

# 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.

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