

## Update and restore alert messages on iPhone, iPad, and iPod touch

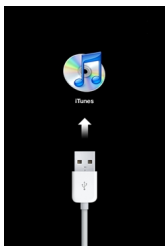
Written by Administrator

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### Symptoms

When you are trying to update or restore your iPhone, iPad, or iPod touch with iTunes, the update or restore process may stop, and you may see an alert message in iTunes. You may also see the "Connect to iTunes" screen on your device:



The alert message in iTunes may also include one of the following numbers (but is not limited to): 2, 4, 5, 6, 9, 13, 14, -18, 19, 20, 21, 23, 28, 29, -48, -50, 1002, 1004, 1011, 1013, 1014, 1015, 1601, 1602, 1603, 1604, 1608, 1609, 1611, 1612, 1639, 2009, 3004, 3013, 3014, 3015, 9807, -9808, 9844, 4026xxxxx.

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### Update to the latest version of iTunes

To see if you have the latest version of iTunes, open iTunes and check for updates.

- Windows: Choose **Help > Check for Updates**

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- Mac: Choose **iTunes > Check for Updates**

If there is an update to iTunes available, install the update and try to restore again. If you do not have an active connection to the Internet, or your Internet security settings are configured to prevent iTunes from communicating with Apple, iTunes will alert you that the iTunes update server could not be contacted. Resolve your Internet issues and attempt to update again.

### Update to the latest version of your operating system

Make sure that your operating system is up-to-date with the latest software updates.

On a Mac, choose **Software Update >** from the **Apple ()** menu and install all available updates. If an update requires a restart, check for updates again after the restart.

### Restart your computer

Simply restarting the computer can clear up certain issues that could prevent you from restoring iPhone, iPad, or iPod touch. After you restart, try restoring the device again in iTunes.

### Restore using a new user account

Create a new user account on your computer and try to restore while logged in as the new user. iTunes will download a new version of the software restore file. After creating the new user, log in to that account, open iTunes, and attempt to restore to see whether the issue persists in this new user.

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### Use these steps if you're not sure how to create a new user

#### Windows 7, Windows Vista, Windows XP

1. From the **Start** menu, choose **Control Panel**.
2. Open User Accounts.
3. Select Create a new account and follow the instructions to complete the account setup process.
4. Once the new account is created, choose **Log Off** from the **Start** menu.
5. Log in to the newly created user account.

#### Mac OS X

1. From the **Apple** menu, choose **System Preferences**.
2. Choose **View > Accounts**.
3. Click the "+" (you may need to authenticate to be able to click this).
4. Give the new user a name and short name and enter a password.
5. Select the checkbox for "Allow user to administer this computer". This makes the user an administrator user.
6. Click Create Account.

#### If the issue is resolved by a new user

When a restore issue is specific to a user, it is likely due to an unusable .ipsw file. iTunes uses "ipsw" files to restore your iPod or iPhone. If those files are unusable, then try deleting them. This will cause iTunes to download a new copy of them. Creating a new user will also cause new .ipsw restore files to be downloaded in the new user. You can find the ".ipsw" files in these locations:

#### Mac OS X

iPhone	~/Library/iTunes/iPhone Software Updates
iPad	~/Library/iTunes/iPad Software Updates
iPod touch	~/Library/iTunes/iPod Software Updates

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<b>Note:</b>	The tilde "~" represents your Home directory.
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### Windows XP

iPhone	C:\Documents and Settings\[username]\Application Data\Apple Computer
iPad	C:\Documents and Settings\[username]\Application Data\Apple Computer\iT
iPod touch	C:\Documents and Settings\[username]\Application Data\Apple Computer\iT
<b>Note:</b>	If you don't see the <a href="#">Application Data files</a> , you may need to

### Windows 7 and Vista

iPhone	C:\Users\[username]\AppData\Roaming\Apple Computer\iTunes\iPhone S
iPad	C:\Users\[username]\AppData\Roaming\Apple Computer\iTunes\iPod Softw
iPod touch	C:\Users\[username]\AppData\Roaming\Apple Computer\iTunes\iPod Softw
<b>Note:</b>	If you don't see the <a href="#">AppData folder files</a> , you may need to

If removing the .ipsw file does not resolve a user-specific restore issue, then the issue is caused by other user content, permissions, or user-specific security software settings.

