

Windows 10/11 23H2 22631.3296 March 12 2024 update causing machine to run slow

On March 12, 2024, Microsoft released 23H2 AKA KB5035853 Windows build 22631.3296 update for Windows which is a feature release combined as an [Servicing stack updates](#) (SSU) & latest cumulative update (LCU). This update addresses several things, and it is not removable unless you had a full backup however it will get damaged with a previous rollback of a System Restore Point and otherwise you can't remove it as it is a [SSU](#). For more details see:

https://support.microsoft.com/en-gb/topic/march-12-2024-kb5035853-os-builds-22621-3296-and-22631-3296-a69ac07f-e893-4d16-bbe1-554b7d9dd39b?ranMID=24542&ranEAID=kXQk6*ivFEQ&ranSiteID=kXQk6.ivFEQ-9yCJxgHmreyAp9oxJlmdkg&epi=kXQk6.ivFEQ-9yCJxgHmreyAp9oxJlmdkg&irgwc=1&OCID=AIDcmm549zy227_aff_7593_1243925&tduid=%28ir_ixq00rq3hwwkfd3lhunp00qdbuv2xdzcdzlzuggbx00%29%287593%29%281243925%29%28kXQk6.ivFEQ-9yCJxgHmreyAp9oxJlmdkg%29%28%29&irclickid=_ixq00rq3hwwkfd3lhunp00qdbuv2xdzcdzlzuggbx00

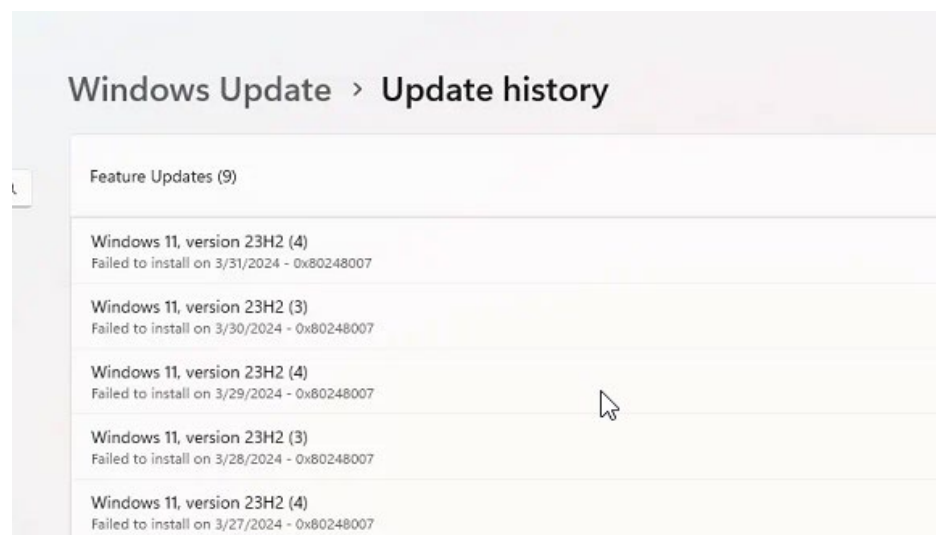
<https://support.microsoft.com/en-us/topic/march-12-2024-kb5035853-os-builds-22621-3296-and-22631-3296-a69ac07f-e893-4d16-bbe1-554b7d9dd39b>

Here is the official Health page from Microsoft so you can find out issues and solutions: <https://learn.microsoft.com/en-us/windows/release-health/>

