

Play store not loading

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Last Updated: 21st May, 2021 18:15 IST IMAGE: SHUTTERSTOCK Play Store is one of the most important apps in our smartphones easily. It helps us to download and install third-party apps on our smartphones easily with Google's verification and protection. The platform has an unimaginable resource of apps, games, and more which one can easily access using the app's simple interface. However, recently many Android users have been reporting about the Google Play Store is not working issue and are asking questions like - why is my phone not installing apps? If you have been facing similar problems, then do not worry, here is how to fix Google Play Store is not working issue. How to fix Google Play Store Has Stopped issue? Clear Play Store cache & data - You can typically clear cache/data via your device's settings menu. This step removes temporary files to help free up needed space and also gives the app a fresh start and can help fix issues. To clear Play Store cache, follow the steps below - Open your device's Settings app. Tap Apps & notifications and find the See all apps option. Scroll down and tap Google Play Store. Tap Storage and then tap on the Clear Cache option. Next, tap Clear data. Re-open the Play Store & try your download again. Restart your device - If you still can't download after you clear the cache & data of the Play Store, restart your device. Restarting your device will help you refresh the entire device which will stop all the unnecessary apps running in the background that might be affecting the performance of the other applications. Also, it reconnects the internet connection. Press and hold the Power button until the menu pops up. Tap Power off or Restart if that is an option. If needed, press and hold the Power button until your device turns on again. Other hacks to solve the "Playstore is not working on mobile data" issue - Fully close the Play Store app - Start by fully exiting the Play Store app (and all other apps or programs running in the background), then try opening it again. Uninstall unwanted apps and files - Uninstalling unwanted applications will help you gain more storage space which helps in the better functioning of a smartphone. With enough space in hand, the Google Play Store will not hang rather it will be able to load fast and install quickly. IMAGE: SHUTTERSTOCKREAD | Google Pixel Watch release date, price, features & more revealedREAD | Google Chrome keeps crashing on Windows 10? Know how to fix it WATCH US LIVE LIVE TV FOLLOW US If you're having trouble loading or updating apps or can't open the Google Play Store, there are some troubleshooting steps that you can try to attempt to resolve this issue. Click on the drop down menu below to follow the step-by-step guides. Please note: steps and settings may vary depending on your Galaxy device and Android OS Version. If you're noticing that certain Android apps crash as soon as they are opened, you will need to update Google Chrome and Android System WebView. This is caused by an issue in Google WebView and updating these apps will solve it. Google Play Store isn't loading any updates If you are searching for app updates and the Google Play Store does not load any results, you should force close the app to fix the issue. Please note: following these steps will remove your Google Play account from the Play Store app. Please have your login details ready to log back in. 1 Open the Settings app 2 Tap Apps 4 Tap Storage 5 Tap Clear data and Clear cache 7 Tap Force stop Try searching for your updates again. Check your internet connection It is important that you are connected to a strong and stable connection when trying to download apps or load the Google Play Store. If you are using your mobile data, you will need to ensure you have enabled mobile data via your Settings. If you are connected over a Wi-Fi network and noticing a problem with the Wi-Fi symbol on the in your status bar you may not be able to access the internet. If this is the case, you can check out our page I can't connect to Wi-Fi on my Samsung Galaxy device alternatively, if you are experiencing connection issues or slow internet you may need to reach out to your internet provider. Enable Mobile Data via Settings 4 Tap the switch to activate Mobile Data Enable Mobile Data through the Notification Panel 1 Swipe down from the top of the screen to access your Notification Panel Restart your device 1 Press and hold the power button or the power and volume down button 2 Tap Restart 3 Wait for the device to power off and on again Clear the Play Store data 1 Go to Settings 2 Scroll down, then tap Apps In older operating systems you'll find this option in Settings > Application Manager. 