

How to Fix Netflix Error TVQ-ST-149 on Smart TVs, Streaming Devices, and Consoles

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Quick answer

Netflix error TVQ-ST-149 occurs when corrupted or outdated app data prevents Netflix from loading on your device. To fix it, start by signing out and back into Netflix, then try reinstalling the app and clearing your device's cache.

Netflix is one of the most popular streaming services in the world, but like any app, it's not completely free from glitches. One such error that frustrates users is TVQ-ST-149. This error usually appears with a message like "Unable to connect to Netflix" or "There's an issue with data stored on this device."

In this article, we'll check what the error means, why it happens, and how you can fix it on various devices like Smart TVs, Roku, Firestick, PlayStation, and more. We'll also give you tips to avoid the issue in the future.

What Is Netflix Error TVQ-ST-149?

Netflix error TVQ-ST-149 happens when your device fails to load Netflix due to corrupted or outdated local data. Unlike other errors caused by internet problems, this one is often related to stored app data, user profile settings, or temporary server issues.

Common Signs:

- You can't open or use Netflix even with working internet.
- Netflix logs you out unexpectedly or shows the wrong profile.
- The error persists even after reinstalling the app.

Devices Commonly Affected

This issue is seen on various platforms, including:

Device Type: Smart TVs | Examples: Samsung, LG, Android TV, Roku TV

Device Type: Streaming Sticks | Examples: Chromecast, Firestick, Roku Ultra

Device Type: Gaming Consoles | Examples: PlayStation (PS4/PS5), Xbox One/Series

Why Does the Error Happen? (Main Causes)

Here are the most common reasons behind the TVQ-ST-149 error:

1. Corrupted App Data

Netflix stores temporary files (cache, session info). If these files become corrupt, the app won't work correctly.

2. Profile Settings Mismatch

Sometimes, your profile's settings (like language, maturity level, or display picture) may not sync properly across devices.

3. Netflix Server Glitches

Netflix may experience temporary server problems, causing profiles not to load.

4. Device-Specific Bugs

Some devices, especially Roku, may keep bad cache files even after reinstalling Netflix.

How to Diagnose the Problem

Follow these simple steps to identify the source of the problem:

Step: 1 | What to Do: Check Netflix Status or Downtetector | Purpose: See if the issue is global.

Step: 2 | What to Do: Try Netflix on another device | Purpose: Check if it's device-specific.

Step: 3 | What to Do: Test your internet at Fast.com | Purpose: Rule out connection issues.

Step: 4 | What to Do: Restart your Wi-Fi router and device | Purpose: Clear any temporary glitches.

Step-by-Step Fixes

1. Sign Out and Sign Back In

- Open Netflix app -> Go to "Get Help" -> Tap Sign Out .
- Wait 30 seconds and sign in again.

2. Reinstall the Netflix App

- Uninstall Netflix.
- Restart your device.
- Reinstall the app from the official store (Google Play, App Store, etc.).

3. Clear Cache (Roku Special Reset)

If you're using Roku:

- Press: Home (5x) -> Up -> Rewind (2x) -> Fast Forward (2x) This forces Roku to clear its cache.

4. Edit Profile from Another Device

- Open Netflix on your phone.
- Edit the name or image of your profile.
- Restart Netflix on the affected device.

This refreshes the profile data and may resolve sync issues.

5. Factory Reset Your Device (Use only as last resort)

If none of the above works:

- Backup your settings.
- Perform a factory reset from your device's system settings.

Example for Roku: Settings -> System -> Advanced System Settings -> Factory Reset

Tips to Prevent TVQ-ST-149 in the Future

Tip: Keep the Netflix app updated | Why It Helps: New versions fix bugs and data issues.

Tip: Avoid third-party Netflix apps | Why It Helps: Unofficial APKs can corrupt data.

Tip: Reboot your device regularly | Why It Helps: Clears temporary cache problems.

Tip: Use good DNS like 8.8.8.8 | Why It Helps: Ensures better server connectivity.

Tip: Clear cache monthly | Why It Helps: Reduces risk of data corruption.

Real-World Fixes Shared by Users

Reddit Tip: Change Profile Picture

Many users fixed the error just by changing their profile image from a mobile device. This seems to reset how the device recognizes the profile.

Quote: "Worked like magic! Changed the picture and Netflix opened again!" - Reddit user

April 2025 Global Outage

During a major Netflix outage in 2025:

- Users resolved the error by switching profiles.
- Others used a mobile hotspot instead of Wi-Fi to bypass network issues.

Conclusion

Netflix error TVQ-ST-149 can be annoying, but it's fixable. By understanding what causes it and using a step-by-step approach, you can quickly get back to watching your favorite shows.

Whether it's a cache issue, profile mismatch, or just a temporary glitch, the solutions outlined above work for most users. Keeping your devices updated and managing cache regularly can help prevent the problem from coming back.

References

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