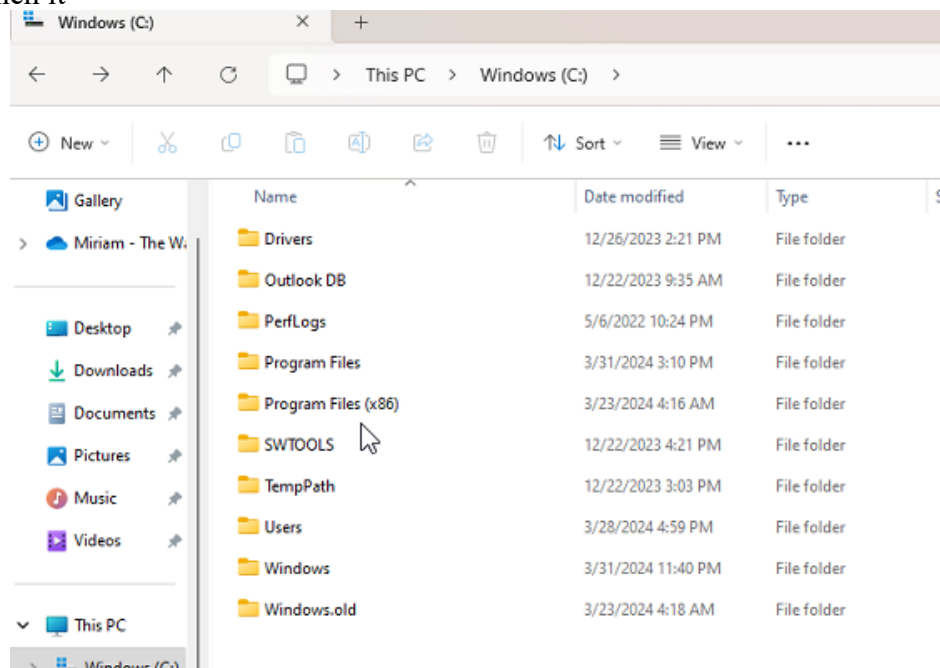
So how do we go about fixing it?

Part#1

Here is a computer that had the issue and we performed a system restore to put it back to the way it was before the update. Here you can see since then, it is trying now to install the update again:



Another clue about the update is you might find in the C:\ drive a Windows.old folder with a date of when it



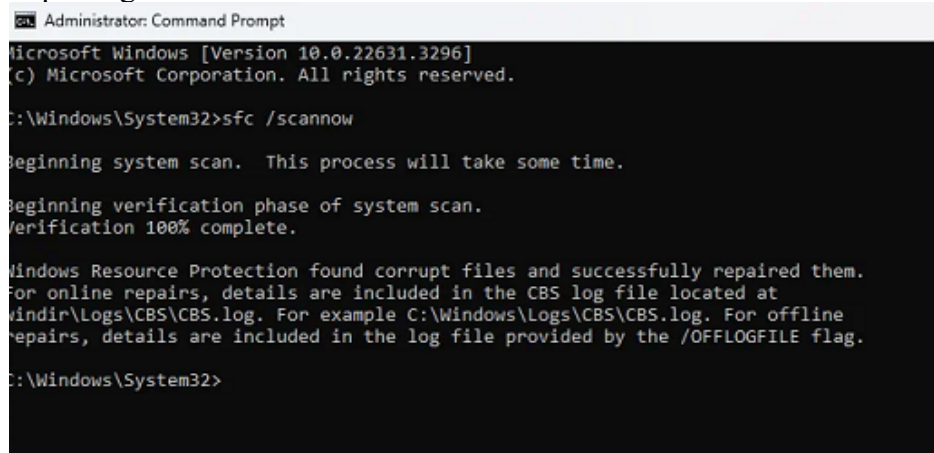
occurred.

Example: If we run Winver.exe, you will see that it does have 23H2 on it, but not actually running the new **KB5035853** correctly which is essentially **23H2 with KB5035853 or Build 22631.3296**. This is misleading in this case as when the restore point was done I believe that this portion is now partially installed.



Here are the steps that I believe resolve the issue.

- Open elevated CMD prompt as **administrator**
- Run **SFC /SCANNOW** For details on what SFC is and how it works, see <https://support.microsoft.com/en-us/topic/use-the-system-file-checker-tool-to-repair-missing-or-corrupted-system-files-79aa86cb-ca52-166a-92a3-966e85d4094e>
- I am expecting results to be



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.22631.3296]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\System32>sfc /scannow

Beginning system scan. This process will take some time.

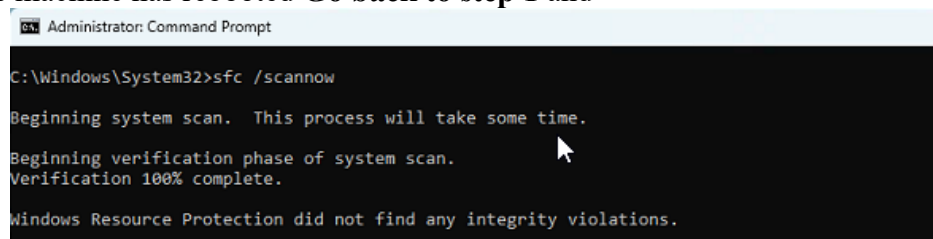
Beginning verification phase of system scan.
Verification 100% complete.

