

Forum:[Hack Forums](#)

Thread: [Every iTunes Error Message/Code you will ever see EXPLAINED](#)

D3xus - November 1, 2011, 11:37 am

Errors -9XXX

Error -9843

This error happens if you are logged out, try to download something from the iTunes store and if you click on "Download" and enter an account, which doesn't have this article, this error will occur.

Error -9815, Error -9814 & Error -9800

Set exact date, restart computer.

Error -9812

Check system time, reset Internet connection, update root certificates.

Error -9808

Computer system time incorrect.

Errors -50xx

Error -5000

There is a problem with the permissions of the Mobile Application folder. The App you've tried to download in iTunes couldn't be saved. Try using CMD to take full Admin Control of the folder mentioned above.

Errors -32xx

Error -3259

Connection timeout, try again.

Error -3198

Error downloading, try again.

OR

This device isn't eligible for the requested build.

Errors -1 <-> -100

Error -50

Delete Storm Video, QuickTime, iTunes, then reinstall iTunes.

Error -35

Error when downloading songs purchased on iTunes. Try again.

Error -1

Error occurs when one uses the "last ditch" method for preventing baseband updates on the iPhone 4. The baseband does not get updated using this method. Use TinyUmbrella to kick it out of recovery mode.

Errors 1-100

Error 1

You are attempting to downgrade an iPhone from iOS 5 to iOS 4.x. To resolve, use either custom firmware created by PwnageTool/sn0wbreeze/redsn0w or use notcom's FixRecovery utility available on his site.

On an iPhone 4 downgrading from iOS 5, use the option in TinyUmbrella to allow a baseband "upgrade" to bypass the error and go back to baseband 4.10.1.

OR

Unable to downgrade. Try changing the USB port (the back one of chassis is better) and restart computer.

OR

The installed version of iTunes may also be too old. Update iTunes.

Error 2

ASR does not exist on ramdisk or is corrupt/not signed.

sn0wbreeze 1.6 Custom Firmware has a ASR patch problem. Use sn0wbreeze 1.7+ or PwnageTool. Device isn't bootable.

Error 6

The device is connected to a corrupt or malfunctioned USB port; change the port and restart the computer.

Error 9

Due to asr being patched, the SHA signature is automatically changed and after being resigned the kernel will refuse to use it. Therefore proper kernel patches are required. If necessary kernel patches are not applied, it will fail to load asr and error 9 would occur during restore.

Rebooting your Mac or PC may resolve this issue.

Error 10

LLB is missing from the IPSW. The device cannot be booted up. The trick to skip the baseband update no longer works.

Error 11

Removed BBFW file in the firmware folder of an unzipped IPSW. Can also be used to prevent a baseband update. The device is bootable, if you set the auto-boot to true or use TinyUmbrella and use "Kick Device out of Recovery".

You are trying to update to a custom firmware from PwnageTool 4.1+. You always have to go into DFU mode and restore from there.

Error 13

Occurs when you want to install a beta firmware with iTunes for Windows (actively blocked by Apple; beta users are developers and therefore must have a Mac.)

OR

USB problem. Check the USB connection and try other direct ports or maybe the USB cable is an older one. Device isn't bootable.

OR

The installed version of iTunes may also be too old. For firmwares 4.0 and higher you need iTunes 9.2 or higher. Update iTunes.

Error 14

Custom firmware update fail (PwnageTool until 4.0.1). You have to restore the device with a custom firmware. Update to a custom firmware isn't working. Device isn't bootable.

OR

USB Problem. Check the USB connection and try other direct ports or maybe the USB cable is an older one. Device isn't bootable.

OR

You're trying to 'update' to a beta firmware instead of performing a restore. Device is still bootable if you kick it out of recovery mode.

Rebooting your Mac or PC may resolve this issue.

Error 17

Device failed to display the applelogo img3 which results in this error.

OR

One or more of the nand0/nor0 flash images were missing from the IPSW.

Error 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 20

Reportedly happens during failed downgrade attempts (iOS 2.0 to 1.1.1, 5 beta to 4.3.3).

Some have seen success afterwards by doing the downgrade from DFU mode instead of the normal Recovery mode.

Error 21

Custom firmware restore fail (PwnageTool since 4.1). You have to put your device into the DFU mode and not into recovery mode. Device won't boot correctly and stuck at the Apple logo after the error. Press and hold power and home button until it reboots.

Error 23

Cannot restore or update due to hardware problems.

In software you have to set default web browser.

