



March 1, 2010

Latest info on PlayStation Network Status

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Patrick Seybold

Sr. Director, Corporate Communications & Social Media

As you may be aware, some customers have been unable to connect to the PlayStation Network today. This problem affects the models other than the new slim PS3.

We believe we have identified that this problem is being caused by a bug in the clock functionality incorporated in the system.

Errors include:

- The date of the PS3 system may be re-set to Jan 1, 2000.
- When the user tries to sign in to the PlayStation Network, the following message appears on the screen; "An error has occurred. You have been signed out of PlayStation Network (8001050F)".
- When the user tries to launch a game, the following error message appears on the screen and the trophy data may disappear; "Failed to install trophies. Please exit your game."
- When the user tries to set the time and date of the system via the Internet, the following message appears on the screen; "The current date and time could not be obtained. (8001050F)"
- Users are not able to play back certain rental video downloaded from the PlayStation Store before the expiration date.

We hope to resolve this problem within the next 24 hours. In the meantime, if you have a model other than the new slim PS3, we advise that you do not use your PS3 system, as doing so may result in errors in some functionality, such as recording obtained trophies, and not being able to restore certain data.

As mentioned above, please be advised that the new slim PS3 is not affected with this error. We are doing our best to resolve the issue and do apologize for any inconvenience caused.

For the latest status on this situation please continue to check either the [PlayStation.Blog](#) or [PlayStation.com](#).



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558 Comments

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Zilas

March 1, 2010 at 9:21 am PST

Its about time.
Thank you for this new info, its appreciated.



Laz1974

March 1, 2010 at 9:21 am PST

I bet this will be “fixed” in about five hours, oh well. Just means that I have more time to play the Darksiders demo



igorsport09

March 1, 2010 at 9:21 am PST

OFF/ There will be portuguese in the american version of God Of War 3?



Ftwrthtx

March 1, 2010 at 9:22 am PST

My launch 60GB PS3 has been connected since yesterday morning without any issues, and the date changed to 3/1 correctly at midnight. Are you sure this is a calendar issue?



adolson

March 1, 2010 at 9:22 am PST

I hope you consider the people without internet connections in whatever fix you come up with.

Thank you for the update, and I look forward to a resolution.



DarkSeraphim666

March 1, 2010 at 9:22 am PST

I'm not gonna complain per say. I just feel like this is something silly that ended up being as destructive as it has been so far



Anddo

March 1, 2010 at 9:23 am PST

We hope to resolve this problem within the next 24 hours; Translation;- we hope to god this issue resolves it self. :|



poweredbyzen

March 1, 2010 at 9:23 am PST

this caused me a lot of stress – you owe me free movies and games for life sony! :\



gor1llap1mp

March 1, 2010 at 9:24 am PST

I just wanted to add that since one of the more recent firmware updates, the original name to my 60G PS3 has changed under settings. I dont remember the original name but interesting nevertheless.



Rinaldus91

March 1, 2010 at 9:25 am PST

Thanks for the update. But Patrick, shouldn't we be concerned that this episode with the PS3s is really just our consoles becoming sentient and possibly trying to overtake us? Should we keep our systems in isolation, just to be safe?



Superstrokekey1123

March 1, 2010 at 9:25 am PST

Finally some info. Thanks guys. Hope you get it fixed soon. Im dying to play some more General Knoxx.



that-acmilan-guy

March 1, 2010 at 9:25 am PST

What about those who already infected? Will we loose the trophies not appearing?



FrozoneUSMC

March 1, 2010 at 9:25 am PST

Thanks Sony, but please hurry. I need my Platinum in Heavy Rain before next Tuesday, so I will have my uninterrupted FFXIII time :-)



Callahan09

March 1, 2010 at 9:25 am PST

I had been playing Bioshock 2 prior to learning of this problem, and I earned about 3 trophies that I didn't actually receive. If I load up my save from before doing this progress and redo the requirements for these trophies at some point after the system is working properly again, will I be able to obtain those trophies, or are they going to be stuck in some limbo state where the system thinks I earned them already so it won't give them to me?



purplestream

March 1, 2010 at 9:25 am PST

you guys should fix this asap and not tomorrow cause bf bc2 is about to be released!!



wu-stix

March 1, 2010 at 9:26 am PST

Damn it. I was hoping it would be fixed by now. Oh well the PC is working fine.



mywhitenoise

March 1, 2010 at 9:26 am PST

24 hours? Im guessing you guys are just hoping the clock shifts to 3-1-2010 without any problems, haha.



spunnups

March 1, 2010 at 9:26 am PST

glad you guys got a handle on things, i'm one of those 60gb owners!



EatDeath

March 1, 2010 at 9:26 am PST

I have a model but the only thing that happens is the trophies not updating or being recognized. Im afraid of disconneting from the PSN, but I can still play Uncharted 2



whitwhit

March 1, 2010 at 9:26 am PST

yea thanks for the inconvenience, question if i have my ps3 on since yesterday should i turn it off or leave it on??



Moosehole

March 1, 2010 at 9:26 am PST

"we advise that you do not use your PS3 system, as doing so may result in errors in some functionality, such as recording obtained trophies, and not being able to restore certain data."