Windows Resource Protection found corrupt files and successfully repaired them.
For online repairs, details are included in the CBS log file located at
windir\Logs\CBS\CBS.log. For example C:\Windows\Logs\CBS\CBS.log. For offline
repairs, details are included in the log file provided by the /OFFLOGFILE flag.

C:\Windows\System32>
```

this:

- Since we see that there is file corruption and Windows fixed it, we will first reboot the computer and then we will check it again. So **reboot now**.
- Once the machine has rebooted **Go back to step 1** and



```
Administrator: Command Prompt

C:\Windows\System32>sfc /scannow

Beginning system scan. This process will take some time.

Beginning verification phase of system scan.
Verification 100% complete.

Windows Resource Protection did not find any integrity violations.
```

proceed.

- **NOTE:** If **nothing** is found, great! **Proceed to part 3**. If not, proceed to **part 2**.

Part #2. Repairing a corrupt OS

Check file integrity

Before performing the repair process, you'll first want to check and see if there are any issues with the Windows image. There are two different ways to check the integrity of system image files. One is via check health, and the other is scan health.

- **Check Health:** Open an elevated Command Prompt and type **DISM /online /cleanup-image /checkhealth**. This is a quick scan and will determine if the image is repairable.
- **Scan Health:** Open an elevated Command Prompt and type **DISM /online /cleanup-image /scanhealth**. This will check if there are any corruptions detected. Like the check health command, this will not repair any errors.
- **Analyzes the Windows Update component store to see which old update files can be removed:** **Dism /Online /Cleanup-Image /AnalyzeComponentStore**
- **Starts the cleanup process manually to remove old update files:** **Dism /Online /Cleanup-Image /StartComponentCleanup**

Repair corrupted files

If there are any corrupt or missing files after performing one of the scans mentioned above, you can repair them automatically. Your computer will need to be connected to the Internet for the files to be automatically restored. If not, you'll need to download the Windows ISO file and install the update manually.

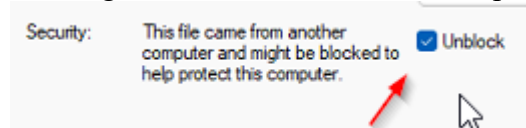
- Open an elevated Command Prompt and type **DISM /online /cleanup-image /restorehealth**.
 - This process can take a little while, so make sure not to close the Command Prompt. It may look like it's stuck, but this is normal behavior.
- Once the scan is complete, your system will automatically connect to the Windows Update service to download and replace the corrupt files.
- If you want to have DISM repair itself from the SxS catalog (Local Windows Update packages), run **DISM.exe /Online /Cleanup-Image /RestoreHealth /Source:C:\Windows\WinSxS\LimitAccess**
- Now run **SFC /SCANNOW** and validate that you have no errors.

Repair corrupted files manually

On the very rare occurrence that DISM fails to repair corrupted files correctly, or if you aren't connected to the Internet, you'll need to fix them manually. Check out Microsoft's support pages to learn more on [configuring Windows repair sources](#) and [repairing Windows images](#).

Here is a quick rundown.

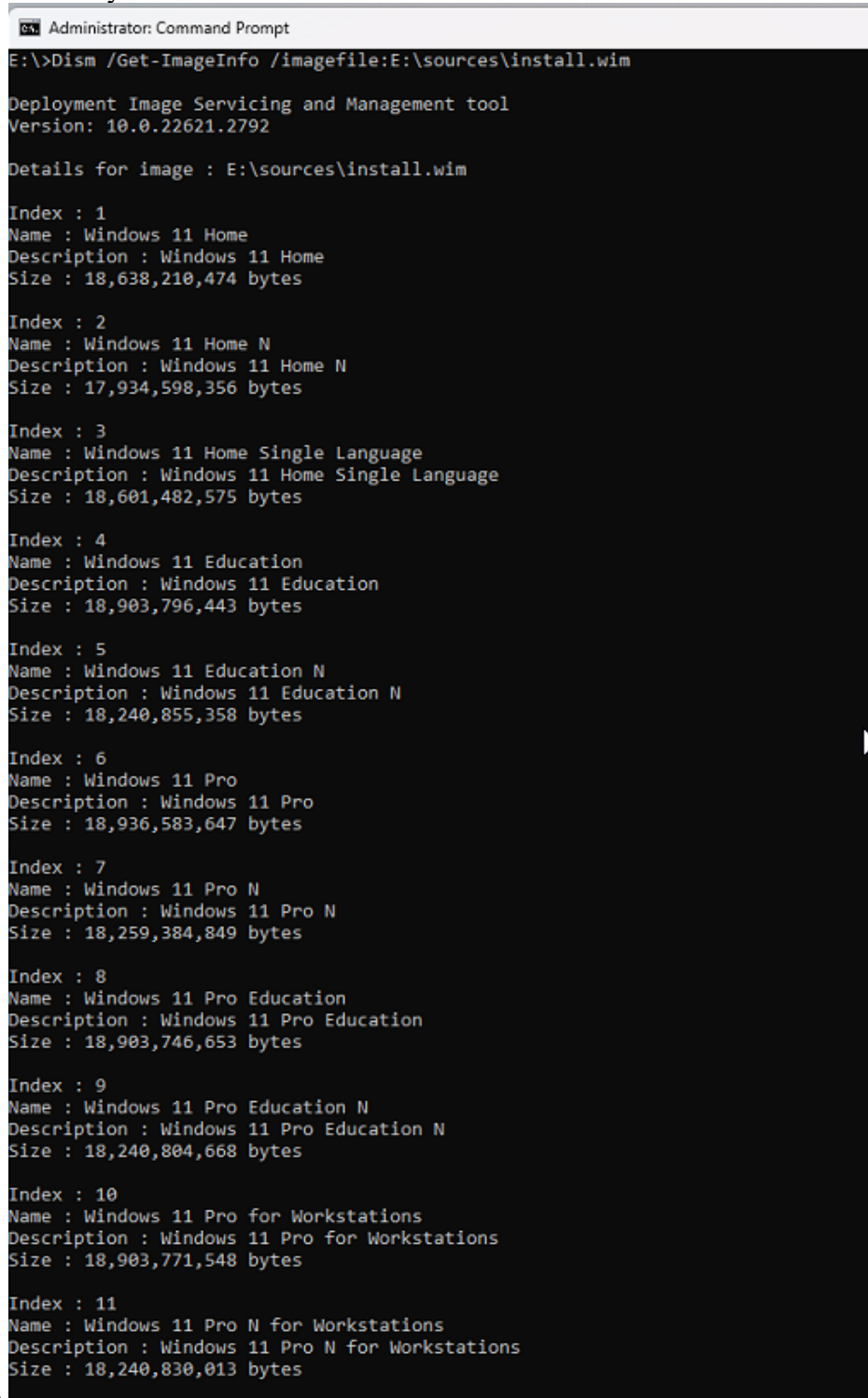
- Download the latest ISO for Windows 11 from <https://www.microsoft.com/software-download/windows11>. When you go to that site, scroll towards the bottom and download Windows 11 Disk Image (ISO) for x64 devices. Currently it is named **Win11_23H2_English_x64v2.iso**
- Once downloaded, in the file explorer, right click on the file and select properties. Then



select the box that says **unblock**. and hit **OK**.

- Now double click on the ISO file which will cause Windows 11 to mount the ISO as a drive letter.
- Now we need to know which index to select. An index is a particular flavor of the OS, like Home, Pro, etc. as the ISO contains multiple versions on it.
- Open an elevated command prompt. Type in the following, where the drive letter is the mounted ISO from step 3. **Dism /Get-ImageInfo /imagefile:E:\sources\install.wim** and

this is what you will