### Remove and reinstall iTunes and Apple Mobile Device Support

Completely remove iTunes and Apple Mobile Device support and then reinstall the latest version of iTunes. Click the appropriate link below for instructions on how to accomplish this for your operating system.

- [Windows XP](#)
- [Windows Vista](#)
- [Mac OS X](#)

After removing and reinstalling the latest version of iTunes, try restoring iPhone, iPad, or iPod touch again.

### Update or reinstall your Windows USB drivers

If running Microsoft Windows XP and the issue is resolved on another computer, but you continue to experience difficulties on your original computer, you may want to [update or reinstall your Windows USB drivers](#) and then try restoring your device again.

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### Specific error codes and resolutions

If the specific error code you experience is not listed here, please follow this article from the top down (basic to advanced steps) to resolve the issue.

**Hang during restore process:** Following [iTunes for Windows: Troubleshooting security software](#) will frequently resolve this error. This error can be caused by the default packet size being set incorrectly. There may be third-party software installed that modifies your default packet size in Windows by inserting a TcpWindowSize entry into your Registry. Contact the manufacturer of the software that installed the packet-size modification for assistance.

**Cannot be restored. This device is not eligible for the requested build:** If you receive this error, you likely do not have the latest version of iTunes installed. Check <http://www.apple.com/itunes/download/> for the latest available version of iTunes. If you do have the latest version of iTunes, this can occur when you attempt to restore using an older .ipsw file. Try restoring in a new user to ensure that iTunes downloads a new IPSW. Downgrading to a previous version is not supported.

**Restore loop (being prompted to restore again after a restore successfully completes):** This issue is typically caused by out-of-date or incorrectly configured third-party security software. Please follow [iTunes for Windows: Troubleshooting security software issues](#) if USB troubleshooting does not resolve this issue.

**There was a problem downloading the software for the iPhone (or another iOS device):** See the resolution steps for error codes 3000-3999.

**iTunes cannot connect to the iPhone because an invalid response received from the device:** This error occurs when there are problems communicating through USB. This may be resolved by following the steps for Errors 13 or 14, below.

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**Unknown Error containing "0xE" when restoring:** To resolve this issue, follow the steps in [iPhone, iPad, iPod touch: Unknown error containing '0xE' when connecting](#)

**Error 2:** This error is frequently resolved by [disabling or uninstalling third-party security or firewall software](#)

**Error -4:** This error may occur because of one of the following conditions:

- Access to ports 80 and/or 443 are blocked.
- Communication to albert.apple.com and/or phobos.apple.com is blocked by a firewall, third-party security software, or other Internet security settings.
- The iTunes Store is experiencing extremely high traffic.

**Error 6:** All of the steps in this article apply to resolve this issue. Following [iTunes for Windows: Troubleshooting security software](#)

frequently resolves this error. There may be third-party software installed that modifies your default packet size in Windows by inserting a TcpWindowSize entry into your Registry. If your default packet size is set incorrectly it can cause this error. Contact the manufacturer of the software that installed the packet size modification for assistance.

**Error 9:** This error occurs when the device unexpectedly drops off of the USB bus and communication stops. This can occur if the device is manually disconnected during the restore process. This issue can be resolved by performing USB isolation troubleshooting, using a different USB dock connector cable, trying another USB port, restoring on another computer, or by [eliminating conflicts from third-party security software](#).

**Error 13 and 14:** These errors are typically resolved by performing one of more of the steps listed below:

1. Perform USB isolation troubleshooting, including a different USB port directly on the computer.
2. Put a USB 2.0 hub between the device and the computer.
3. Try a different USB 30-pin dock connector cable.

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### 4. [Eliminate third-party security software conflicts](#) .

