

# Updates (Windows Updates)

## Are your devices not reporting any updates?

- Check the "Microsoft Product Validation" submenu to ensure you have enabled the correct products for Windows 10 or 11 devices.
- Check the log file `"/tmp/medulla-generate-winupdate-packages.log"`; if it contains: "Error downloading `https://updates.medulla-tech.io/updates_protected/xxxx-xxxxxx-dumptable_update_data.sql`," please open a ticket with Medulla Support, indicating the errors found in the log file.
- Check the log file `"/var/log/mmc/medulla-mariadb-synchro-update-package.log"`; if it contains errors, please open a ticket with Medulla Support, indicating the errors found in the log file.

This feature requires an active support contract.

This module relies on advanced processing (vulnerability analysis, data correlation, status calculation) performed on Medulla servers.

The support contract helps fund the infrastructure required for these processes as well as their maintenance in operational condition.

The support contract also includes:

technical support and assistance,  
access to new features subject to an active support contract,  
participation in the continuous improvement of the solution.

To activate these features, we invite you to sign up for a support contract by contacting us at the following address: [medulla@medulla-tech.io](mailto:medulla@medulla-tech.io)

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