```
Administrator: Command Prompt
E:\>Dism /Get-ImageInfo /imagefile:E:\sources\install.wim

Deployment Image Servicing and Management tool
Version: 10.0.22621.2792

Details for image : E:\sources\install.wim

Index : 1
Name : Windows 11 Home
Description : Windows 11 Home
Size : 18,638,210,474 bytes

Index : 2
Name : Windows 11 Home N
Description : Windows 11 Home N
Size : 17,934,598,356 bytes

Index : 3
Name : Windows 11 Home Single Language
Description : Windows 11 Home Single Language
Size : 18,601,482,575 bytes

Index : 4
Name : Windows 11 Education
Description : Windows 11 Education
Size : 18,903,796,443 bytes

Index : 5
Name : Windows 11 Education N
Description : Windows 11 Education N
Size : 18,240,855,358 bytes

Index : 6
Name : Windows 11 Pro
Description : Windows 11 Pro
Size : 18,936,583,647 bytes

Index : 7
Name : Windows 11 Pro N
Description : Windows 11 Pro N
Size : 18,259,384,849 bytes

Index : 8
Name : Windows 11 Pro Education
Description : Windows 11 Pro Education
Size : 18,903,746,653 bytes

Index : 9
Name : Windows 11 Pro Education N
Description : Windows 11 Pro Education N
Size : 18,240,804,668 bytes

Index : 10
Name : Windows 11 Pro for Workstations
Description : Windows 11 Pro for Workstations
Size : 18,903,771,548 bytes

Index : 11
Name : Windows 11 Pro N for Workstations
Description : Windows 11 Pro N for Workstations
Size : 18,240,830,013 bytes
```

see

- From that list, determine which index # matches your operating system. In our example, we are using Windows 11 Pro, so index # is 6.

- Now from the elevated command prompt, type in **DISM /Online /Cleanup-Image /RestoreHealth /source:E:\Sources\Install.wim:6 /LimitAccess** where the /source:E: is the drive letter of the mounted ISO.
- If you are still running into errors I suggest running the Windows Update Reset Script. You can obtain it here https://www.majorgeeks.com/files/details/reset_windows_update_agent.html and then select option

```

Administrator: Reset Windows Update Tool.

Microsoft Windows 10 [Version: 10.0.19569.1000]
Reset Windows Update Tool.

This tool reset the Windows Update Components.

1. Opens the system protection.
2. Resets the Windows Update Components.
3. Deletes the temporary files in Windows.
4. Opens the Internet Explorer options.
5. Runs Chkdsk on the Windows partition.
6. Runs the System File Checker tool.
7. Scans the image for component store corruption.
8. Checks whether the image has been flagged as corrupted.
9. Performs repair operations automatically.
10. Cleans up the superseded components.
11. Deletes any incorrect registry values.
12. Repairs/Resets Winsock settings.
13. Forces Group Policy Update.
14. Searches Windows updates.
15. Runs SetupDiag (Require .NET Framework 4.6).
16. Explores other local solutions.
17. Explores other online solutions.
18. Downloads the Diagnostic Tools.
19. Restarts your PC.

?. Help.    0. Close.

