and go to **Notifications** on the left-side menu, and select All tab.
- If you see successful updates after the error -100, no action is needed. If not, proceed to step 2.

2. Restart Your PC and Retry Updates:

- Restart your computer and attempt to update Bitdefender again.

Error -1002, -1011: Internet Connection Issues

These errors occur when your internet connection is unstable or temporarily unavailable.



How to Fix It:

1. Check Your Internet Connection:

- Make sure your Wi-Fi or Ethernet cable is connected and working.
- Open a browser and visit a website to confirm internet access.

2. Restart Your Router:

- Turn off your router, unplug it, and wait 30 seconds.
- Plug it back in, turn it on, and wait for the connection to stabilize.

3. Restart Your Computer:

- Save your work and restart your PC.

4. Retry Updates:

- Retry to update Bitdefender once your internet connection is stable.

5. Update Bitdefender Offline:

- Still can't update? [Update Bitdefender offline](#) if connectivity issues persist.

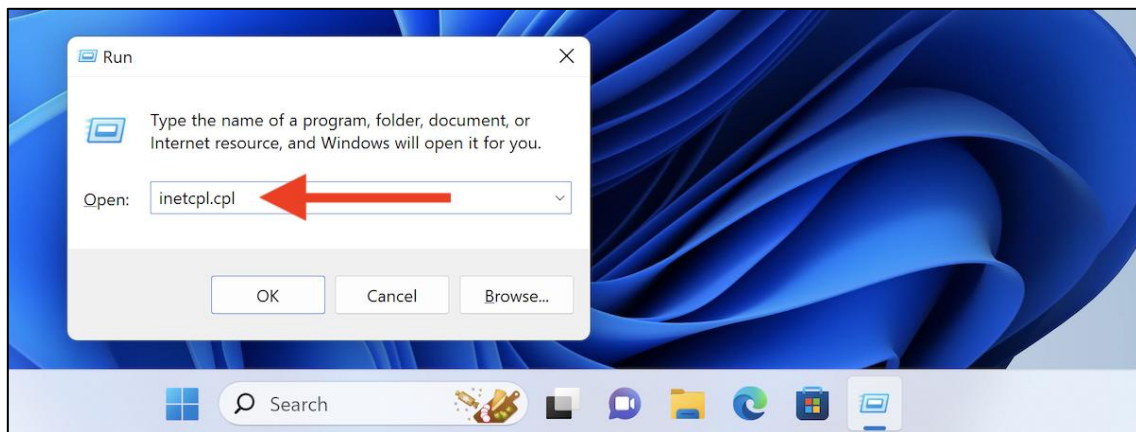
Error -1004: Proxy Connection Issue

This error occurs if Bitdefender isn't properly set up to use a proxy connection.

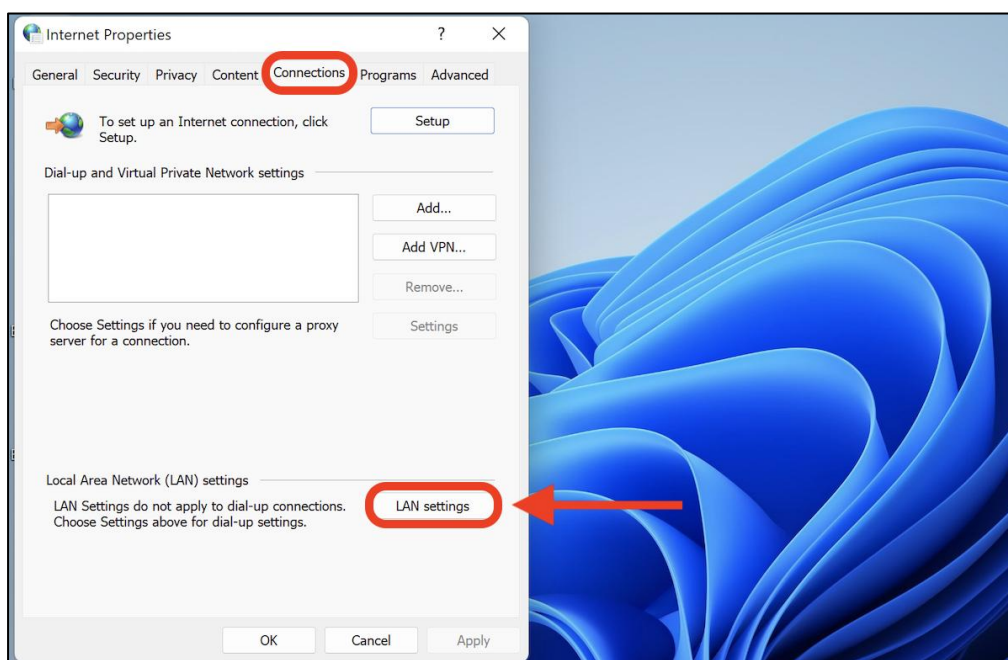
How to Fix It:

