

How to fix Netflix errors that don't work on Windows 10

Netflix applications on Windows 10 will sometimes encounter some problems, making it impossible to open the application to watch videos.

To help users watch movies on Netflix more conveniently, UWP Netflix application on Windows 10 will help you see quickly and simply. However, the Netflix movie application on Windows 10 sometimes encounters some errors such as inactive applications, audio errors, black screen errors, no video playback, etc. This will definitely affect users when application experience. The following article will show you how to fix Netflix errors that don't work on Windows 10.

1. Instructions for downloading movies from Netflix in Windows 10
2. 5 simple steps to watch movies with extra to Vietnamese on Netflix
3. How to download movies on Netflix to your phone

Instructions to fix Windows 10 Netflix application

1. Update the graphics card driver

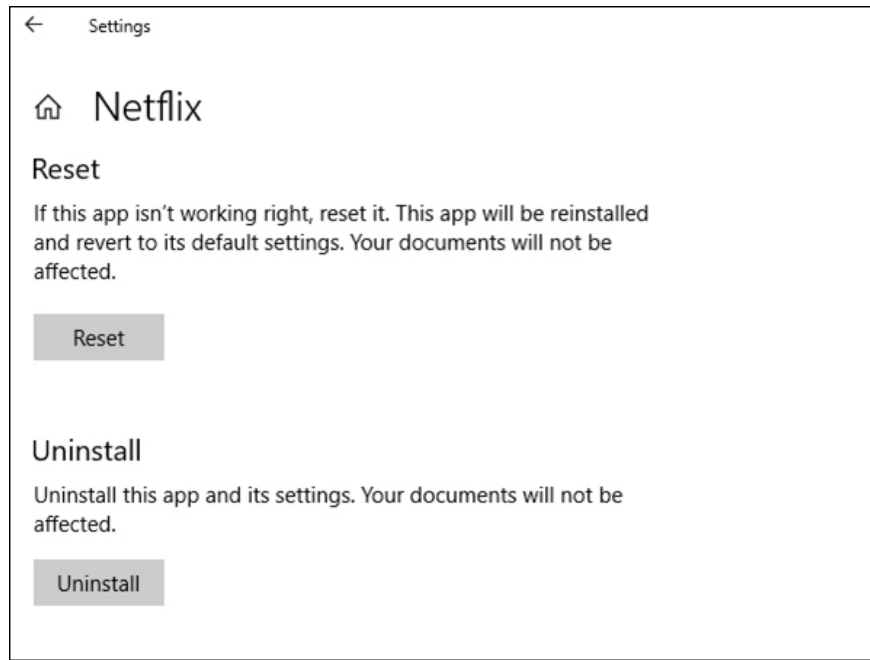
The graphics card driver error also leads to error viewing video on Netflix application on Windows 10. Please install the latest driver version and compatible with the version of Windows in use. Refer to some ways to update drivers according to the link below.

1. 5 basic ways to update, update drivers for computers
2. The best driver update software for computers

2. Reset the Netflix application

When you bring the Netflix application to its default state, it will resolve some errors on the application. Press Windows + I key to open the **Windows Settings** interface and then click **Apps** select **Apps & Features** . Go to the Netflix application and click **Advanced options** to open the Netflix app advanced option.

Click **the Reset button** to return to the default settings on Netflix.



3. Reinstall Netflix application

If Netflix fails on Windows 10, update the application to the new version. If not, remove the Netflix application and reinstall it.