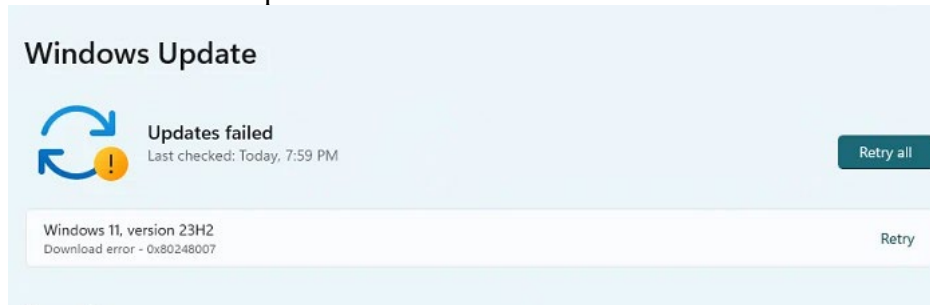
Select an option: █
  
```

- Now run **DISM /online /cleanup-image /restorehealth**
- If, after doing this you still run into errors or it can't restore the health, then you will need to boot off the Windows 11 ISO and repair the operating system **Offline**. This guide does not address this. Here is a link that provides details of this: <https://www.itechguides.com/dism-exe-online-cleanup-image-restorehealth-what-it-is-and-how-to-use/>

Part #3 - Resolution once your OS is healthy

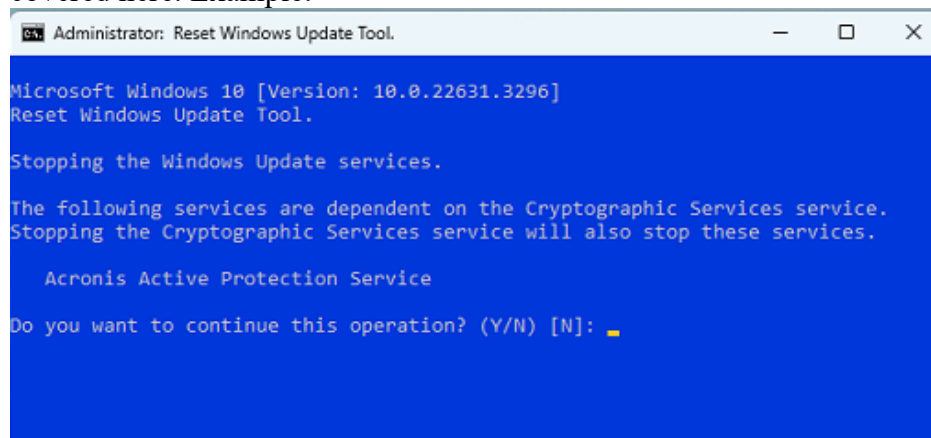
- I suggest first running Windows Updates and verifying that we are up to date. In my sample machine, Windows updates are not installing correctly. This could have been

because the OS had corrupt files that we fixed with **SFC /SCANNOW**. So let's run that

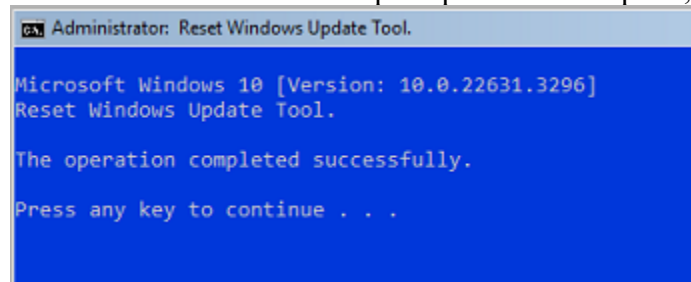


now.

- We are looking for **KB5035853** specifically. If it downloads and installs, great! If it doesn't then we either need to manually download the update from the Windows Catalog <https://www.catalog.update.microsoft.com/Home.aspx> direct link <https://www.catalog.update.microsoft.com/Search.aspx?q=KB5035853> , or reset Windows Update and use that to update. To reset Windows Update, go to **Part#2 item #8**.
- In our test machine, the Windows update did not list the March update. So we proceeded with **Part #2 item #8**. Since this computer we are testing with is running Acronis for backup we will have to manipulate Acronis with Systinernals tools and that is not covered here. Example:



- With the above issue, the failure will be that the Cryptographic Services service will not stop. I will stop it with tools. If you need assistance see Lyle.
- I reset the Windows update with tool from **Part #2 Step #8**. Make sure to run the batch file with elevated command prompt. Once complete, you will get



Then I recommend rebooting.

- Now login to the computer and run Windows updates. On my test computer I ran it and it **did not find** that it needed KB5035853, so I downloaded it from the Windows

Catalog. I ran it and it stated it was already installed. I checked the Windows updates and it was not listed in the history of the machine's updates.

