NETFLIX   Help Center   Fadi

Netflix Error U7361-1254-800B0101

If you experience the error code **U7361-1254-800B0101** on your Windows computer, often accompanied by the following message:

Whoops, something went wrong...

We're having trouble playing this title at the moment.

Please try again later or select a different title.

It typically indicates that your system requires an update. Follow the troubleshooting steps below to resolve the issue.

Update Windows

Install the HEVC Video Extension

1. Navigate to Microsoft's HEVC Video Extensions page.
2. Select **Get**.
3. If a dialog box appears, select **Open Microsoft Store**, then select **Get** again.
4. Once the extension has successfully downloaded, try Netflix.

Was this article helpful?   YES   NO