5. There may be third-party software installed that modifies your default packet size in Windows by inserting one or more TcpWindowSize entries into your Registry. If your default packet size is set incorrectly it can cause this error. Contact the manufacturer of the software that installed the packet size modification for assistance.

6. Connect your computer directly to your Internet source, bypassing any routers, hubs, or switches. You may need to restart your computer and modem to get online.

7. Try to restore from another known-good computer and network.

If you find an **ASR error 1000** in the iPhone, iPad, or iPod updater log file, that is an error decompressing and transferring the IPSW file that is downloaded during the restore. This error is frequently caused by third-party security software interference, a poor quality Internet connection resulting in a bad IPSW download, or a conflict on the USB bus.

**Error 18 (or -18):** This occurs when the media library on the device is corrupt and cannot be modified or updated. Updating to the latest version of iTunes and then restoring should resolve this issue.

**Error -19:** The full text of this error is: "iTunes could not sync to the iPhone '[iPhone name]' because an unknown error occurred (-19)". This error can occur when you attempt to update an iPhone 3G to a later version of the software and iTunes attempts to back up iPhone while it is syncing. To resolve this issue:

1. Uncheck "Automatically sync when this iPhone is connected" from the iTunes Summary tab.
2. Eject iPhone.
3. Reconnect iPhone.
4. Select Update.

**Error 20, 21, 34, 37, 40:** These errors typically occur when security software interferes with the restore and update process. If you are using a PC, follow [this article](#) to resolve this issue. Error 40 may also indicate a hardware issue.

**Error 23, 28, 29, 40, 1002, 1011, 1012, 1014, 1611:** These errors may indicate a hardware issue with your device. Follow the steps in this article and also attempt to restore while

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connected with a known-good 30-pin Dock Connector cable, computer, and network to isolate this issue to the device. If the [MAC address is missing](#) or the IMEI is the default value (00 499901 064000 0), this can also confirm a hardware issue.

**Error 35:** You can resolve this error by using a known-good 30-pin USB dock connector cable. If that does not resolve the issue, follow the instructions for errors 13 or 14 above.

**Error 48:** To resolve this error, follow the steps in [this article](#) . Also see the steps in "Restore using a new user account" above for .ipsw file locations.

**Error 50:** This error (and error -50) are USB timeout errors. Follow the steps for errors 13 or 14 above.

**Error 1004 and 1013:** This error may be the result of the connection to gs.apple.com being blocked, redirected, or interrupted. Adjust your hosts file or security software to ensure that connections to gs.apple.com are not blocked. If the issue persists, try restoring on another computer with a known-good connection. If this restore is successful, you will need to contact whoever supports your install of the operating system and security software installed on your computer for assistance. If your hosts file redirects requests to gs.apple.com, you may choose to follow [Can't connect to the iTunes Store](#) , in the "The 'hosts' file may be blocking the iTunes Store" section.

**Error 1015:** This error is caused by attempts to downgrade the iPhone, iPad, or iPod touch's software. This can occur when you attempt to restore using an older .ipsw file. Downgrading to a previous version is not supported. To resolve this issue, attempt to restore with the latest iPhone, iPad, or iPod touch software available from Apple.

**Error 1479:** This error occurs when trying to contact Apple for an update or restore. Quit iTunes, disconnect from USB, restart the iOS device, reconnect the device to the computer, then launch iTunes and attempt to update or restore again.

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**Error 1602:** Try the following steps to resolve this error:

1. Ensure proper USB isolation troubleshooting has been performed, and test with a known-good cable.
2. Follow the steps listed for Error 1604.
3. This error may be resolved by disabling, deactivating, or uninstalling third-party security, antivirus, and firewall software. See steps in [this article](#) for details on troubleshooting security software.

**Error 1603:** If you receive this error and the iOS device is not automatically placed into recovery mode, it may be necessary to do so manually. Refer to [iPhone and iPod touch: Unable to restore](#) for steps on placing iPhone into forced recovery mode. Also, remove the IPSW and attempt to restore again. If you do not want to remove the IPSW in the original user, try restoring in a new administrator user.