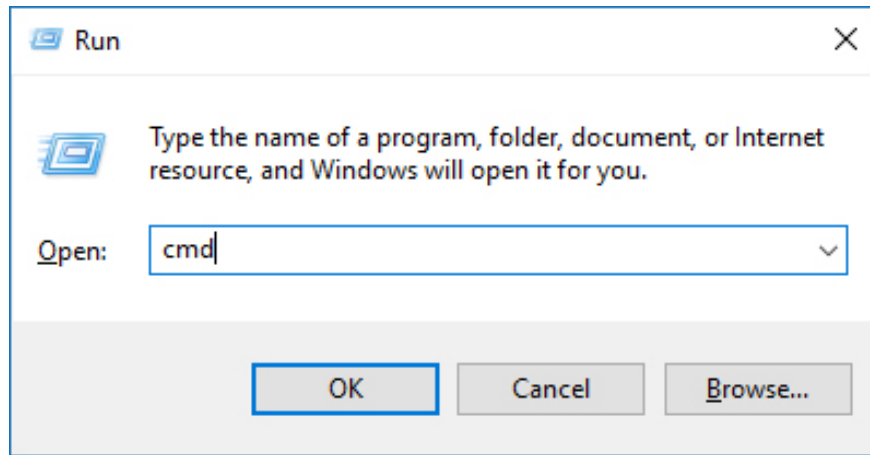
1. Download the Netflix app

4. Clear DNS cache

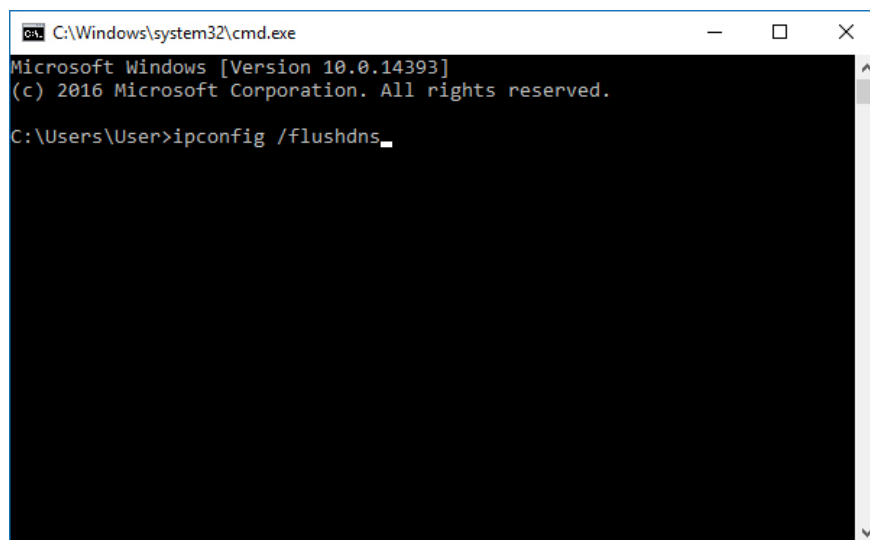
The cause of Netflix error may be because the application cannot connect to the server. So we need to clear the DNS cache and reset TCP / IP.

Step 1:

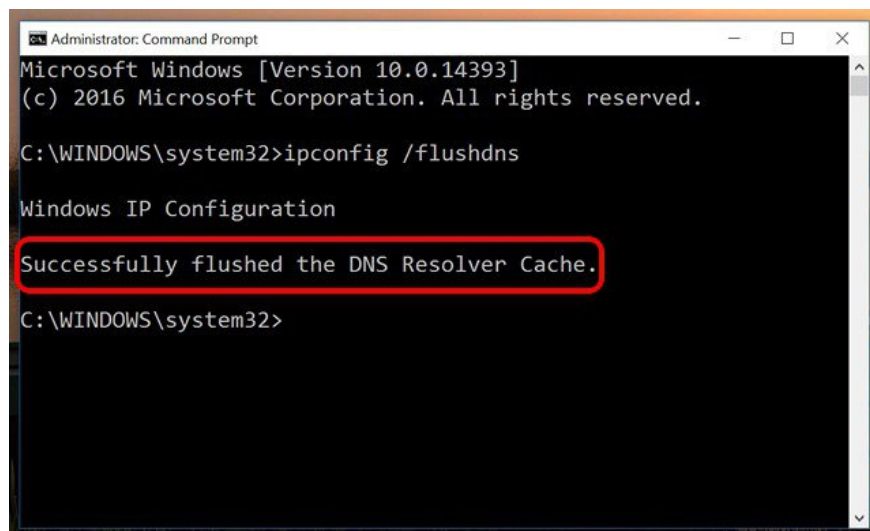
First, open the Windows Command Prompt interface on your computer, by entering the keyword cmd in the Run dialog box.