1. Check if You Use a Proxy:

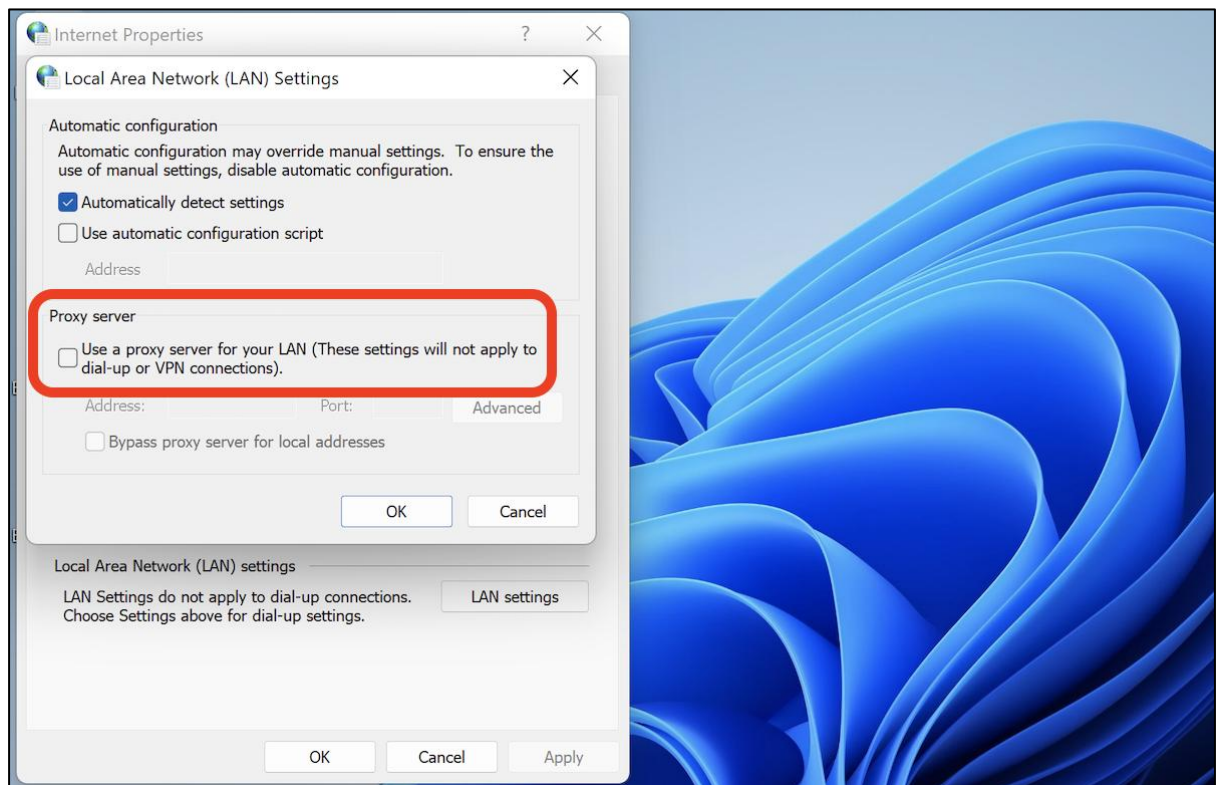
- Press **Win + R** on your keyboard, type `inetcpl.cpl` and press Enter. This opens the **Internet Properties** window.