This had BETTER not happen. You guys better fix this fast.



wocyob

March 1, 2010 at 9:27 am PST

oops i hope i didnt damage my ps3 last night then....



gor1lap1mp

March 1, 2010 at 9:27 am PST

Also, the WHATS NEW info still appears even after turning that option off!



necrostevo

March 1, 2010 at 9:27 am PST

Thanks for the update! Please continue to keep us posted.



poweredbyzen

March 1, 2010 at 9:27 am PST

@6 - dude, it's "per se!" latin phrase meaning "by itself." it's also a restaurant in new york.



DMPrince

March 1, 2010 at 9:27 am PST

in the next 24 hours? are you guys just going to wait for it to "fix" itself? LOL.



Nephilimator

March 1, 2010 at 9:27 am PST

Well I guess I will pick up a copy of BFBC2 for the X360 tonight instead of the PS3. Your loss.



Dramlek

March 1, 2010 at 9:27 am PST

Oh, come on!!! 24 hours?! Battlefield: bad Company 2 is out tomorrow so hurry up! :)



B-Real206

March 1, 2010 at 9:28 am PST

@7 no [DELETED]!!!! That's what I was thinking.



BLACK1399

March 1, 2010 at 9:28 am PST

Hopefully we get some kind of compensation for all our troubles. a free PSN game or movie or something



LBalex79

March 1, 2010 at 9:28 am PST

Wow, so it is a hardware issue with our "early adopter" models. I knew there had to be some differences in functionality between models even though we may be running the same firmware. I've been posting how the PS BLOG imbedded videos don't function on my PS3 browser, but they do on others. Perhaps this will spawn some thorough checking, so that the different SONY PLAYSTATION PS3s, BLOGs, FORUMs, hardware, software, firmwares and peripherals all play well together...



MiltonMafia

March 1, 2010 at 9:28 am PST

Canada rules



Darkpen

March 1, 2010 at 9:28 am PST

My 60gb says its 12/31/1999, 4:22PM :/



vesra

March 1, 2010 at 9:29 am PST

look at the bright side Sony, this will definitely impact used ps3 sales from the most hated Gamestop. unless, of course, they take the time to impliment whatever fix you come up with. but somehow i doubt that they'd bother. i miss my ps3, do hurry, but don't rush and mess things up worse.



TakumiM07

March 1, 2010 at 9:29 am PST

"Some" customers? :P I know the PS3 wasn't selling well for the first few years, but I'm sure it's more than "some" that own the fat PS3's. Kind of a blow to early adopters like myself that our "old" PS3's are the ones that got hit by this bug.

Oh well... hopefully this gets fixed and I haven't lost any data on my unit.



Bellesa

March 1, 2010 at 9:29 am PST

Sorry, but I have the Fat PS3 and didn't see any trouble with connection to the PSN yesterday night.



Anddo

March 1, 2010 at 9:29 am PST

Why all the thanks? It was discovered to be a clock/calendar issue long before this so-called update.. We need results!



whitwhit

March 1, 2010 at 9:30 am PST

so we have to wait for it to fix itself sony you guys fall on a whole other level.



ThreeLeggedFreak

March 1, 2010 at 9:30 am PST

I want reparations for all my pain and suffering.



FeistFan

March 1, 2010 at 9:30 am PST

Okay, I'm worried. What do you mean, using our PS3 "may result in errors in some functionality, such as recording obtained trophies, and not being able to restore certain data" — does that just mean stuff is broken, or does it mean stuff is lost irretrievably?

I was on last night when this hit. I published my first level in LBP, and was wondering why I didn't get a ton of trophies for it — went back after about half an hour, and got hit by the bug. If my trophies were lost, the game probably thinks they were awarded and won't reset them...this could be INCREDIBLY annoying.

At least I could watch my Blu-Ray of Braveheart last night. FREEDOM!



Mosh_Pit

March 1, 2010 at 9:30 am PST

Thanks for the info but it looks like really bad news.



DaRkS1LeNc3

March 1, 2010 at 9:30 am PST

MY 40 GIG PS3 IS FINE AND SWITCHED OVER TO 3/1 FINE AT MIDNIGHT.

picture proof: <http://twitpic.com/15zjlo>



Sekoku

March 1, 2010 at 9:32 am PST

So, it's a leap year bug after all?

Are you (Sony) really that freaking stupid that you can't make the PS3 COUNT BY 4 from 2000 on? Seriously?

At least there's a freaking answer finally. Now if my PS3 would get back from the shop...



Ftwrthtx

March 1, 2010 at 9:32 am PST

Sounds like the early adopters are being punished yet again.

darksight

March 1, 2010 at 9:32 am PST

I was just getting into playstation Home and loving it.

Now I'm Homeless..

I would like to be in a Poker Game right now..

Oh well ~



Rude_Sparthan

March 1, 2010 at 9:33 am PST

so we must NOT turn on our PS3 right..?



poweredbyzen
[March 1, 2010 at 9:34 am PST](#)

this isn't an update, it's regurgitated information on the problems i already know exist - i want solutions! still love you though! :D tweet! tweet!



poweredbyzen
[March 1, 2010 at 9:35 am PST](#)

by the way, where's my raven avatar?! snipe!



BloodyCow
[March 1, 2010 at 9:36 am PST](#)

Is this our reward buy a PS3 at launch?



Caudill
[March 1, 2010 at 9:37 am PST](#)

LAME. It took you all night and half of today to tell us this!?

Random people on the internet figured out this was the problem last night, while you were still busy saying it's "PSN connection problems" lol! You should be posting a fix for us now not old news.

Sorry for the rant, but damn! I want to be able to play my PS3, NOW! Having to wait another possible 24 hours for a fix is just super lame...

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