- Next troubleshooting step I suggest is to do an in-place upgrade of Windows 11 to Windows 11 **23H2v2**. Currently Microsoft has no official documentation on what the "v2" is. Download it from <https://www.microsoft.com/software-download/windows11> and ensure you unblock it before mounting it. Then mount the ISO
- Next, open an elevated command prompt and go to the drive letter of the mounted ISO.

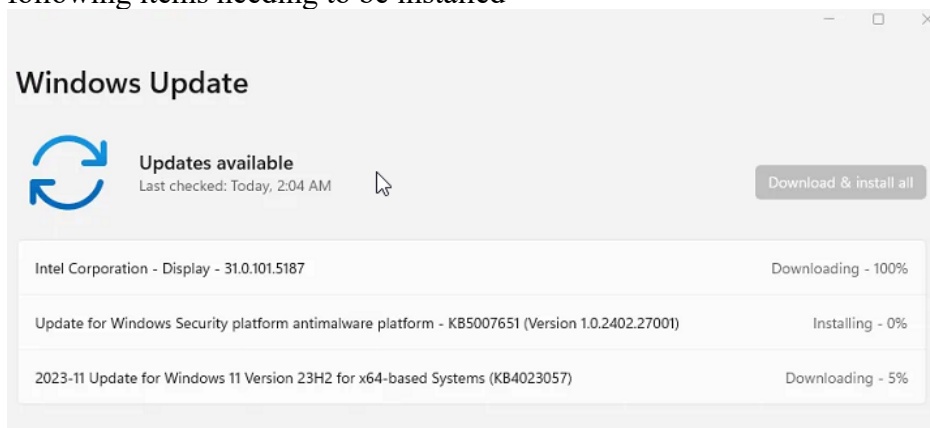
```
C:\>E:  
E:\>setup.exe /auto upgrade
```

Type in **setup.exe /auto upgrade**

- Let the in-place upgrade run. Since the machine is running slow it is going to take longer on the first part to get to 100%

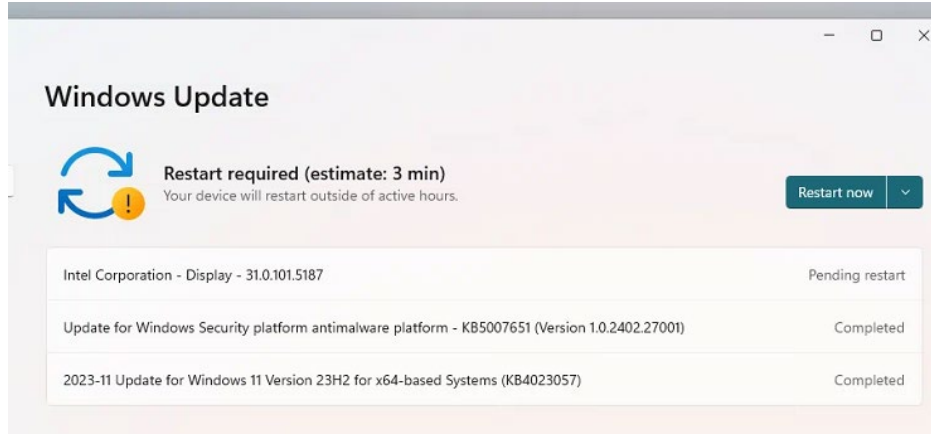


- Once it is complete, see if the machine is now behaving correctly.
- On this test machine, after the in-place upgrade I ran Windows Updates and it showed the following items needing to be installed

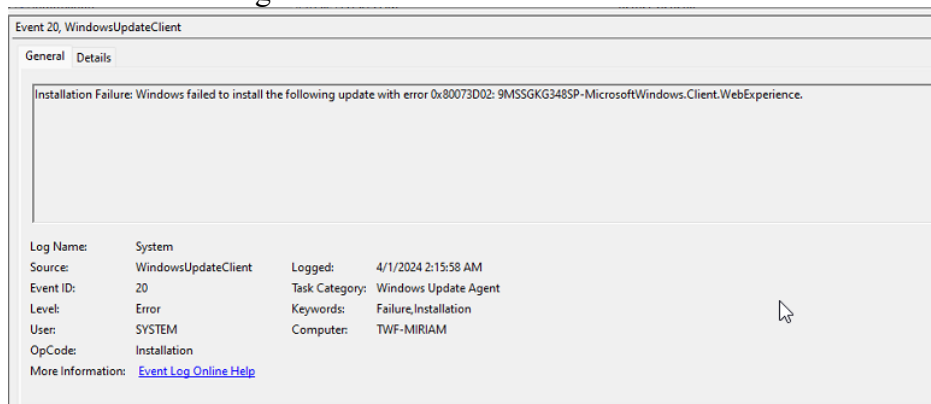


- Looking up update KB4023057 I found that it fixes corruption issues, Windows Update issues, and various other things. <https://www.tenforums.com/general-support/208984-kb4023057-disaster.html> and <https://borncity.com/win/2023/01/26/kb4023057windows-update-service-components-update-kb4023057-january-2023-refresh/>
- So I have these updates done, going to reboot and see how system behaves. I also wanted to mention that **Core Isolation is enabled** on this machine and at this point I think the fix has **nothing** to do with Core Isolation. **Based on my assessment the information on other**

websites about Core Isolation are just people guessing and not really knowing what the resolution is.



- I then restarted. The machine behaved like it normally would. No sluggish response. I did look in the event log and saw



- However that doesn't provide the update number so it is hard for me to figure out what update that is. I was able to find this article <https://support.microsoft.com/en-us/windows/how-to-update-the-windows-web-experience-pack-in-the-microsoft-store-a16c9bfl-f042-4dc9-a523-740ccale1e60> and I followed the instructions. There were 8 updates needing to be installed. I can now see in the event viewer several updates it needed and it downloaded and installed correctly.

System - Number of events: 427				
Level	Date and Time	Source	Event ID	Task Category
Information	4/1/2024 2:23:11 AM	WindowsUpdateClient	19	Windows Update Agent