Next enter the **command** line **ipconfig /flushdns** into the interface and press Enter.

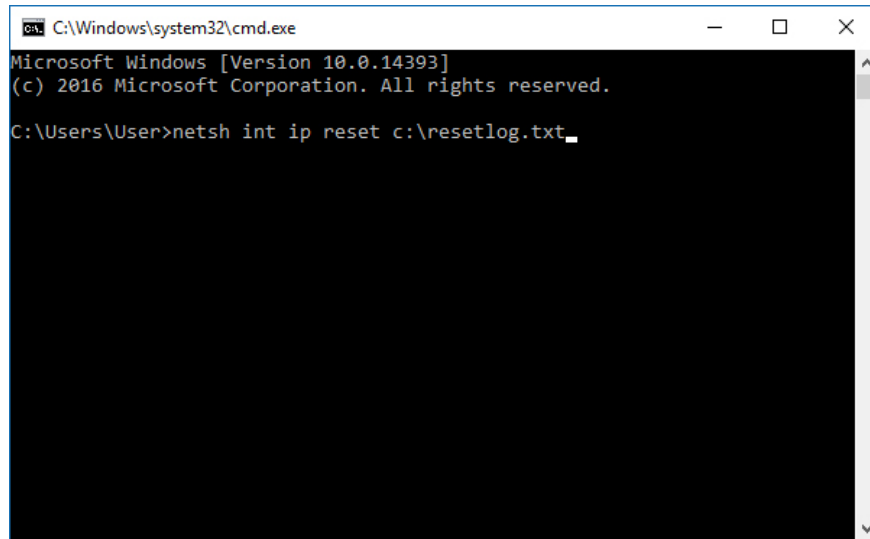


Windows will then display the message **Successfully flushed the DNS Resolver Cache** , meaning that the DNS cache has been completely deleted.



Step 2:

Also at the Command Prompt interface, enter the **netsh int ip reset c: resetlog.txt** command and press Enter. At that time, the computer will be asked to restart to be able to update TCP / IP settings.



