

Resetting BITS Queue

<https://campus.barracuda.com/doc/95264190/>

From time to time, the BITS queue might get clogged. This is usually the result from a corrupted download within the queue or another underlying issue. If this occurs, patching will not flow through Barracuda RMM. Support will, at times, advise clearing the BITS queue after the team has looked at the [WSUSClientDiagnostic](#) information. This article, in brief, will describe ways to reset the BITS queue.

If the BITS queue checks errors in the WSUSClientDiagnostic, it does include remediation steps from [Microsoft's advisement on BitsAdmin commands](#). The following have a few options on how to reset the BITS queue

Scripted BITS queue reset

- Open Notepad and paste the following:

```
@echo off
net stop BITS
ipconfig /flushdns
ren "%ALLUSERSPROFILE%\Application
Data\Microsoft\Network\Downloader\qmgr0.dat" qmgr0.dat.old
ren "%ALLUSERSPROFILE%\Application
Data\Microsoft\Network\Downloader\qmgr1.dat" qmgr1.dat.old
net start BITS
```

- Save the file as a .bat.
 - Open Command prompt as an administrator.
 - Execute the batch file that was just created either by entering the full path and file name or dragging and dropping the batch file into the command prompt window.
- Verify that the BITS queue is now empty by running, PowerShell

```
-command "Get-BITSTransfer -Allusers
```

To Reset BITS queue with Command Prompt

- Open Command Prompt as Administrator
- Run the following command:

```
bitsadmin /reset /allusers
```

To Reset BITS queue with PowerShell

- Open PowerShell as Administrator
- Run the following commands:

```
Import-module bitstransfer  
Get-bitstransfer -allusers  
Get-bitstransfer -allusers | remove-bitstransfer
```

Deleting the BITS Queue from Microsoft Store

Note: While this is an option, it is not an officially supported one by Barracuda RMM. We advise you to speak with Microsoft if the previous two options are not working.

- Open the File Explorer
- Browse to *C:\ProgramData\Microsoft\Network\Downloader*
- Delete the contents of that folder
- Reboot the device

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