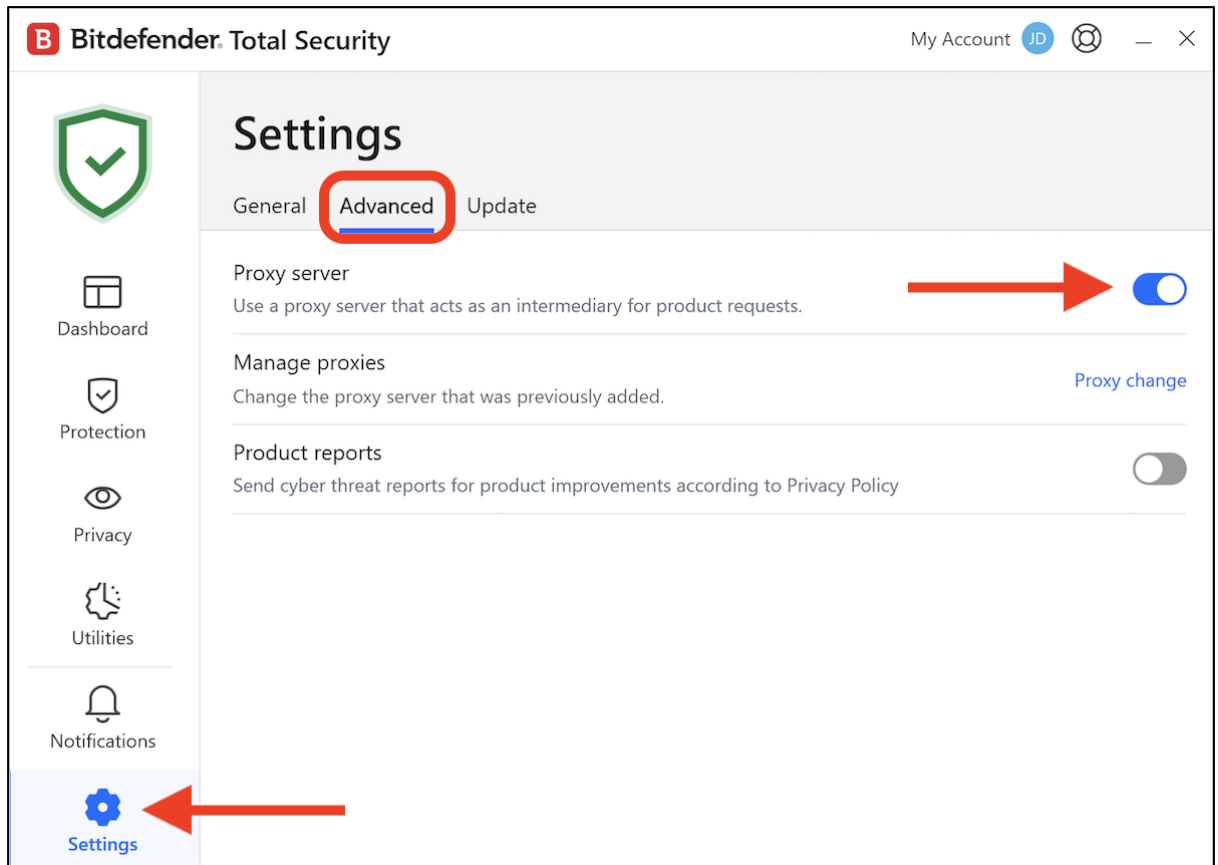
- Go to the **Connections** tab, then click the **LAN settings** button.



- In the **Local Area Network (LAN) Settings** window:
 - If “Use a proxy server for your LAN” is checked and there’s an address and port listed, you’re using a proxy.
- 2. If unchecked, you’re not using a proxy server.



3. **If You Use a Proxy:**
 - Open **Bitdefender**.
 - Click **Settings > Advanced**.
 - Turn on **Proxy server**.
 - Bitdefender will automatically import your proxy settings from the default browser.



- If manual settings are needed:
 - Click **Proxy change** and select **Custom proxy settings**.
 - Enter your proxy details.

4. If You Don't Use a Proxy:

- Open **Bitdefender**.
- Go to **Settings > Advanced**.
- Make sure **Proxy server** is turned off.
- If the update error -1004 continues to occur, [remove any proxy settings in your browser](#).

5. Retry Updates:

- Attempt to update Bitdefender again.

Error -1022: Server Response Issue

This error occurs if your internet settings are preventing Bitdefender from connecting to its update servers.

How to Fix It:

1. Restart Your Router:

- Turn off your router, unplug it, and wait 30 seconds.
- Plug it back in, turn it on, and wait for the connection to stabilize.

2. Restart Your Computer:

- Save your work and restart your PC.

3. Retry Updates:

- Attempt to update Bitdefender again.

