

Summary of common errors on Bluestacks and how to fix each error

If you are a Bluestacks user, you will find that when using Bluestacks, there are often some errors such as Graphics error, Server connection error ... How to fix these errors, please refer to the article below. Here of Network Administration.

Bluestacks is one of the most complete Android application emulation software on Windows. With Bluestacks, you don't need to install a new operating system on your computer. Instead, Bluestacks runs the Android application on a regular Windows window. So you can run Android apps like running other Windows applications.

If you are a Bluestacks user, you will see that when using Bluestacks, there are often some errors such as graphics card error, Server connection error, BlueStacks error does not work on Windows 10 .

So how to fix these errors, please refer to the following article of Network Administrator.

1. Fix BlueStacks error does not work on Windows 10

Step 1: Ensure correct system requirements

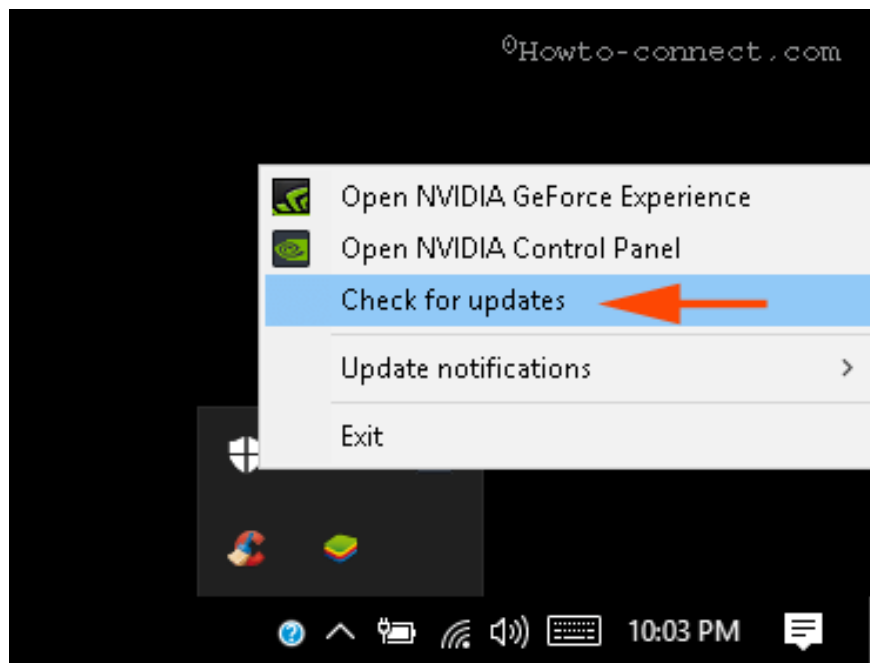
Before performing the error correction process, make sure you have fully prepared the system requirements. Your computer must be equipped:

- Minimum RAM of 2 GB.
- Hard disk partition is not lower than 4 Giga bytes.
- Graphics card has been updated (update).
- Run the system under Admin.

Step 2: Update the graphics card

Graphics cards play an important role in the process of running emulator software (BlueStack). Therefore you should update the graphics card on the system.

Right-click the NVIDIA icon located in the system tray, then select the **Check for updates option** on the Menu.

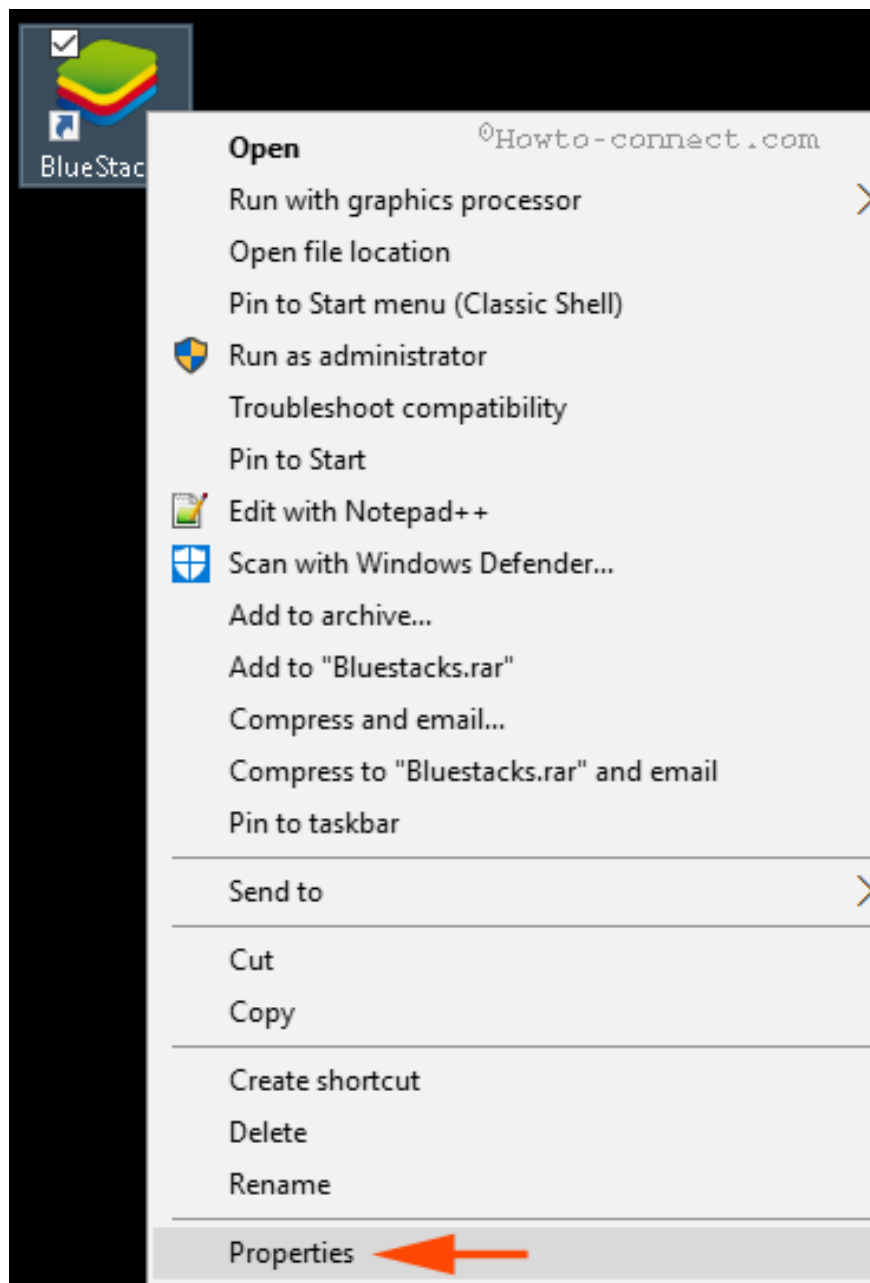


Wait for the graphics card update process to finish, restart the system.

