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IronBreed76

Created on April 9, 2019

Camera not recording video

Hi,

The problem is the Camera app in my laptop is not recording video. When I click on the video icon it seems like it starts to record but instantly stops and no video is recorded. I can take pictures just fine.

Thanks in advance!

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Question Info

Last updated
October 15, 2020

Views 29,397

Applies to:



[Apps on Windows 10](#)
/ [Camera](#)

Answer



Vijay_Verma

Volunteer Moderator

Replied on April 9, 2019

Hi IronBreed76
Greetings! I am Vijay, an Independent Advisor. I am here to work with you on this problem.

Let's execute following steps for this problem.
Please update me once done.

1. Press Ctrl + Shift + Esc to invoke Task Manager
> Go to the "Processes" tab > See which programs are currently running in the background of the system and If you found an app that uses Camera, end that program

2. Reset Camera app

Right click on Windows Start > Apps & features > Scroll down and click Camera> Click Advanced options > Click Reset > Restart your computer

3. Uninstall and Reinstall Camera app

A. Uninstall

Right click on Windows Start > Click Windows Powershell (Admin) > Copy the below command and right click in Powershell to paste > Enter
Get-AppxPackage Microsoft.WindowsCamera | Remove-AppxPackage

B. Reinstall

Right click on Windows Start > Click Windows Powershell (Admin) > Copy the below command and right click in Powershell to paste > Enter
Get-AppxPackage -allusers
Microsoft.WindowsCamera | Foreach {Add-AppxPackage -DisableDevelopmentMode -Register "\$(\$_.InstallLocation)\AppXManifest.xml"}

4.Windows Key+X > Device Manager > View tab > Show hidden devices

Locate your Webcam

Right click > Roll Back

If Roll back doesn't work - Right click > Update Driver

If above doesn't work, go to your computer manufacturer's website, download latest webcam driver and install

5. Turn off your Antivirus temporarily and test. Your camera may get blocked by AV. Don't forget to turn on AV after the testing is over.

Do let me know if you require any further help on this. Will be glad to help you.

Best regards
Vijay Verma

Timezone: UTC+05:30, PST+12:30
Availability Hours (UTC) : 05:00 AM - 05:00 PM

52 people were helped by this reply

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