Information	4/1/2024 2:23:04 AM	WindowsUpdateClient	19	Windows Update Agent
Information	4/1/2024 2:23:03 AM	WindowsUpdateClient	43	Windows Update Agent
Information	4/1/2024 2:23:01 AM	Kernel-General	16	None
Information	4/1/2024 2:22:57 AM	WindowsUpdateClient	19	Windows Update Agent
Information	4/1/2024 2:22:57 AM	WindowsUpdateClient	44	Windows Update Agent
Information	4/1/2024 2:22:55 AM	Kernel-General	16	None
Information	4/1/2024 2:22:55 AM	WindowsUpdateClient	19	Windows Update Agent
Information	4/1/2024 2:22:26 AM	WindowsUpdateClient	43	Windows Update Agent
Information	4/1/2024 2:22:26 AM	WindowsUpdateClient	43	Windows Update Agent
Information	4/1/2024 2:22:23 AM	Kernel-General	16	None
Information	4/1/2024 2:22:22 AM	Kernel-General	16	None
Information	4/1/2024 2:22:19 AM	WindowsUpdateClient	44	Windows Update Agent
Information	4/1/2024 2:22:15 AM	WindowsUpdateClient	19	Windows Update Agent
Information	4/1/2024 2:22:14 AM	WindowsUpdateClient	43	Windows Update Agent
Information	4/1/2024 2:22:14 AM	WindowsUpdateClient	43	Windows Update Agent
Information	4/1/2024 2:22:10 AM	Kernel-General	16	None
Information	4/1/2024 2:22:07 AM	Kernel-General	16	None
Information	4/1/2024 2:21:59 AM	WindowsUpdateClient	44	Windows Update Agent
Information	4/1/2024 2:21:59 AM	WindowsUpdateClient	44	Windows Update Agent
Information	4/1/2024 2:21:59 AM	WindowsUpdateClient	44	Windows Update Agent

- Based on the troubleshooting I have done the machine seems to be very responsive now. I am going to say that turning ON Core Isolation is not really needed unless the end user needs it.

- As a final test after opening up several apps and web, the machine behaved like it should have. I ran a **SFC /SCANNOW AND IT FOUND CORRUPTION.**

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.22631.3296]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\System32>sfc /scannow

Beginning system scan. This process will take some time.

Beginning verification phase of system scan.
Verification 100% complete.

Windows Resource Protection found corrupt files and successfully repaired them.
For online repairs, details are included in the CBS log file located at
windir\Logs\CBS\CBS.log. For example C:\Windows\Logs\CBS\CBS.log. For offline
repairs, details are included in the log file provided by the /OFFLOGFILE flag.

C:\Windows\System32>
```