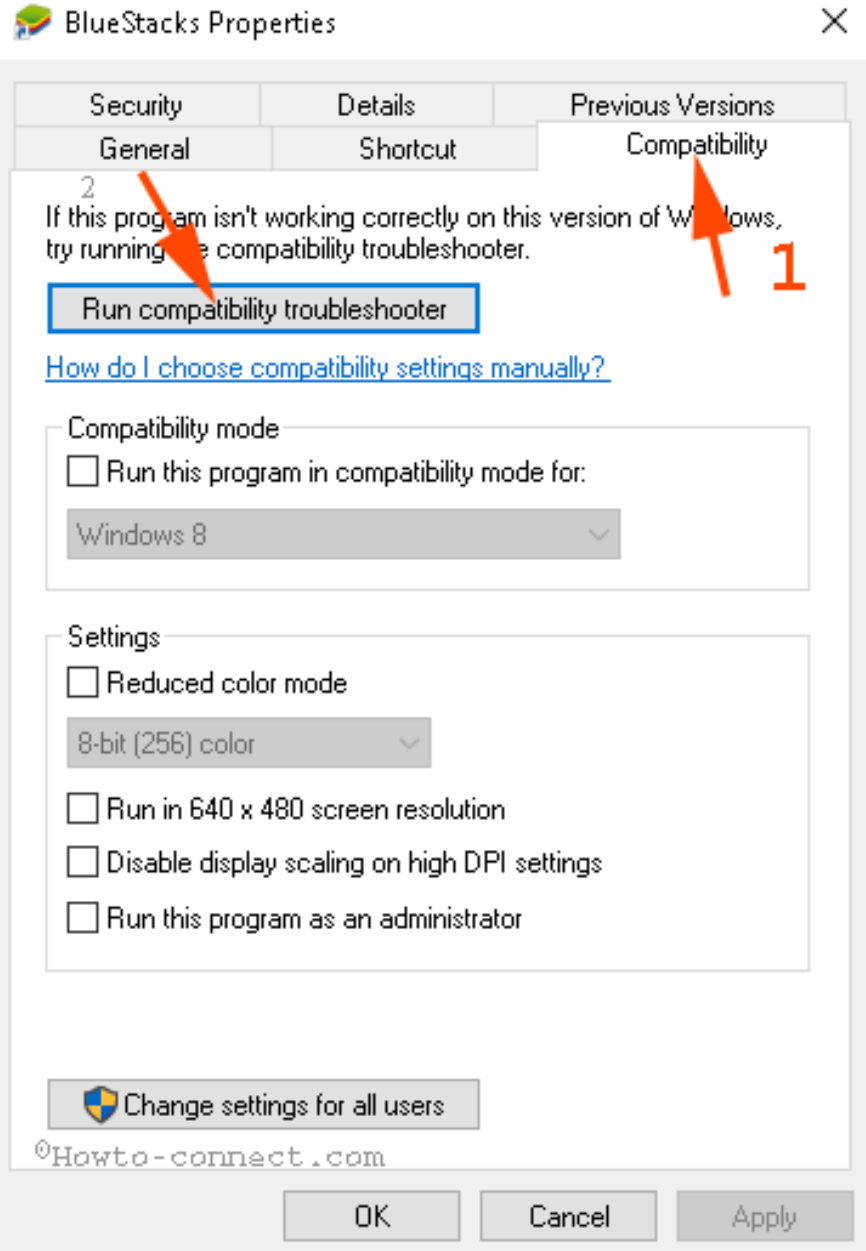
Step 3: Start in Compatibility mode

If BlueStack on Windows 10 still doesn't work, you can try to apply a solution that runs in Compatibility mode.

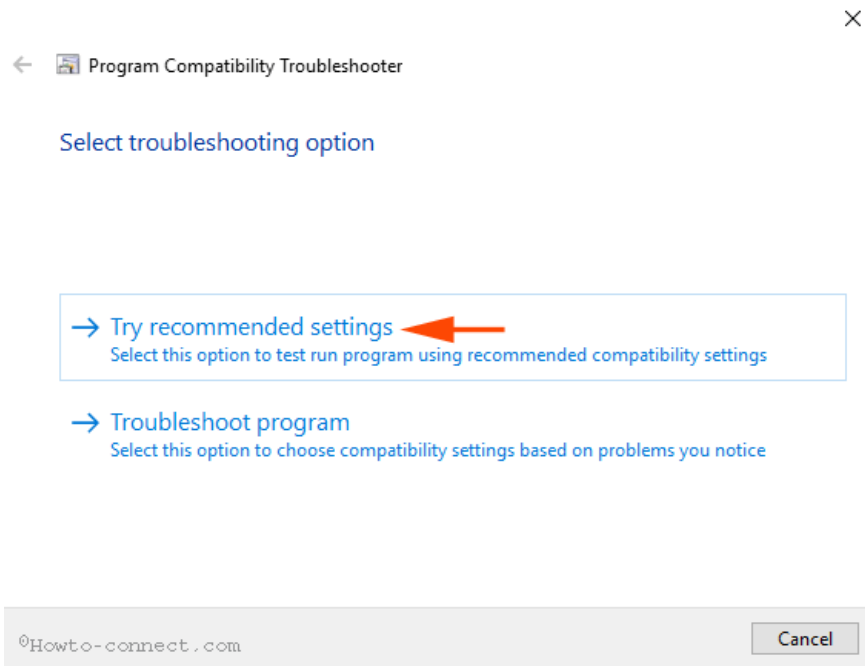
Right-click the BlueStack application shortcut, select **Properties** .



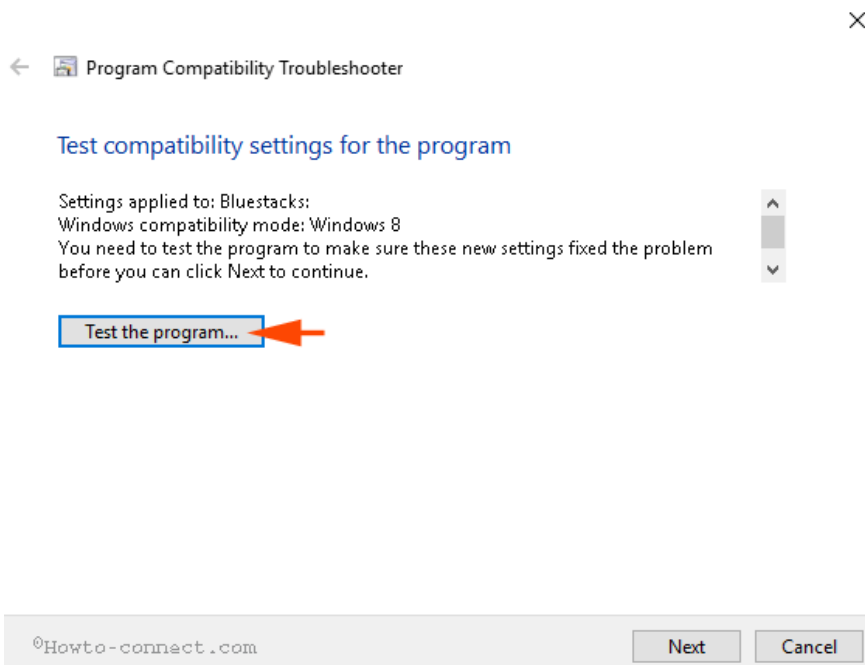
On the Properties window, switch to the **Compatibility tab** , then click **Run compatibility troubleshooter** .



Select Next **Try recommended settings.**



Then click **Test the program** . and check if BlueStack is working.



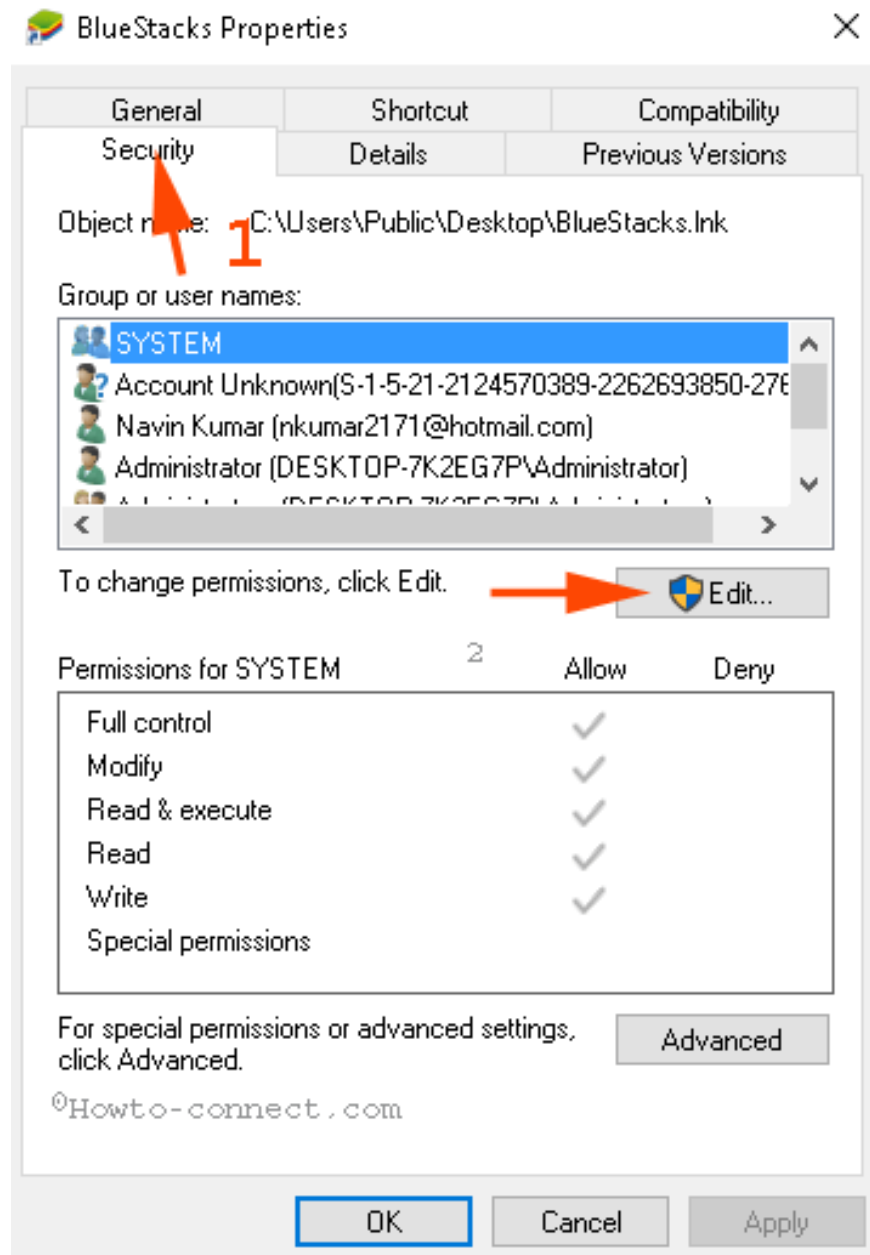
If the error persists, then click **Next** and select **Try Using different settings** to run the emulator.