4. Change DNS Settings:

- If the update error -1022 continues to occur, [change your DNS server on Windows](#).

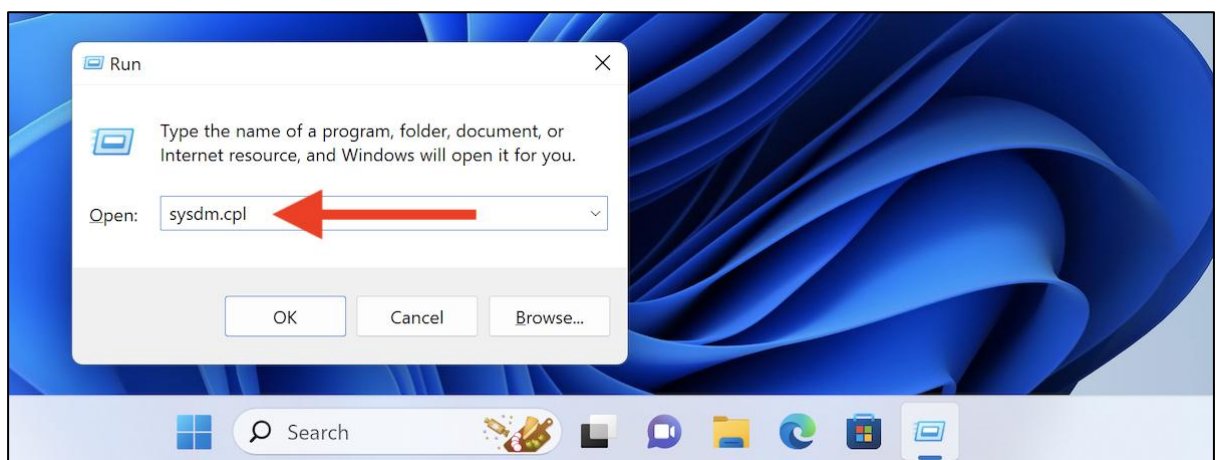
Error 1455: Low Virtual Memory

This error means your computer doesn't have enough virtual memory to complete the operation.

How to Fix It:

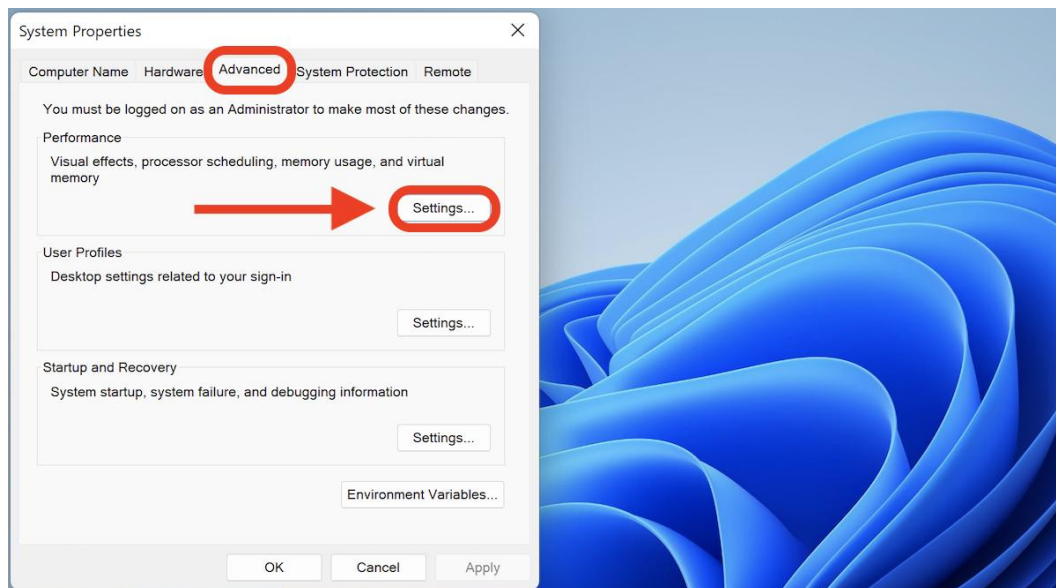
1. Open System Properties:

- Press **Win + R** on your keyboard, type `sysdm.cpl` and press Enter.



