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Basic Troubleshooting for the PlayStation®4 Console

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Question: I am experiencing problems with GTAV or GTA Online on my PlayStation®4, but when I tried my disc on another console, everything worked fine. Is there any general console troubleshooting to try?

Answer: First, check other discs in your console to determine whether the console is having problems when playing multiple games. Also, try recovering your PSN ID on a friend's console, if possible, to verify nothing is wrong with the account itself.

If you've experienced problems that are only happening on your PlayStation®4 console, and are unrelated to the disc, please first boot your PS4 into Safe Mode using the steps below as found on Sony's site here:

1. Turn off the PlayStation 4 by pressing the power button on the front panel. The power indicator will blink for a few moments before turning off.
2. Once the PlayStation 4 is off, press and hold the power button. Release it after you've heard two beeps: one when you initially press, and another 7 seconds later.
3. Connect the DualShock 4 controller with the provided USB cable and press the PS button on the controller.

From there, you'll see several options. For our purposes, there are three options to try. Please try the three options below in order until your issue is resolved:

1. **Update System Software** - Allows the PlayStation 4 to update the system software via Internet, USB Drive, or Disc.
2. **Restore Default Settings** - Restores the PlayStation 4 to the default factory settings.

3. **Rebuild Database** - Scans the drive and creates a new database of all content. This operation may take a long time depending on the type and number of data items.

This will not adversely affect your game saves, GTAV Story Mode progress, or GTA Online progress.

If the above troubleshooting does not work for you, you may want to reinstall GTAV. To do so, follow these steps:

1. Select "Settings" on the XMB
2. Select "System Storage Management"
3. Select "Applications"
4. Delete GTAV from this menu.

This will also not affect your game saves or GTA Online progress; the next time you insert the GTAV disc, the game will be reinstalled.

If the steps above do not work for you, there may be an issue with one of your GTAV saves on the console. To verify this, first back up your Story Mode saves using the steps from Sony's site here:

1. Navigate to [Settings] > [Application Saved Data Management] > [Saved Data in System Storage]. From there, you will find 3 options: Upload to Online Storage, Copy to USB Storage Device, and Delete.
2. If you are a PlayStation®Plus member, you can upload your saves to cloud storage. You can specify for each game whether to turn on or turn off automatic uploading, and also manually upload saved data by selecting the saved data and then selecting [Upload]. Before using the automatic upload feature, you need to do the following:

   1.
      1. Activate the system as your primary PS4 system.
      2. Set a check mark in (Settings) > [Power Save Settings] > [Set Functions Available in Standby Mode] > [Connect to the Internet].
      3. Set a check mark in (Settings) > [System] > [Automatic Downloads and Uploads] > [Enable Automatic Downloads and Uploads].
   2. If you are not a PlayStation®Plus member, you will need to use an external USB device to back up your game saves. To do so:
      1. Select the "Copy to USB Storage Device" option
      2. Choose "Grand Theft Auto V"
      3. Copy all saves to your external device
      4. Once complete, unplug the USB device from your PS4.

Once your saves are backed up using the options above, delete the saves from your console using the "Delete" option in the prior menu and try to start the game again. If the game then works, try transferring the saves back to the console to determine which file may be causing the issue.

To transfer saves back to your console, follow the steps below for your chosen method.

1. If you used cloud storage:
    1. To manage your PS4 Save Data in online storage, navigate to [Settings] > [Application Saved Data Management] > [Saved Data in Online Storage]. From there, you will find 2 options.
    2. Choose the "Download to System Storage" option and return one of your GTAV saves back to your console.
    3. Start the game and see if the issue occurs again.
    4. Repeat 2 and 3 until you find the affected save.
    5. If found, please submit a request to our team and include the affected save in an attachment so our team can look into the issue.
2. If you used an external USB device:
    1. To manage your PS4 Save Data on a USB storage device, navigate to [Settings] > [Application Saved Data Management] > [Saved Data on USB Storage Device]. From there, you will find 2 options.
    2. Choose the "Download to System Storage" option and return one of your GTAV saves back to your console.
    3. Start the game and see if the issue occurs again.
    4. Repeat 2 and 3 until you find the affected save.
    5. If found, please submit a request to our team and include the affected save in an attachment so our team can look into the issue.

If you are still experiencing issues and believe there may be a problem with your PS4 console, please go to the PlayStation Support Page for help.

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