**Title:** Downloading Update to Update Requires Restart loop.

**Environment:** PlayStation 4 – PlayStation Network. Call of Duty: Modern Warfare

**Version**: Update 1.08

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Steps to reproduce:

1. Startup App

2. Enter multiplayer screen

3. Enter online profile (connecting to online services)

4. Downloading update screen

5. Download complete; press x to restart (update requires restart)

6. Enter online profile. (Steps 3 – 5 are done in a loop)

**Expected result:**

Steps 1 – 5 would occur as usually once. Once the application recognizes that you have the latest update, it will load as usual instead of asking to download the update.

**Actual result:**

The application repeats the entering of the online profile which then proceeds to ask you to download the update. Update downloads in the application (~15 second download), then says the update requires restart. Once it restarts the app it says download successful and press X to return to the menu.

**Proposal:**

I believe this issue arises from the application not recognizing that the latest update is already installed. In my application, I experienced this bug, however from the people I know who also downloaded this application, they did not experience this error. I tried getting into contact with Activision support via there twitter support page, however they were not able to respond to me until almost 6 weeks later. Restarting the PlayStation didn’t work, and neither did restarting the application. I also attempted to delete any saved data on this application, believing the bug would be resolved that way, with no luck. I knew that uninstalling the application and reinstalling would work, however this required me to download almost 60 GB which took almost 10 hours. Reinstalling worked however this was a very inefficient and untimely fix.

**Background:**

I had trouble thinking of any bugs I have come into recently with any phone applications or any applications while using my laptop. I remember this bug because it had frustrated me at that time and I remember trying to get into contact with Activision support.