In hardware, it's a communication problem. Check all connections, also try to change battery.

Faulty baseband flash or processor

Happens frequently after water damage. Remove and clean motherboard.

Error 26

Values or variables in the options property list within the ramdisk are incorrect.

False version of the NOR flash firmware. Use the correct sn0wbreeze version.

Error 28

Hardware error. Return your device to Apple if possible. The problem is a bad dock connector on the iPhone. Must change the connector.

If you have tried almost everything, reset the logic board (leave uncharged for five days or remove battery for half an hour), then pwn and restore. If this doesn't work, the flash memory/hard drive of your device is damaged.

Error 29

See Apple's discussion thread number 2329795 about this problem. You might need to change the battery.

Error 31

DFU Loop.

Error 34

The computer's hard disk is out of space. Delete unnecessary files and try again.

Error 37

iPod touch 2G LLB patched with the 0x24000 Segment Overflow was used on an iPhone 3GS custom firmware. Known on damaged bundles from unofficial PwnageTool distributions or bundles. sn0wbreeze 2.0.1 bug, which was fixed in 2.0.2.

Recent sn0wbreeze can cause this issue. Deselect all custom boot logos, recreate IPSW. If received on an iPhone 3GS, select "new boot-rom" and deselect all custom bootlogos, then recreate the IPSW.

Error 40

Hacktivation bug in Sn0wbreeze 2.0.1, which was fixed in Sn0wbreeze 2.0.2.

Error 46

The cause of this error is unknown.

Errors 10xx

Error 1002

Error when restoring.

Error 1004

This is caused by a failure to match the Baseband Nonce currently in memory to the nonce returned in the Baseband Firmware SHSH blob. This happens if you edited the hosts file (Saurik's Server) or you are using TinyUmbrella. Use TinyUmbrella and "Kick Device Out Of Recovery" to boot.

Error 1011

This is caused by recovery mode being in userland (1.1.1 firmware). The file iTunesMobileDevice.dll is damaged or updated.

Error 1013

iPhone 4

This means that the baseband did not get updated. Either remove the gs.apple.com entry from your hosts file and let the baseband upgrade or if you want to preserve the baseband just jailbreak at this point to boot it up.

Other Devices

Restart computer; change computer; reinstall system, if the device is always in restoring mode: XP users can jump from restoring mode with ibus; MAC users can use iNdependence. (usually on the iPhone 2G with 1.0.2 firmware downgraded from 1.1.1)

Error 1014

This occurs when you try to downgrade your device's baseband.

Error 1015

This error is common when downgrading iPhones and 3G-enabled iPads. The problem occurs when the device's baseband has a higher version number than the baseband in the firmware you restored to. Just set auto-boot true in iRecovery or use iREB/TinyUmbrella/RecBoot.1

Errors 13xx

Error 1394

When Spirit2Pwn flashes parts of the boot chain on iOS 4, the device may crash into DFU Mode.

Errors 14xx

Error 1413, 1415, 1417, 1418 & 1428

Restart computer; change USB port; reinstall system.

Error 1050

Bad response from gs.apple.com

OR

need iREB for preparing the device for restoring to custom IPSW

Errors 16xx

Error 1600

Custom firmware can't be restored on a device with DFU Mode. The software of the iPhone isn't patched. Using iREB, sn0wbreeze, redsn0w, or PwnageTool, you need to enter a pwned DFU Mode. During that process the software gets patched and the custom firmware should run without any problems.

Error 1601

See also Apple's Knowledge Base article number TA38633.

Error 1602

Restart computer; change computer; reinstall system.

If this error occurred during an Apple TV restore, then unplug the Apple TV from the power cable, after you entered the recovery or DFU mode, and then try it again.

Error 1603

False kernelcache patch. Known on damaged bundles from unofficial PwnageTool distributions or bundles. See also Apple's Knowledge Base article number TA38604

Error 1604

Device was not pwned (signature checks were not blocked). Custom firmware can't be restored. Can also happen when there's a problem with the IPSW.

Error 1611

iTunes tried to enter the Restore Mode, but the device turned back to the Recovery Mode. This can happen when updating an iPad 2 jailbroken with Saffron gets updated to iOS5. In this case simply retry, as it is in Recovery Mode then anyway.

Error 1618

Missing system files or corrupt data in iTunes installation. Try to uninstall iTunes, restart computer, install again.

Error 1619

iTunes is too old and couldn't read the iPhone in Recovery or DFU Mode. Please update iTunes and try it again.