3 Scroll down, then tap Google Play Store 4 Tap Storage 5 Tap Clear Data, then tap OK to confirm Reset the Download Manager 1 Go to Settings 2 Scroll down, then tap Apps In older operating systems you'll find this option in Settings > Application Manager. 3 Tap the Filter icon 4 Toggle the switch next to Show system apps then tap OK 5 Scroll down, then tap Download Manager. Check that the app is enabled (the icon should read Disable) 6 Tap Force Stop to shut down this app. This won't affect any information on the device. Tap Force stop on the prompt to confirm Check the date and time settings 1 Go to Settings 2 Scroll down, then tap General Management 3 Tap Date and Time In older operating systems you'll find this option in Settings > Date & Time. 4 Tap the switch to activate Automatic date and time Check available storage space 1 Go to Settings 2 Scroll down, then tap Battery and device care In older operating systems it is called Device care or you'll find similar options in a separate app called Smart Manager, however you can check through Settings > Storage. 3 Tap Storage 4 Check the available storage. If your device has less than 1GB of storage available, you will need to free up some space Remove and re-add Google Account 1 Go to Settings 2 Scroll down, then tap Accounts and backup In older operating systems it is called Cloud and Accounts or Accounts. 3 Tap Accounts, then tap your Google Account 4 Tap Remove Account. Depending on the operating system this option may be under the More options icon on the top right hand side of the screen 5 Tap Remove Account to confirm Any information removed in this process will be downloaded onto the device once the account is added back in. 6 Tap Add Account 7 Tap Google 8 Enter your Google Account details 9 Tap to agree to the Google Terms and Conditions to finish Enable All Related Apps Ensure you do not have a build-up of pending apps to either be downloaded or updated, this may delay the download process on your Galaxy device. 1 Go to Settings 2 Scroll down, then tap Apps In older operating systems you'll find this option in Settings > Application Manager. 3 Tap the Filter icon 4 Toggle the switch next to Show System Apps 5 From the dropdown menu, tap Disabled then OK 6 Check to see if there are any apps related to Google Play Services or Download Manager in the Disabled apps list. If there are, tap the app, then tap Enable If none of the above steps have resolved the problem, please contact Samsung Support for further assistance. If you're experiencing unusual behaviour on Samsung mobiles, tablets or wearables, you can send us an error report or ask us a question in the Samsung Members app. This allows us to take a closer look at what is happening. The data is anonymised and only held for the duration of the investigation. Find out more about sending an error report through the Samsung Members app. Make sure you have a strong internet connection. It's best if you can connect to a Wi-Fi network. If you don't have access to Wi-Fi, make sure you have a strong mobile data connection. After you check your internet connection, try your download again. To get more help with connection problems, go to Fix internet connection problems on Android devices. If your device is low on space, it can stop apps from downloading and installing. Your device may be low on space if: You get a notification about storage space. There's less than 1 GB available on your device. To get help with storage space on Android, go to Free up space. On your Android phone or tablet, open your Settings app. Tap System Advanced System update. Your update status appears. Follow the on-screen instructions to download or install updates. If you tried all the steps above but still can't use the Play Store, try the steps below. After each step, try to use the app again to check if it fixed the problem. On your Android device, swipe up from the bottom, hold, then let go. To close the Play Store app, swipe up on it. Open the Play Store again. Make sure you're connected to a reliable Wi-Fi connection. Find the Play Store app on your device's home or app screen. Touch and hold the Play Store app. Tap App info . At the top, tap More Uninstall updates. If you're asked to change the Play Store app back to the factory version, tap OK. Press and hold the Power button. Tap Power off or Restart. If needed, press and hold the Power button until your device turns on again. Open your device's Settings app. Tap Apps & notifications App info or See all apps. Tap Google Play Services. Tap Storage Clear cache. Tap Clear storage Clear all data OK. Open your device's Settings app. Tap Apps & notifications App info or See all apps. Tap Google Play Store. Tap Storage Clear Cache. Tap Clear storage Clear all data OK. Open your device's Settings app. Tap Apps & notifications App info or See all apps. Tap Download Manager. Tap Storage Clear cache. Tap Clear storage Clear all data OK.

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