Step 4: Make sure you have set permissions to run BlueStacks

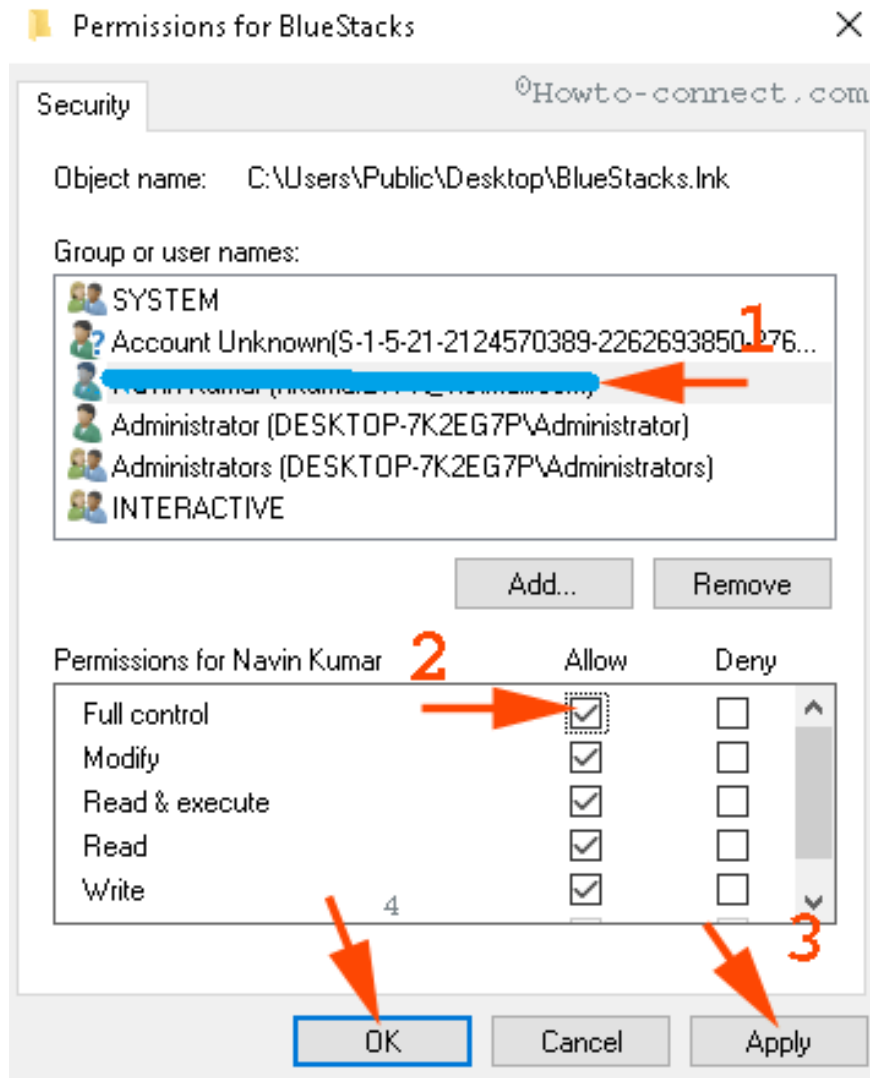
In some cases if "missing" security settings will prevent BlueStack from running on Windows 10. You need to check if the settings are correct.

Right-click the BlueStack emulator software shortcut, select **Properties**.

On the Properties window, switch to the **Security tab** and click **Edit**.



Select your username (user name) within the **Group or user names** box and then select **Full control** in the **Allow** column. Finally click **Apply** and then click **OK**.



Close the dialog window and reopen the application to check for errors.

Step 5: Uninstall and reinstall BlueStacks

If you have applied the above steps, but BlueStacks still does not work on Windows 10, then you can uninstall the application and then proceed to reinstall to fix the error.

To uninstall the application, press the **Windows + X** key combination to open the Power User Menu, here click **Programs and Features**.

Programs and Features



Mobility Center

Power Options

Event Viewer

System

Device Manager

Network Connections

Disk Management

Computer Management

Command Prompt

Command Prompt (Admin)

Task Manager

Control Panel

File Explorer

Search

Run

Shut down or sign out

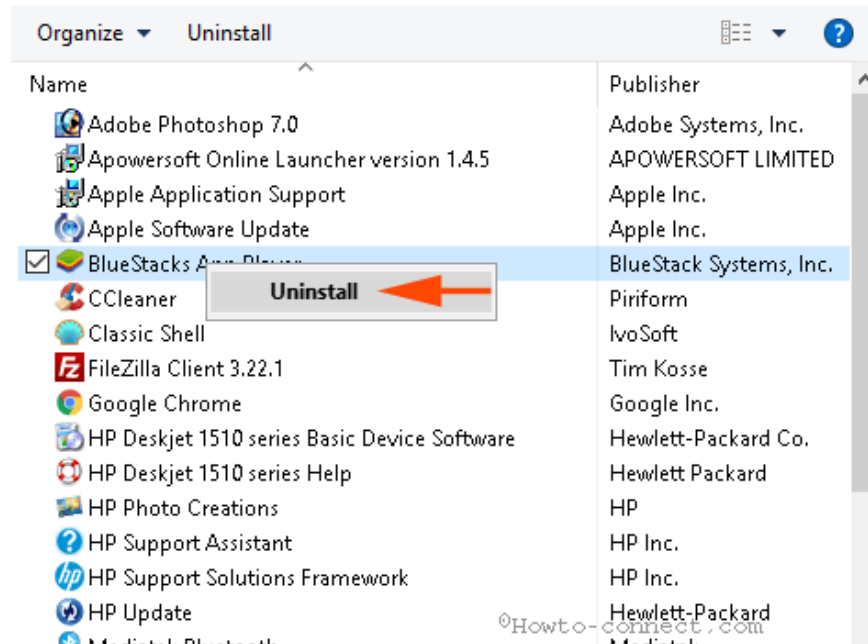


Desktop

The BlueStacks App Player window will now appear, where you right-click **BlueStacks App Player** then select **Uninstall**.

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.



The Uninstaller dialog box is displayed on the screen and a message asking if you want to uninstall BlueStacks App Player (**Are you sure you want to uninstall BlueStacks App Player**), select **Yes**.

Next on the screen displays another dialog box with a message asking if you want to keep all application data (**Do you want to keep all your apps and data?**), You choose **No**.

Now BlueStack has been removed from your computer.

To completely remove BlueStack on Windows 10, you need to do a few more things below:

1. Navigate to the **C => Program Data drive** and delete the **BlueStack Setup**.
2. Do the same, access **C: Program Files (x86) BlueStacks** , **C: Program FilesBlueStacks** , **C: ProgramDataBlueStacks** and delete BlueStacks Setup items if available.
3. Enter **BST** in the Search box on File Explorer and press Enter.
4. Open the Run dialog box and enter **% temp%** then press Enter, select all the items on the window that appear on the screen and delete it.
5. Run CCleaner to clean the BlueStacks Registry.

If your computer does not have CCleaner installed, you can Program Data and delete BlueStack Setup. 2. Do the same, access C: Program Files (x86) BlueStacks, C: Program FilesBlueStacks, C: ProgramDataBlueStacks and

delete BlueStacks Setup items if available. 3. Enter BST in the Search box on File Explorer and press Enter. 4. Open the Run dialog box and enter % temp% then press Enter, select all the items on the window that appear on the screen and delete it. 5. Run CCleaner to clean the BlueStacks Registry. Finally visit the BlueStack homepage to download the latest application version. "Href =" <https://download.com.vn/ccleaner/download> "rel =" nofollow "target =" _ blank "> download CCleaner to your computer and Install here.

Finally visit the BlueStack homepage to download the latest application version.

2. System upgrade error message (System Upgraded)

In the process of using the BlueStacks emulator software, quite a lot of users reflect that on the screen an error message appears: **"It seems your system has been upgraded. Please click OK to configure and run BlueStacks App Player"** .