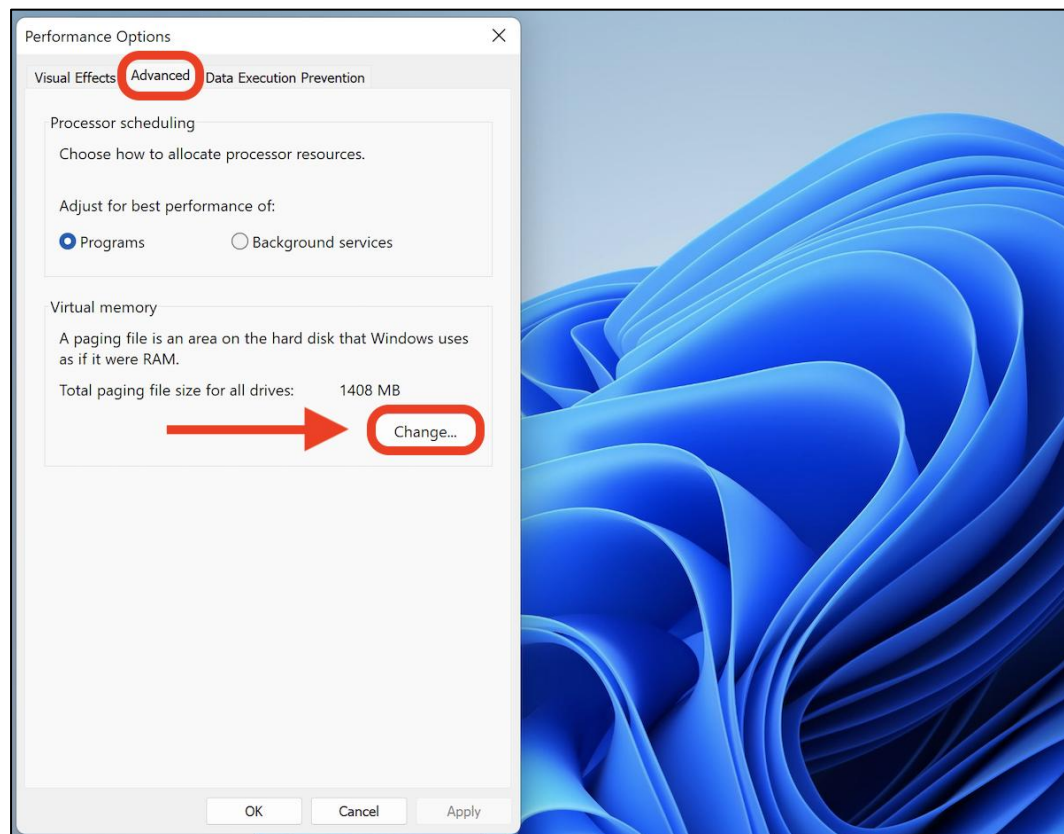
2. Navigate to Performance Settings:

- Go to the **Advanced** tab, then click **Settings** under the “Performance” section.