- I repaired it and this time I looked at the CBS log file. I see this file corrupt:

```
1024-04-01 02:33:20, Info      CSI 000001df [SR] Verify complete
1024-04-01 02:33:20, Info      CSI 000001e0 [SR] Repairing 0 components
1024-04-01 02:33:20, Info      CSI 000001e1 [SR] Beginning Verify and Repair transaction
1024-04-01 02:33:20, Info      CSI 000001e1 [SR] Repair complete
1024-04-01 02:33:20, Info      DEPLOY [Pnp] Corrupt file: C:\WINDOWS\System32\drivers\bthmodem.sys
1024-04-01 02:33:20, Info      DEPLOY [Pnp] Repaired file: C:\WINDOWS\System32\drivers\bthmodem.sys
1024-04-01 02:34:39, Info      CBS Session: 31097879_3513541849 initialized by client WinMgmt, external staging directory: (null)
1024-04-01 02:34:39, Info      CBS Package Format: PSFX
1024-04-01 02:34:39, Info      CBS Delta Format: ForwardOnly
1024-04-01 02:34:39, Info      CBS Appl:LCU package and revision compare set to explicit
1024-04-01 02:34:39, Info      CBS Package Format: PSFX
1024-04-01 02:34:39, Info      CBS Delta Format: ForwardOnly
1024-04-01 02:34:39, Info      CBS Session: 31097879_3513541849 finalized. Reboot required: no [HRESULT = 0x00000000 - S_OK]
```

- That appears to be the Bluetooth driver. I am unsure if that is ok to stay but it is not hurting anything.
- I went ahead and turned Core Isolation off and then tested the performance of the system. It checked out perfectly fine

Based on my troubleshooting, I believe the system is now repaired and working correctly. I believe the actual issue is the corrupt or damaged files. I have Core Isolation off for now.

Please provide me with your thoughts and if this resolution is working fine.