To fix this error, follow the steps below:

1. Navigate to the folder "**C: Program Files (x86) BlueStacks**" and find "**HD-QuitMultiInstance.exe**" .

Note:

This applies if your operating system is installed on the C drive.

2. Next, double-click the "HD-QuitMultiInstance.exe" file to run the file.

3. Open BlueStacks App Player again and check if the error is still there.

If the error still occurs, download this exe file to your computer and install it.

3. Graphic Card Error (Graphics Card)

BlueStacks does not recognize your Graphics Card. In this case it is very likely that you must update the Graphics Driver. Your task is to update and reinstall the Graphics Driver.

Reason:

Since the Bluestacks app for Android on computers requires the quality of graphics card to be good and the capacity of hard drive (Physical Memory). There are two types of graphics cards

1. Microsoft's exclusive Direct3D: used to run applications on Windows windows.
1. OpenGL: used to run Android programs.

How to fix:

Clean up uninstalled applications and programs using software like **Revo Uninstaller** .

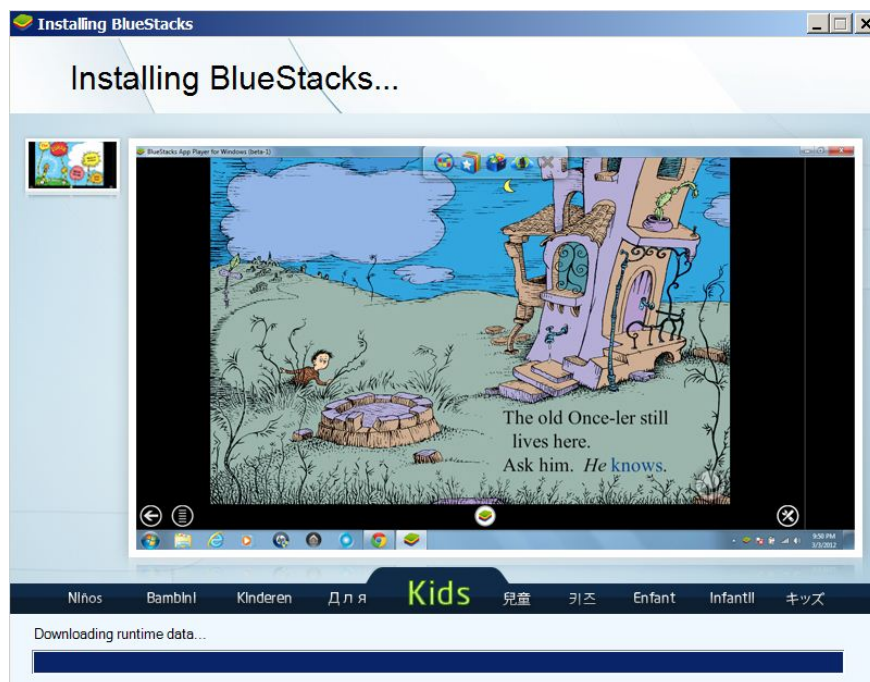
1. Download Revo Uninstaller to your computer here.

Protect your system when charging and set up **Power** options with high performance to make sure your graphics card works.

Update the graphics card by right-clicking **Computer** and selecting **Manage => Device management => Display Adapter => double-clicking on the GPU version (Graphics card) => Drivers Update Drivers** .

Refer to how to update, upgrade drivers for graphics cards, VGA for your computer, laptop

4. Error Downloading Runtime Data

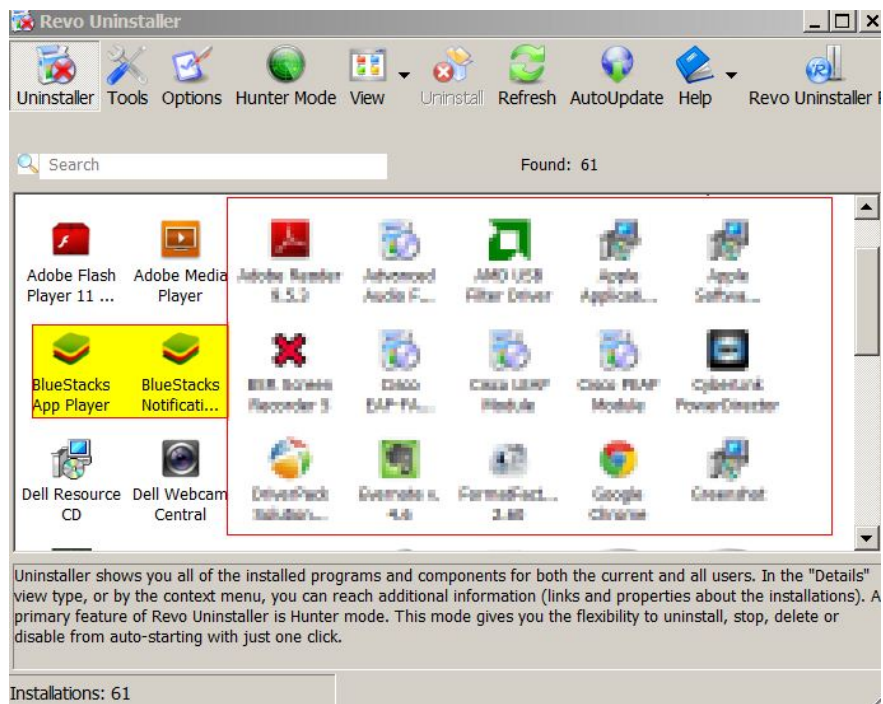


Bluestack Stuck often fails **Downloading Runtime Data** . For this error you do not need to do anything with the hardware system.

Reason:

Because the server Bluestacks has problems.

How to fix:



Uninstall the current version and download a newer version of the installation.

You can download Revo Uninstaller to your computer to uninstall Bluestack.

1. Download Revo Uninstaller to your computer here

Visit Bluestacks.com to download the latest Bluestack version to your device.

5. Error connecting to the Server (server)

When downloading and installing certain applications on the Store you have a connection error.

Reason:

Because the **Bluestacks Beta** version does not work properly or may be partly due to a network connection error.

How to fix:

You can reconnect to the Internet and proceed to download the Store application to install. This is only a temporary issue so you can easily fix it.

6. Cannot access hard drive from Bluestacks

On some newer versions of **Bluestacks** you cannot directly access the hard drive to open files from the application.

How to fix:

You can drag and drop files you want to send to Bluestacks.

If the above method fails or fails, you can install the file management application like **Astro File Manager** and browse the files through it.

Download Astro File Manager to your computer here.

7. Capacity of hard drive (Physical Memory) of at least 2GB

Many users believe that the free space on their device hard drive is 100 GB. However this is a misconception.

Hard disk space may be RAM. So if the old computers have low RAM capacity, Bluestacks will not work.

How to fix:

Upgrade or buy new RAM.

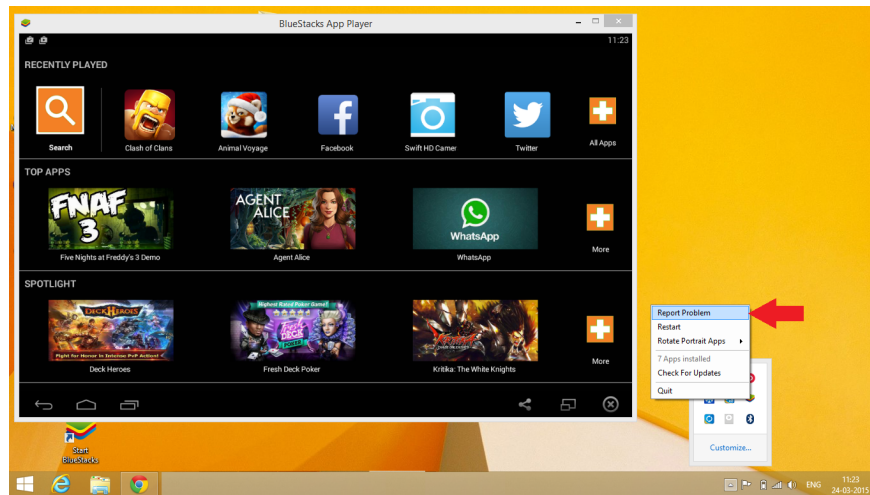
With Bluestacks versions at first only use 1GB RAM. But now Bluestacks has been upgraded, so you must use at least 2 GB of RAM to install Bluestacks.

In case if you cannot upgrade RAM, you can search for older Bluestack versions (using 1 GB RAM) online to download and install.