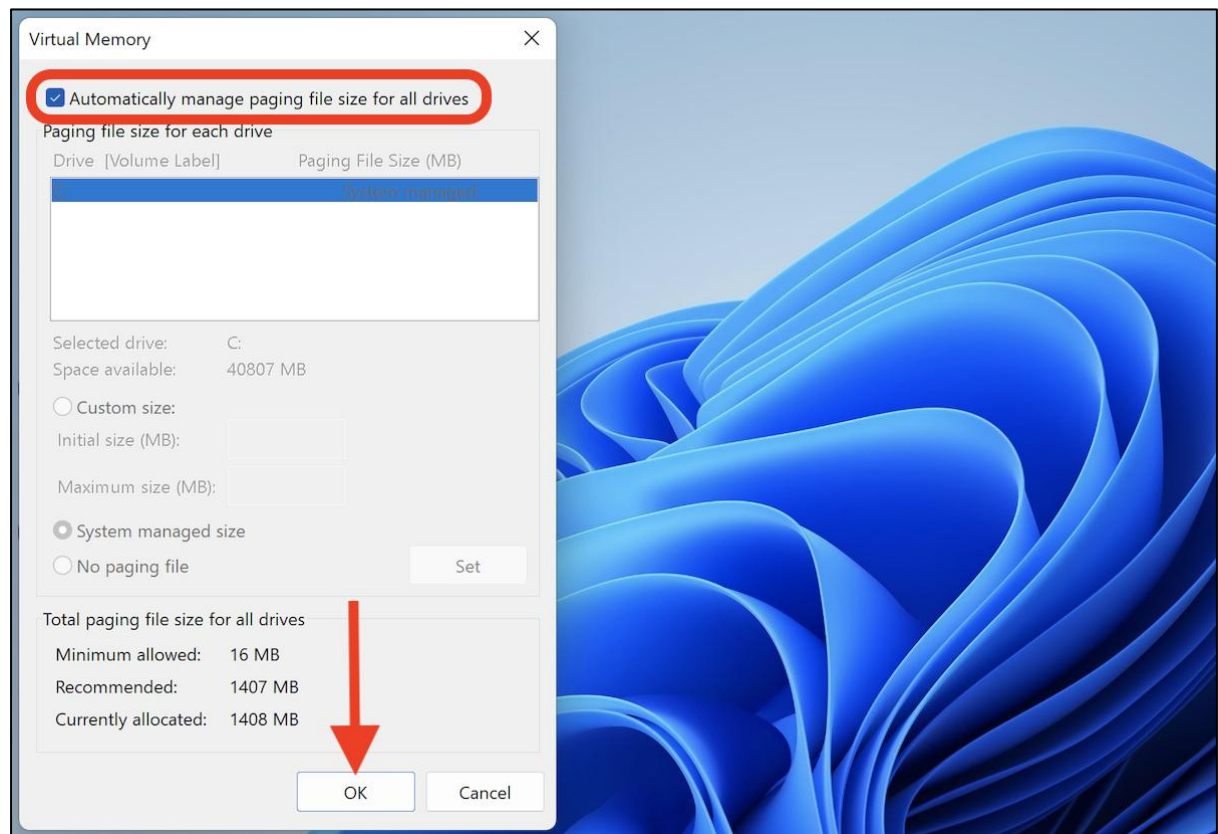
3. Access Virtual Memory Settings:

4. In the **Performance Options** window, go to the **Advanced** tab, then click **Change** in the “Virtual memory” section.



5. Enable Automatic Management of Virtual Memory:

- Check the box **Automatically manage paging file size for all drives** at the top.
- Click the **OK** button and restart your computer to apply changes.



6. Retry Bitdefender Updates:

- Attempt to update Bitdefender again.

Error -2002, -2009: Server Synchronization in Progress

These errors occur when Bitdefender's update servers are synchronizing.

How to Fix It:

1. Wait for Server Synchronization to Finish:

- These errors usually resolve themselves. Wait a few hours (2–4 hours) and try updating Bitdefender again.

2. Still Not Working?

- If the error persists beyond 24 hours, contact Bitdefender Support.

Error -2021: Missing Windows 7 Updates

This error occurs because Bitdefender requires specific Windows 7 updates that are missing on your system.

How to Fix It:

1. Check if you have a 32 or 64-bit Windows version:

- Follow the steps in [this guide](#) to find out whether your system is 32-bit or 64-bit.

2. Download the Required Updates:

- Download the missing updates for your system (32-bit or 64-bit) from the links below:
 - **For 32-bit Windows:** [KB4490628 and KB4474419](#)
 - **For 64-bit Windows:** [KB4490628 and KB4474419](#)

3. Install the Updates:

- Double-click the downloaded files and follow the on-screen instructions to install them.

4. Restart Your Computer:

- After installation, restart your PC.

5. Retry Bitdefender Updates:

- Attempt to update Bitdefender again.

Other Bitdefender Update Errors on Windows

If Bitdefender update encountered an error code not listed here, follow these troubleshooting steps.

How to Fix It:

1. Retry Updates Later:

- Sometimes, update errors occur due to temporary server issues. Wait a few hours (2–4 hours) before trying to update Bitdefender again.

2. Restart Your PC:

- Save your work and restart your computer. Then, check for Bitdefender updates.

3. Connect to Another Network:

- Try connecting your computer to a different internet network (e.g., using your phone's hotspot).
 - If updates succeed on the new network, there might be an issue with your original network.
 - Turn off any third-party firewall software running on your windows computer or router.
 - [Change DNS settings on Windows](#).

4. Reinstall Bitdefender:

- If update errors persist, [reinstall Bitdefender](#):
 - Open **Control Panel > Programs > Uninstall a Program**.
 - Select **Bitdefender** and click **Uninstall > Reinstall > Restart device**

5. Contact Support:

- If none of the above step's work, contact Bitdefender Support with the error code details.