

Surface Pro tablet not updating or freezing

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Contents

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Symptoms:
Surface Pro tablet does not update T3RRA software completely and/or freezes.

Cause:
Windows updates require hard restart to take effect.
High speed internet connection required.

Solution:
Microsoft suggests executing the “Two Button Shutdown” after restart and before signing in. This is only to be used on Surface Pros. Do not use this process on Surface RT, Surface 2, or Surface 3. Using this two-button shutdown process ensures that your Surface is turned off completely. Here’s how:

Step 1: Press and hold the power button on your Surface for 45 seconds and then release it.
Step 2: Press and hold the volume-up button and the power button at the same time for at least 20 seconds and then release both. (the screen may flash the Surface logo or something else, but continue holding the buttons down)
Step 3: After you release the buttons, wait 10 seconds.
Step 4: Press and release the power button to turn your Surface back on.

Things we have also found useful:
Connect to the hotspot on your cell phone for a possible higher speed internet connection.
Make sure there is nothing else running on the computer and bogging it down (you can go into the task manager and look at the performance charts).
Break large projects into smaller projects that are less taxing on the computer.