8. Error Error Retrieving Information From Server from RPC server

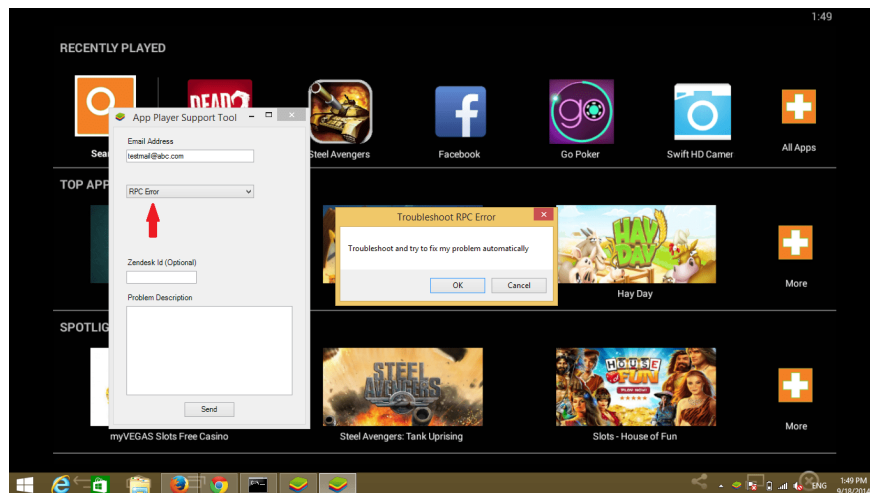
If in the process you install any application or access an application on the Store that receives **RPC error, Error retrieving information** or **Error rpc s-7 aec-7** . You can follow the instructions below to fix automatic errors.

Step 1:



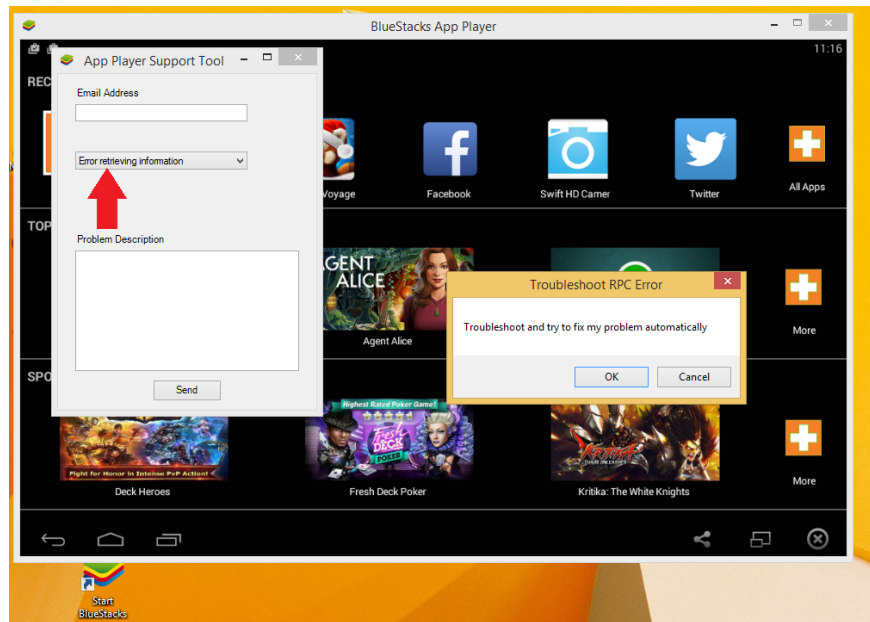
Click on the Bluestack icon in **System Tray / Notification Area** (system tray), then select the **Report Problem** option.

Step 2:



A drop-down menu appears on the screen. In this drop-down menu you select the item **RPC error** or **Error retrieving information**.

Step 3:



The Troubleshoot window will now appear, and click **OK** to continue.

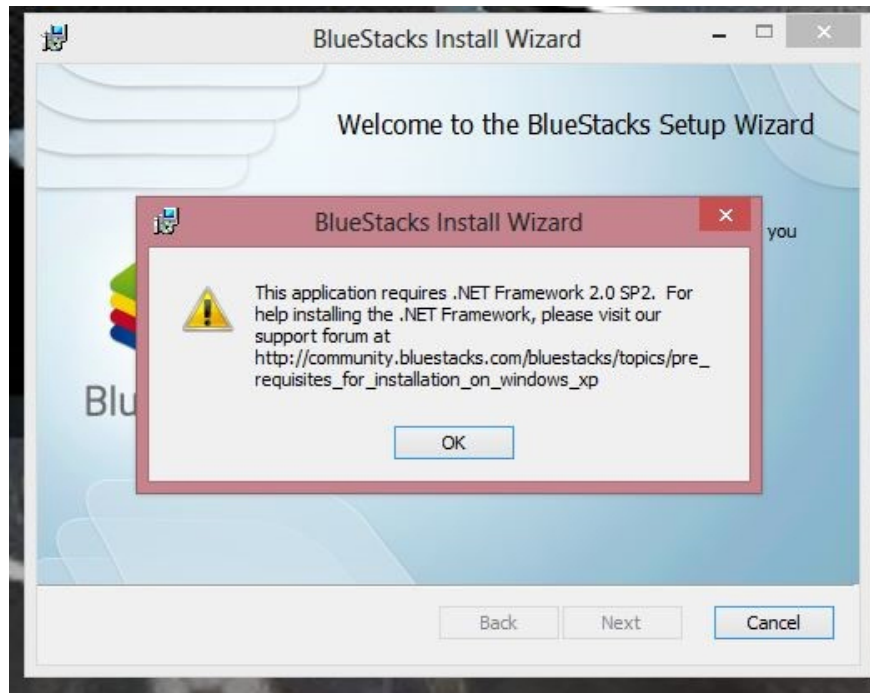
Step 4:

When you access any application on the App Store that fails, the system will automatically fix the error for you.

If you are using an older version of Bluestack (previous versions version 0.9.3.4070), you must download and install the file.

9. Net error. Framework

When installing Bluestacks and you receive a Net error message. Framework as shown below. This error is also quite common when we install software.



Reason:

It is possible that your version of Net.FramEwork is outdated or corrupted and needs to be upgraded to the latest version.

How to fix:

Very simply, you only need to download the latest Net.Framework version to your computer. Then reinstall Bluestacks.

1. Download the latest Net.Framework

10. Black screen error when using Bluestacks

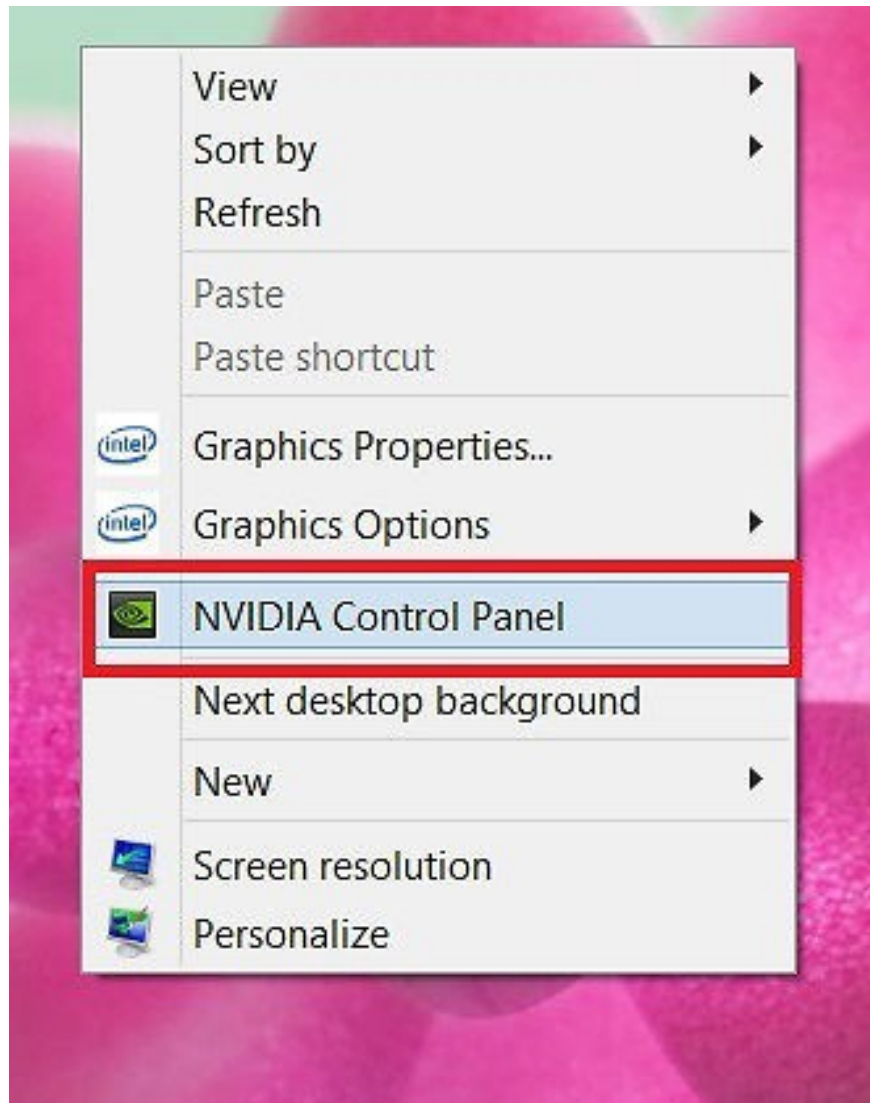
A black screen error occurred and made you only hear sounds like playing games, without any images at all.

