Can I Fix My Painful Netflix Problem?

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Question

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Answer

Everyone who uses Netflix knows the frustration of relaxing to watch their favorite show and then having to stare at a screen that says “Buffering” or “Content is Not Available at This Time.” And, sure, you can try a few times before want to throw your remote control, but is there something *you* can do to make it work? Yes, there is.

You have probably heard some of the most basic tips like restarting the device you are using or restarting your modem. These are both great techniques for resolving common problems. But let’s ask the bigger question… “Can you troubleshoot your network problems?” If you just told yourself, “oh hell no!” then this article is for you. Yes, you can.

Troubleshooting is just a matter of trying things (like rebooting your device) and keeping track of what worked and what didn’t. And if the word network scares you just replace it with whatever you are trying to do. Think about it “Can you troubleshoot your network problems” can be rephrased as “Can you keep track of when Netflix works and when it doesn’t.” If you have a piece of paper and a pencil you have that one licked.

That brings us to which tools you will need to get the job done right. How many tools you need depends on the problem, but the first tools are fairly simple. First, start with a piece of paper and keep track of what problems you experience and when. Next, follow a list of steps that will help you try to learn more about what is and what isn’t working. If those steps don’t get you to a solution, or if the problem isn’t with you (maybe it’s your internet provider), then you will need to download a software tool to help you better see where the problem might be hiding.

You can get detailed steps and free software from Pingman Tools in the guide, Troubleshooting Streaming Video & Music. The Network Nirvana Guide also provides a form to help you get action from your internet provider when the problem isn’t on your end.

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