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\User>netsh int ip reset c:\resetlog.txt_
```

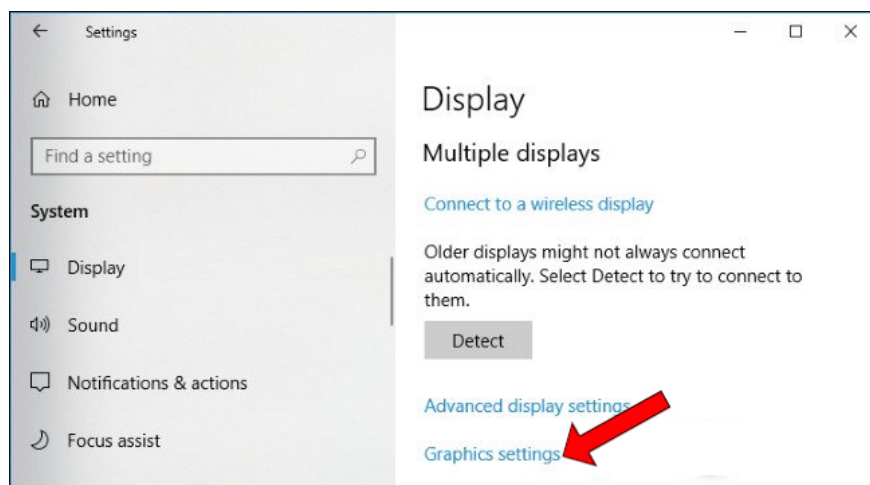
5. Install the new version of Microsoft Silverlight

Microsoft Silverlight is a browser plug-in that helps us watch videos on the web, including a better quality Netflix application. If Netflix has problems, download Microsoft Silverlight under the link below to fix the application error.

1. <https://www.microsoft.com/silverlight/>

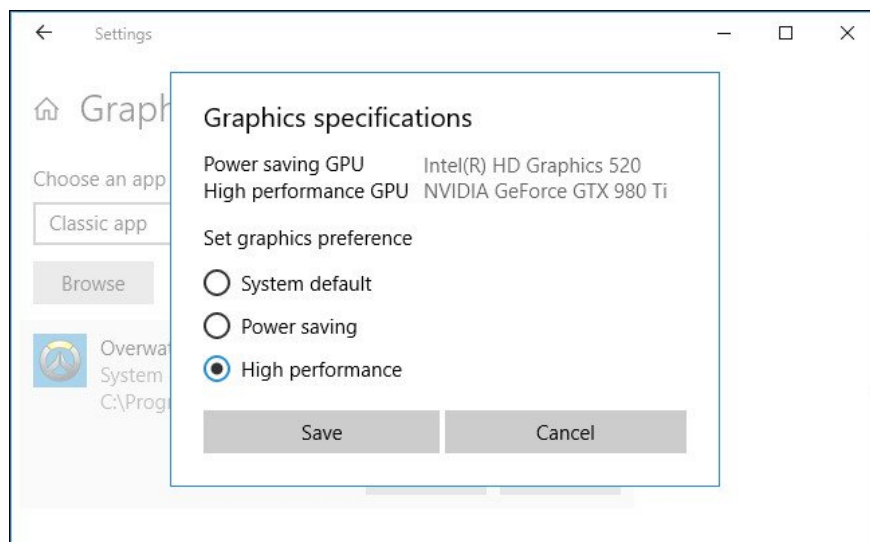
6. Use graphics card, GPU on Netflix

We also open the **Window Settings** interface and click on **System** , then select **Display management** . Look at the content on the right and choose **Graphics Settings** .



In the section select the application click on **Netflix** and click **Add** . Continuing to click on **Options** and display pop-ups, users choose **High-performance GPU** .

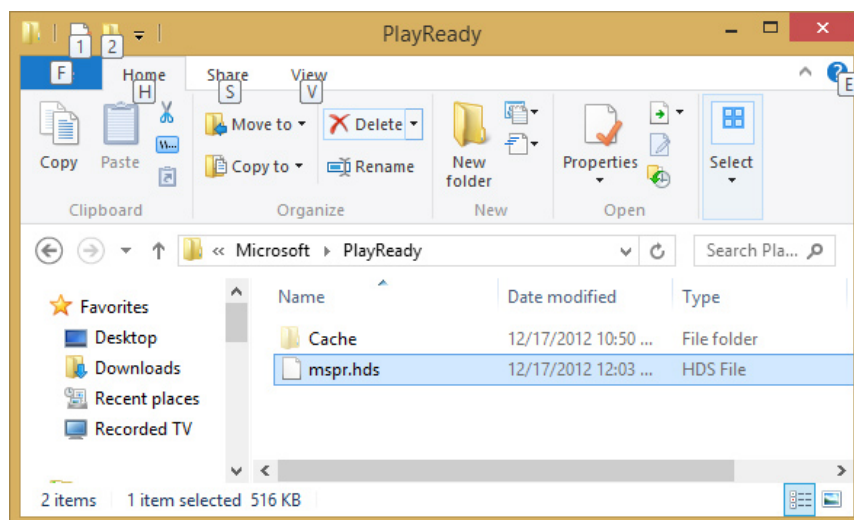
How to make detailed readings can be found in the article [How to choose GPUs for each application on Windows 10](#).



7. Delete the mspr.hds file

Videos on Netflix all use Digital Rights Management (DRM). And to play DRM content, you need to use Microsoft PlayReady. When this Microsoft PlayReady file error will cause errors on Netflix.

To delete the mspr.hds file, access the path **C: ProgramDataMicrosoftPlayReady** on File Explorer. Users then delete all mspr.hds files from the computer. When the deletion is completed, the system will automatically create a new file.



These are ways to fix operating errors on the Netflix application on Windows 10. When Netflix does not start, or there is a problem watching videos, users should first reset the application. If not, try removing Netflix and

reinstalling, then try other troubleshooting methods.

See more:

1. [How to delete Netflix history](#)
2. [11 ways to download videos on Youtube quickly and simply](#)
3. [Instructions on how to create a YouTube Channel](#)

Hope this article is useful to you!

You finished reading the article "**How to fix Netflix errors that don't work on Windows 10**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.