Reason:

Related to graphics card in computer.

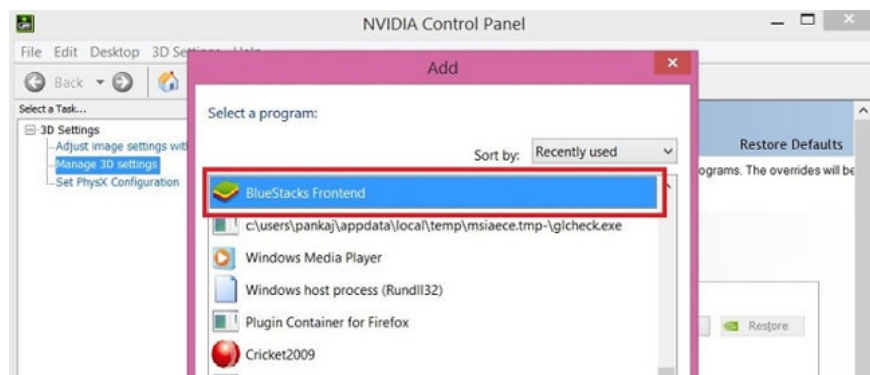
How to fix:

1. Edit Nvidia Control Panel 3D settings



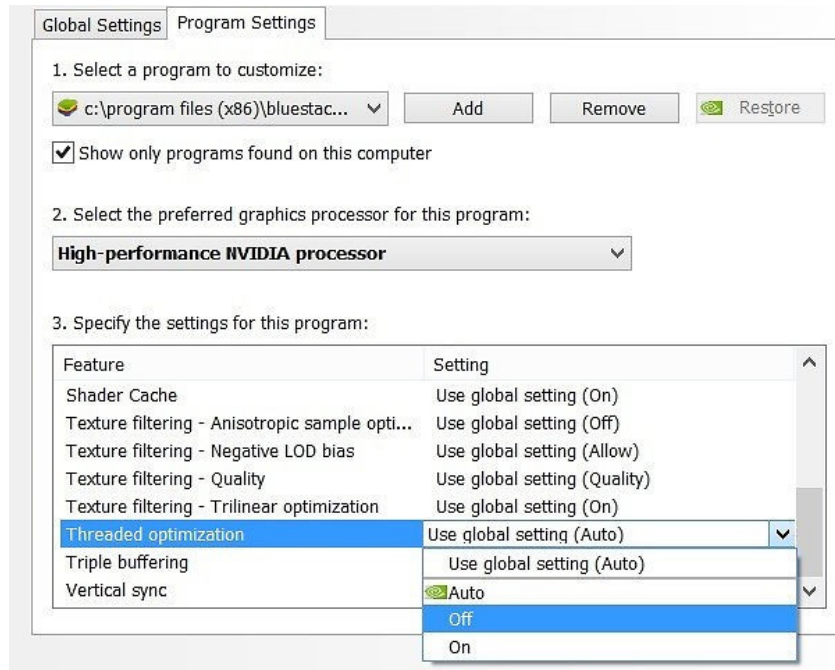
Step 1:

Follow the link below: **Manage 3D Settings**> **Program Settings**> **Click Add**> then add **Bluestacks Frontend** as shown below.



Step 2:

We will scroll down and select **Threaded Optimization** . Then select **Off** .



2. Update Graphic Driver



We can update Graphic drivers according to the link below. Note, you should use Internet Explorer for GPU detection, which may require Java.

1. http://www.intel.com/p/en_US/support/detect
2. <http://support.amd.com/en-us/download/auto-detect-tool>
3. <http://www.geforce.com/drivers>
4. <http://www.nvidia.com/Download/Scan.aspx>

3. Adjust on the computer

1. Use Registry Editor

Step 1:

Press **Win + R** key combination to open the **Run** window. Then type the keyword **regedit** and click **OK** to access.

Step 2:

You find the directory with the following path:

HKEY_LOCAL_MACHINE\SOFTWARE\BlueStacks\Guests\Android\Config

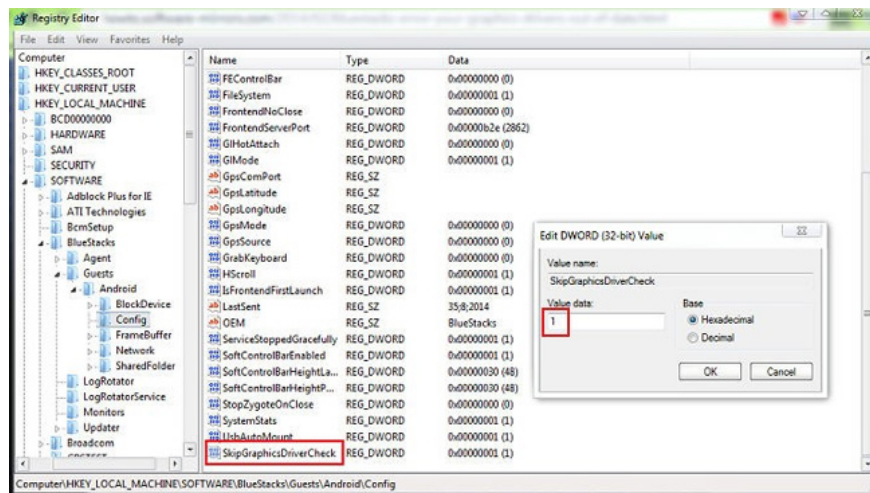
Step 3:

Next, select **New > DWORD Value** .

Step 4:

Change the name to **SkipGraphicsDriverCheck** . Then, **right-click on the** newly created **DWORD** and choose **Modify** . Here, you will enter a **value of 1** , click **OK** to save.

Finally, click **Restart Bluestacks** in the icon on the right corner of the screen.



2. Reinstall Bluestacks

Step 1:

First of all, we will install **Offline Bluestacks** under the link below:

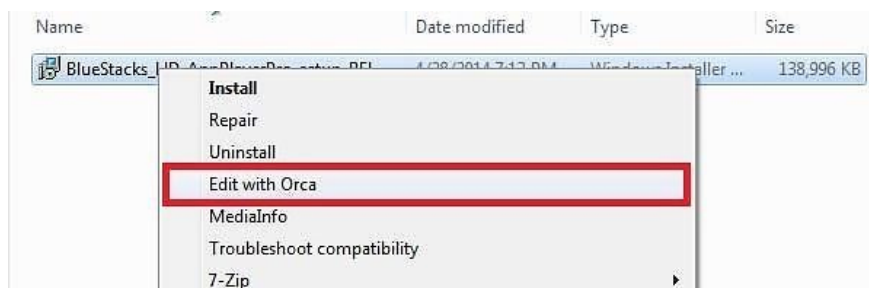
1. Download Bluestacks file offline

Then download the **Orca** program (Microsoft database table editor for editing Windows Installer package (.msi) files) for editing.

1. Download Orca software

Step 2:

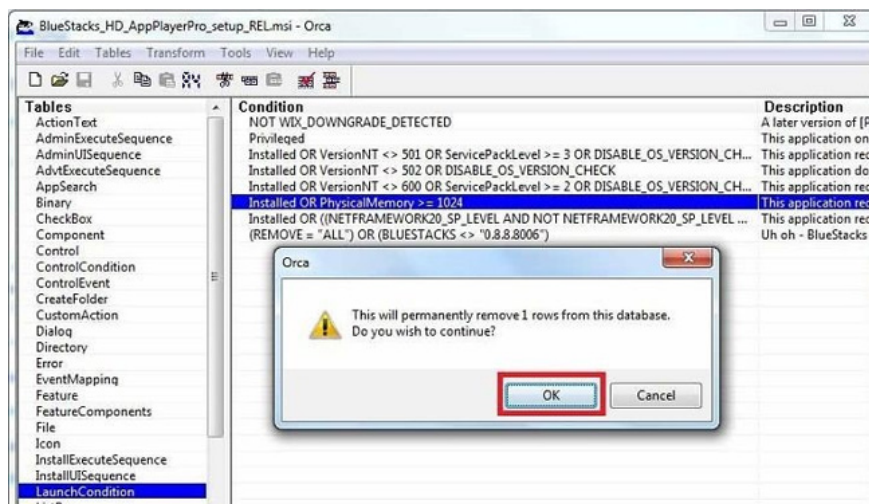
After installing Orca, we go to the **Bluestacks Offline installation file** and **right-click** and choose **Edit with Orca** .



