

Xfinity Stream Error TVAPP-00100 and Error TVAPP-00114

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Quick answer

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Watching your favorite shows on Xfinity Stream should be easy and enjoyable. However, sometimes you might run into errors that prevent you from streaming content. Don't worry! This guide will help you fix two common errors: TVAPP-00100 and TVAPP-00114. We'll explain what these errors mean and provide simple steps to get your Xfinity Stream working again.

What Are These Errors?

TVAPP-00100

This error usually pops up when you're trying to:

- Sign in to Xfinity Stream
- Set up your account
- Watch something on your web browser

When you see this error, it often suggests clearing your browser's cache and refreshing the page.

TVAPP-00114

This error is similar to TVAPP-00100. It typically appears when there's a problem with your browser's stored data (cache) that's stopping TV programs from streaming properly.

Why Do These Errors Happen?

Several things can cause these errors:

1. Internet Connection Issues: Your router might be having problems, or your internet might be slow.
2. Browser Problems: Your web browser might have outdated or corrupted data stored.
3. VPN or Proxy Use: If you're using a VPN or proxy service, it might interfere with Xfinity Stream.

How to Fix These Errors

Let's go through some simple steps to fix these errors and get you back to watching your shows.

Step 1: Restart Your Internet Router

Sometimes, the simplest solution works best. Restarting your router can often solve many internet-related problems.

1. Unplug your router from the power outlet.

2. Wait for about one minute.
3. Plug the router back in.
4. Wait for all the lights on the router to turn on and stabilize.
5. Try using Xfinity Stream again.

Step 2: Clear Your Browser's Cache

Your browser stores data to help websites load faster. Sometimes, this stored data can cause problems. Here's how to clear it:For Google Chrome:

1. Click the three dots in the top-right corner.
2. Go to "More tools" > "Clear browsing data."
3. Select "Cached images and files."
4. Click "Clear data."

For Mozilla Firefox:

1. Click the menu button (three lines) in the top-right corner.
2. Go to "Options" > "Privacy & Security."
3. Scroll to "Cookies and Site Data" and click "Clear Data."
4. Select "Cached Web Content" and click "Clear."

For Microsoft Edge:

1. Click the three dots in the top-right corner.
2. Go to "Settings" > "Privacy, search, and services."
3. Under "Clear browsing data," click "Choose what to clear."
4. Select "Cached images and files" and click "Clear now."

After clearing the cache, close your browser completely and reopen it before trying Xfinity Stream again.

Step 3: Update Your Browser

Using an outdated browser can sometimes cause streaming issues. Make sure your browser is up to date:For Google Chrome:

1. Click the three dots in the top-right corner.
2. Go to "Help" > "About Google Chrome."
3. If an update is available, it will automatically download and install.

For Mozilla Firefox:

1. Click the menu button (three lines) in the top-right corner.
2. Go to "Help" > "About Firefox."
3. Firefox will check for updates and install them if available.

For Microsoft Edge:

1. Click the three dots in the top-right corner.
2. Go to "Help and feedback" > "About Microsoft Edge."
3. Edge will check for updates and install them if available.

Step 4: Try a Different Browser

If you're still having issues, try using a different web browser. For example, if you usually use Chrome, try Firefox or Edge instead. This can help determine if the problem is specific to one browser.

Step 5: Check Your Internet Speed

Xfinity Stream needs a good internet connection to work properly. You can check your internet speed for free at websites like speedtest.net. For smooth streaming, you generally need:

- At least 3 Mbps for standard definition (SD) content
- At least 5 Mbps for high definition (HD) content
- At least 25 Mbps for 4K Ultra HD content

If your speed is lower than these, try these tips:

- Move closer to your Wi-Fi router
- Connect your device directly to the router with an Ethernet cable
- Ask others in your home to pause their internet use while you're streaming

Step 6: Disable VPN or Proxy

If you're using a VPN (Virtual Private Network) or proxy service, try turning it off. These services can sometimes interfere with streaming:For Windows:

1. Press the Windows key + I to open Settings.
2. Click on "Network & Internet."
3. On the left side, click "VPN" or "Proxy."
4. Turn off any VPN connections or proxy settings you see.

For Mac:

1. Click the Apple menu and go to "System Preferences."
2. Click on "Network."
3. Select your VPN connection on the left side and click "Disconnect" if it's connected.
4. To disable a proxy, click "Advanced," then the "Proxies" tab, and uncheck any selected proxy servers.

Step 7: Refresh Your DNS Settings

DNS (Domain Name System) helps your computer find websites. Refreshing these settings can sometimes fix streaming issues:For Windows:

1. Press the Windows key + R to open the Run dialog.
2. Type "cmd" and press Enter to open Command Prompt.
3. Type "ipconfig /flushdns" and press Enter.
4. You should see a message saying the DNS was successfully flushed.

For Mac:

1. Open the Terminal app (you can find it in Applications > Utilities).
2. Type "sudo killall -HUP mDNSResponder" and press Enter.
3. Enter your Mac's password when prompted.

Step 8: Check for Xfinity Service Outages

Sometimes, the problem might not be on your end. Xfinity might be experiencing service issues in your area:

1. Go to the Xfinity Status Center website (xfinity.com/support/status).
2. Enter your address or account information.
3. The site will show if there are any known outages in your area.

When to Contact Xfinity Support

If you've tried all these steps and still can't get Xfinity Stream to work, it's time to reach out to Xfinity support:

1. Visit xfinity.com/support.
2. Click on "Internet" or "TV," depending on your issue.
3. Look for a "Contact Us" option.
4. You can usually choose between chatting online, scheduling a call, or visiting a local Xfinity store.

When contacting support, be ready to explain:

- Which error message you're seeing (TVAPP-00100 or TVAPP-00114)
- What device and browser you're using
- What steps you've already tried to fix the problem

Preventing Future Streaming Issues

To help avoid these errors in the future:

1. **Keep Your Browser Updated:** Set your browser to update automatically.
2. **Clear Your Cache Regularly:** Make it a habit to clear your browser cache every few weeks.
3. **Maintain Your Internet Connection:** Regularly restart your router and keep it in a central, open location in your home.
4. **Use Official Apps:** When possible, use the official Xfinity Stream app on your smart TV or mobile device instead of a web browser.

Conclusion

Encountering errors while trying to stream your favorite shows can be frustrating, but most issues can be resolved with these simple steps. Remember to start with the basics: restart your router, clear your browser cache, and make sure your internet connection is stable. If problems persist, don't hesitate to reach out to Xfinity support for personalized assistance. With a little troubleshooting, you'll be back to enjoying your favorite content on Xfinity Stream in no time!