**Error 1604:** This error is often related to USB timing. Try changing USB ports, uninstalling and reinstalling USB ports, and other available USB troubleshooting steps ( [troubleshooting USB connections](#)

, [device not recognized properly](#)

, [computer won't recognize a FireWire or USB device](#)

). If you are using a dock, bypass it and connect directly to the USB 30-pin dock-connector cable. If the issue persists on a known-good computer, the device may need service.

If the issue is not resolved by USB isolation troubleshooting, and another computer is not available, try these steps to resolve the issue:

1. Connect the device to iTunes, confirm that the device is in Recovery Mode. If it's not in Recovery Mode, [put it into Recovery Mode](#).
2. Restore and wait for error 1604.
3. When prompted, click OK.
4. Close and re-open iTunes while iPhone remains connected.
5. iPhone should now be recognized in Recovery Mode again.
6. Try to restore again.

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If the steps above do not resolve the issue, try restoring using a known-good USB cable, computer, and network connection.

**Error 1638:** See resolution steps for error codes 3000-3999.

**Error 2000-2009:** (2001, 2002, 2005, 2006, 2009, and so on) If you experience this issue on a Mac, disconnect third-party devices, hubs, spare cables, displays, reset the SMC, and then try to restore. [Learn how to reset the SMC](#). If you are using a Windows computer, remove all USB devices and spare cables other than your keyboard, mouse, and the device, restart the computer, and try to restore. If that does not resolve, try the USB issue-resolution steps and articles listed for Error 1604 above. If the issue continues, it may be related to [conflicting security software](#).

**Error 3000-3999:** (3002, 3004, 3013, 3014, 3164, 3194, and so on) Error codes in the 3000 range generally mean that iTunes cannot contact the gs.apple.com server on ports 80 or 443. This may be because out-of-date or incorrectly configured security or firewall software is interfering, an entry in your hosts file redirecting requests to gs.apple.com, or due to your Internet proxy settings. If you are using a proxy, try without using one or with a known-good network. If that does not resolve the issue, follow [iTunes for Windows: Troubleshooting security software issues](#). Error 3014 may indicate that you need to free up more disk space on the computer before trying to restore again.

**Error 3002:** If you experience this error while updating an iPod touch (2nd generation) or iPhone 3G, please use the standard update or restore process in iTunes (click Update or Restore).

**Error 3004:** If the steps listed in Error 3000-3999 do not resolve, you may be able to resolve an error 3004 by quitting iTunes and using the following command at the command line:  
dscacheutil -flushcache

**Error 9807:** If you see "Error 9807", make sure the computer's date and time is correct.

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If unresolved, open access to the following VeriSign servers:

- evintl-ocsp.verisign.com
- evsecure-ocsp.verisign.com

Access to these servers may be blocked by security software, content filtering software, or anti-spyware software. For iTunes for Windows, follow [iTunes for Windows: Troubleshooting security software issues](#)

**Error 9808:** Follow the steps in [iTunes Store: Unknown alert error message when connecting](#) to resolve the issue. If those steps do not resolve the issue, or if the settings revert to their original values after the restart, then follow [iTunes for Windows: Troubleshooting security software issues](#)

**Error 9844:** Error 9844 is typically caused by incorrect firewall settings. See the top of this article for ports and servers that must be open.

**Error 20000-20008:** This error may indicate that you have a USB communication failure due to a damaged USB 30-pin dock connector cable, out of date USB device drivers or firmware, or other USB devices connected to your computer are interfering with iTunes communicating to the iOS device.

**Error 40265xxxx:** Errors of the 40265xxxx range generally occur during the restore-from-a-backup phase, after iOS has been installed on the device. Restoring the device and setting up as new can resolve the issue. Before restoring as new, take steps to preserve the previous backups created by iTunes, such as copying the contents of the Backup directory onto the desktop. See [iPhone and iPod touch: About backups](#) to learn where backups are stored for your computer's operating system and additional precautionary notes regarding setting up as new. The backups created by iTunes store data such as your SMS, Favorites, Bookmarks, and other app data.