Step 3:

Next, follow the path:

LaunchCondition> Installed OR PhysicalMemory> = 1024> Delete> OK

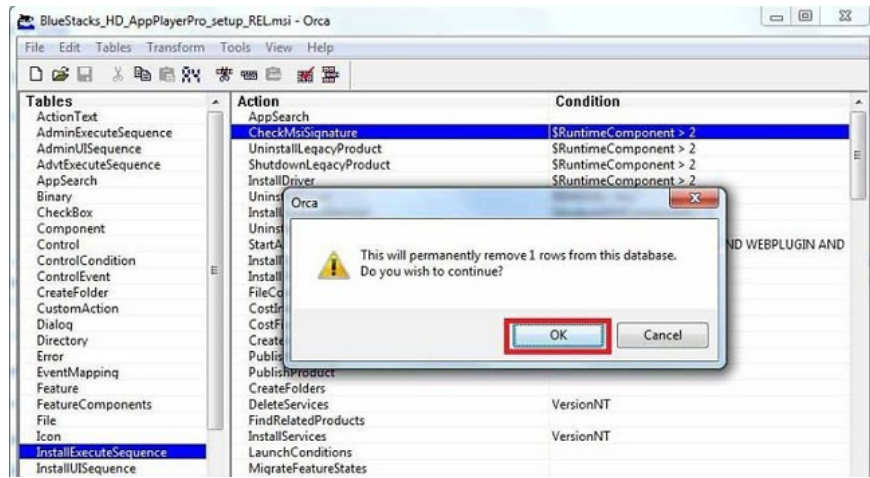


Ignore the RAM check when installing, for the 1GB RAM machine you want to install Bluestacks.

Step 4:

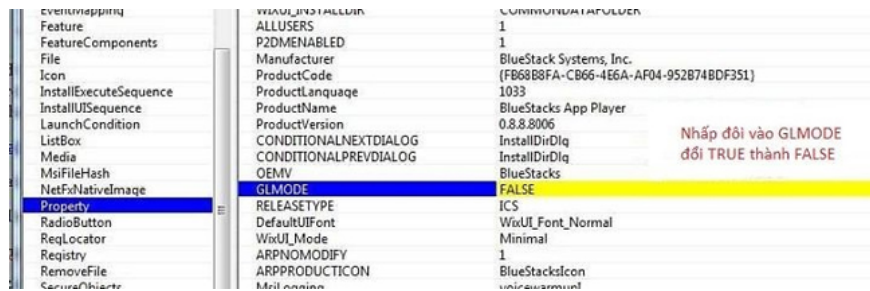
Next we click on the path:

InstallExecuteSequence> CheckMsiSignature> Delete> OK

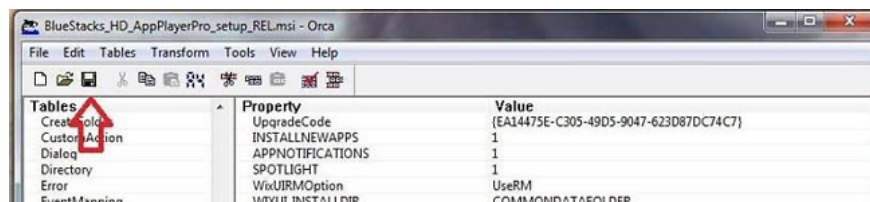


Then follow:

Property> Double-click GLMODE> Change TRUE to FALSE> Press Enter



Click the **Save** button to save the settings. Finally, reinstall Bluestacks with the file you just edited.



3. Install Bluestacks file Offline

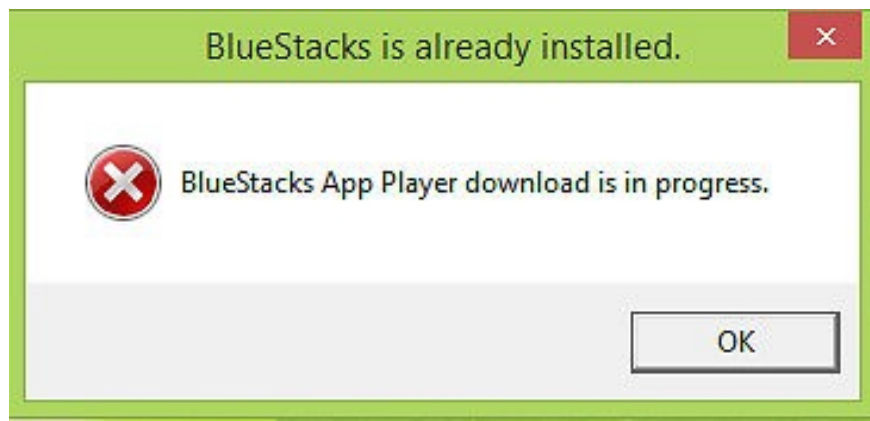
Step 1:

Follow the link above to download the offline file to your computer. Select the appropriate file. Full version of Android 2.3.4 Gingerbread to Android 4.4 KitKat.

Note, you should choose 0.8.0 version

Step 2:

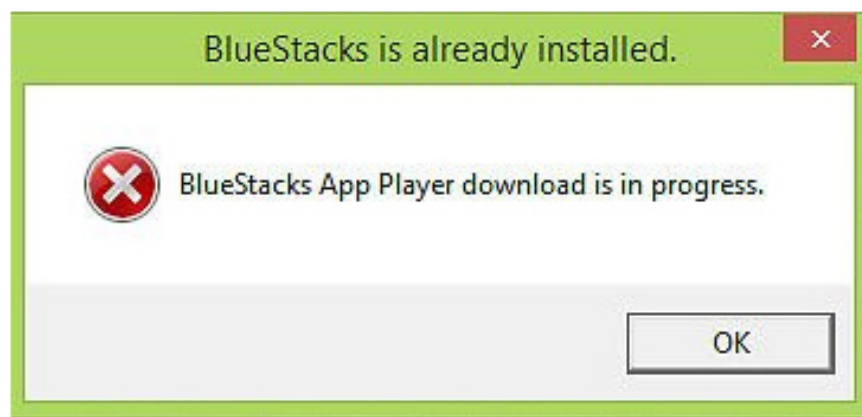
We proceed to reinstall Bluestacks with the error as shown below.



This error can be fixed by finding and deleting the following folders:

1. C: ProgramDataBlueStacks
2. C: Program Files (x86) BlueStacks or C: Program FilesBlueStacks
3. C: Users . AppDataLocalBlueStacks, "." are usernames in your computer.**Start> Run> Regedit** . Find the key: **HKEY_LOCAL_MACHINE> SOFTWARE** . Find and delete BlueStacks folders.

11. Bluestacks app player error download is in progress



How to fix:

Step 1 :

We access the following links and find the Bluestacks folder to delete them:

1. C: ProgramDataBlueStacks
2. C: Program Files (x86) BlueStacks or C: Program FilesBlueStacks
3. C: UsersTen_Cua_BanAppDataLocalBlueStacks

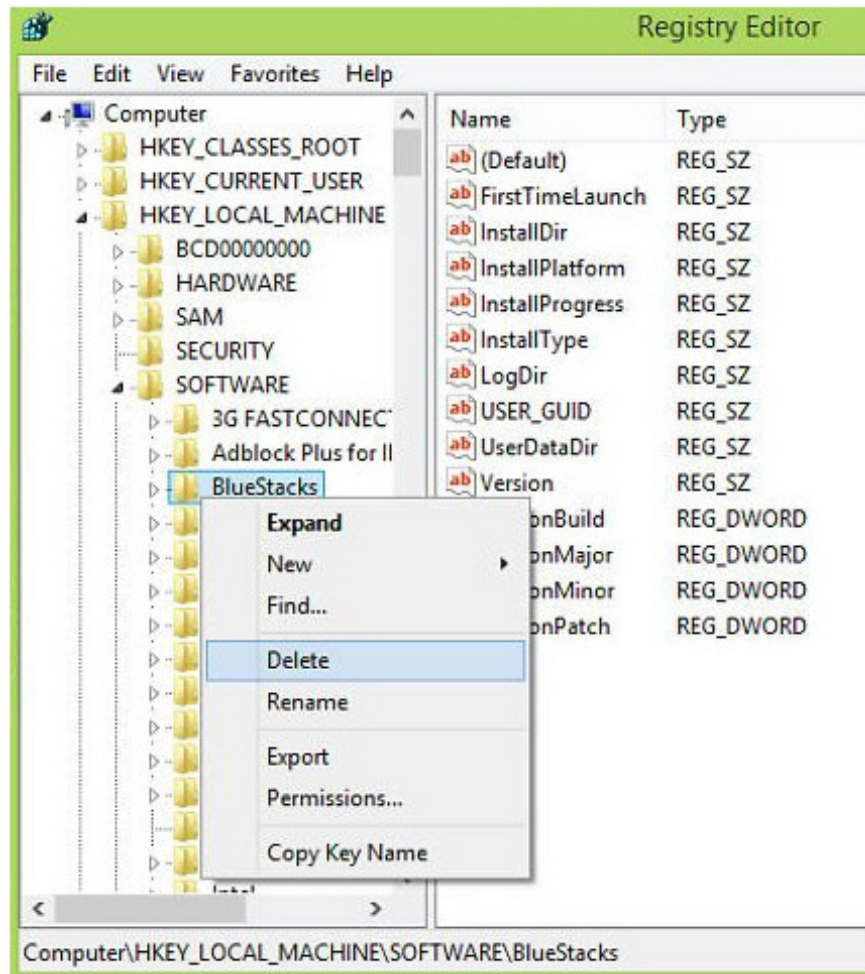
Step 2:

Press the **Win + R** key combination and type the keyword **Regedit** , press OK to access.

Step 3:

Follow the following link:

HKEY_LOCAL_MACHINE> SOFTWARE> Bluestacks, press Delete to delete



Finally restart the computer and reinstall Bluestacks.

12. Bluestacks Error Failed To Connect To Server

- The cause of the error:

The cause of the error may be due to:

1. Internet connection problem.
1. If the Internet connection has a low bandwidth, you should disable all processes running in the background by these processes that are responsible for consuming Internet data.
1. It is better to install and use the latest Bluestack version.

- Solutions:

1. Disable the antivirus program temporarily

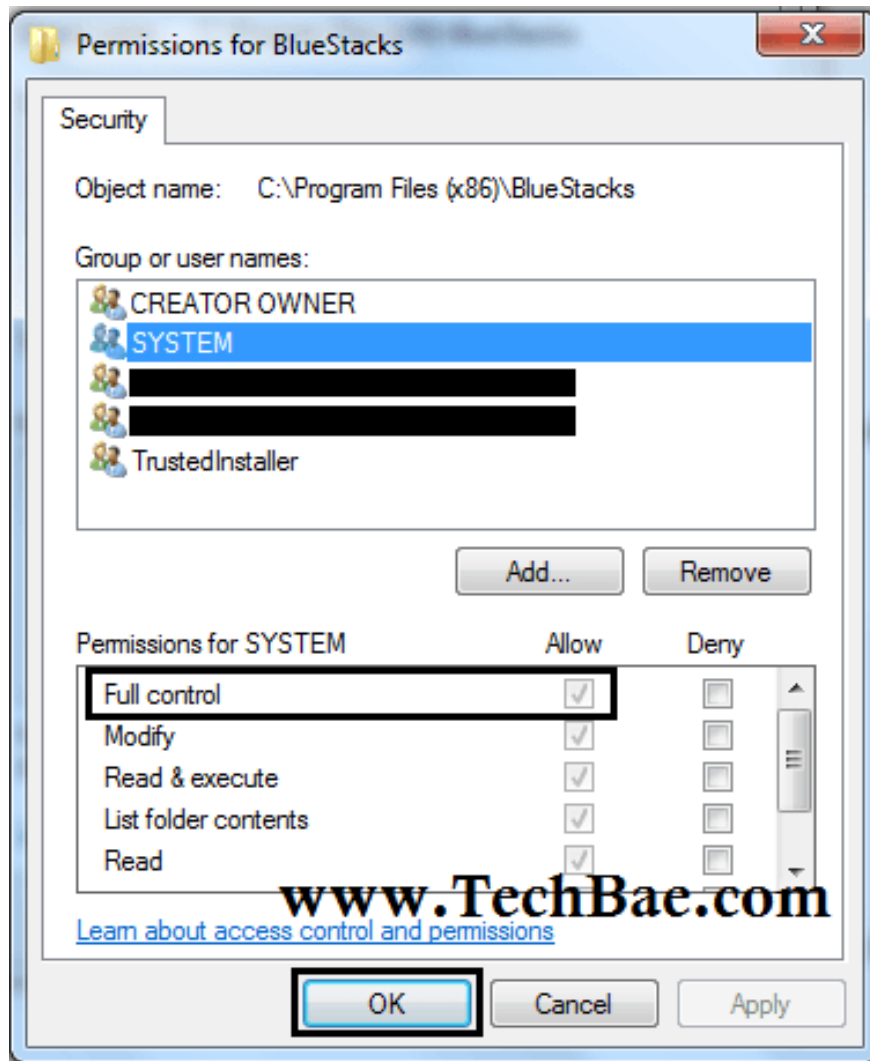
Sometimes antivirus programs can create a firewall, blocking Internet connection with Bluestacks and causing an error. Therefore, to fix the error, you should temporarily disable the antivirus program on your computer.

To do this thing:

- First disable the antivirus programs you are using.
- Next open BlueStacks.
- Sync your Google account with Bluestacks.
- Activate antivirus programs on your computer.

2. Allow full control for users

- Open up the C: // drive and access the **Program Files** folder (**x86**) (only for Windows 7 or higher).
- Here you search the directory named **BlueStacks**.
- Right-click the folder and select **Properties** .
- On the Properties window, click the **Security** tab.
- Here you will see the **Edit** button. Click **Edit** to change the permissions.
- Next select the system user (system user) and assign full control to all users.

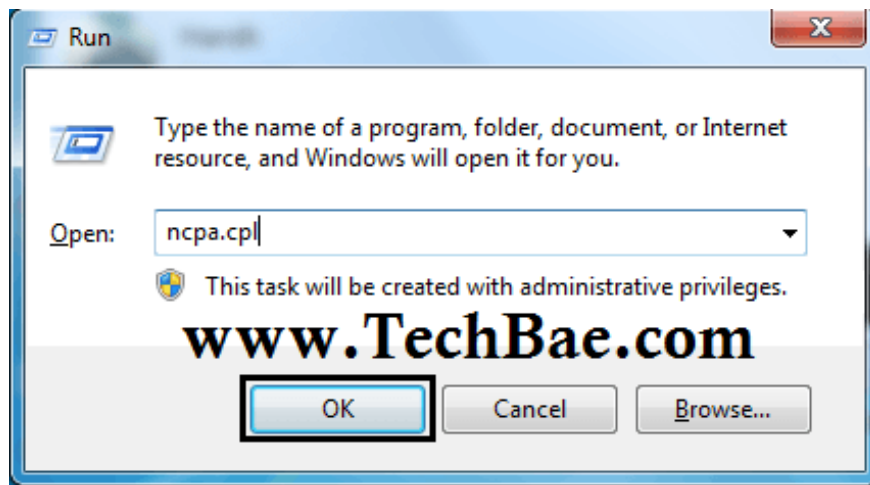


Finally check if the error still occurs.

3. Edit DNS settings

In some cases, DNS conflicts also cause a Bluestacks Failed To Connect To Server error. So to fix the error you can edit DNS settings.

- Open the Network Connections window by entering **ncpa.cpl** in the Run command window.



- Here you right-click on the network connection and select **Properties**.
- Next click on **Internet Protocol Version 4 option (TCP / IPv4)**.
- Select the **Use the following DNS server addresses option** , then enter the **Preferred DNS Server** frame of 8.8.8.8 and enter the **Alternate DNS Server** frame of 8.8.4.4.



- Click **OK** to save the changes and close the Internet Protocol Version 4 window (TCP / IPv4) Properties.

Check if the error is still there.

4. Reinstall Bluestacks via File APK

If you have applied the above solutions, you still cannot fix the Bluestacks Failed To Connect To Server error, instead of installing the application from the Play Store you use the File APK to install the application. Download the APK file from the Internet, then use the APK file to install the application using the Bluestacks application.

Refer to some of the following articles:

1. Play Android games on Windows with BlueStacks
2. 4 ways to run Android apps on your computer
3. BlueStacks adds 750,000 Android applications to the MAC

I wish you all success!

You finished reading the article "**Summary of common errors on Bluestacks and how to fix each error**" 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.