Error 1644

IPSW was moved within the computer hard disk during preparation with iTunes. Try it again and don't move the IPSW.

Errors 20xx

Errors 2000-2009 (from Apple support): If you experience this issue on a Mac, disconnect third-party devices, hubs, spare cables, displays, reset the SMC, and then try to restore. 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 the issue, try the USB issue-resolution steps and articles listed for Error 1604. If the issue persists, it may be related to conflicting security software.

Error 2001

The Mac OS X kernel extension "IOUSBFamily" that was bundled with late 2008 / early 2009 MacBooks, as well as the 10.5.6 update, has a bug where it fails to properly recognize an iDevice in DFU Mode. It can be resolved by updating to 10.5.7 (or later), or using a USB hub.

Close limera1n.

Error 2002

iTunes can't connect because another program is using it or it's disconnected during the Apple Server check.

Error 2003

Connection problem; change USB cable and check USB port.

sn0wbreeze failed to restore IPSW; unplug and plug iDevice and try again

Error 2005

Problem connecting. Probably a hardware failure.

Somebody reported that reinstalling the USB drivers fixed the problem.

Error 2006

Replace the USB cable with a newer one and/or disconnect all other USB devices, then retry.

Error 2009

The cause of this error is unknown

Errors 30xx

Error 3002

Update to an older firmware isn't working, because Apple is no longer handing out SHSHs for the device/firmware combination.

Or a timeout checking Apple server - retry later.

This error also happens if you try to Update with a local TSS server (TinyUmbrella tool) and probably also when connecting to Cydia Server. Use Restore instead.

Error 3004

No internet connection during the firmware restore.

iTunes can't connect to gs.apple.com. Maybe Port 80 and Port 443 is blocked. Open it on your router.

Error 3014

Bad hosts file. The SHSH request couldn't be completed. No connection to the Apple Server, Cydia Server or localhost (for TinyUmbrella.)

iTunes can't connect to gs.apple.com. Maybe Port 80 and Port 443 is blocked. Open it on your router.

Errors 31xx

Error 3123

Something dealing with movie rentals.

Error 3191

QuickTime may be corrupted. You must reinstall it before iTunes will work. Windows users, also try turning off Compatibility Mode for QuickTime.

Right-click on "C:\Program Files\QuickTime\QuickTimePlayer.exe" ("Program Files (x86)" for 64-bit Windows) and choose Properties from the shortcut menu.

In the Properties window, click on the Compatibility tab. Deselect the checkbox labeled "Run this program in compatibility mode for."

Click Apply.

Close the Properties window

Error 3194

Occurs when trying to install an old firmware and Apple's server disallows the installation. The only solution is to have SHSH backup and modify the hosts file to point to Saurik's Cydia Server where they are backed up (or localhost if you have it yourself).

Error 3195

There is no SHSH for the firmware.

This is the same as "This device isn't eligible for the request build." but with an cache error.

Errors 32xx

Error 3200

You are trying to update to iOS 5, when infact, the IPSW file has only a Restore Ramdisk.

Errors 90xx

Error 9008

Error downloading, try again.

Errors 10,000 and beyond

Error 11222

A security software you have installed may be conflicting with iTunes.

Error 13019

Seems to be an issue with syncing media to the device... It only seems to happen on jailbroken devices. Create new user, try syncing with new user's library. If that fails, restore. If it doesn't fail, then something on YOUR iTunes Library is causing the error.

In iOS 3.0~3.1.0 this was a known bug related to the sync process accessing iTunes-renamed Voice Memos.

Error 20000

Is caused by a custom theme pack on your Windows. Use default Theme.

This error can also be caused by the iDevice rebooting during the "Extracting Firmware" stage of restore.

Error 20008

This happened on a Mac with TinyUmbrella running before restoring a firmware to the Apple TV. The exact cause and fix is unknown.

Hexadecimal Codes

0xE800000F

Unknown error

0xE8000001

Device was suddenly unplugged. iTunes couldn't connect with the device. Try it again

0xE8000022

Error in your firmware files. Restore.

0xE800003D

False permissions in the Carrier Bundle folder. Restore, update or fix the permissions from the carrier bundle to update the carrier settings via iTunes.

0xE800006B

Device was suddenly unplugged. iTunes couldn't connect with the device. Try it again.

0xE8000065

sn0wbreeze custom firmware error on USB connection. Unplug the device, reboot it, and plug it in again.

0xE8008001

Main Article: MobileInstallation IPA signature verification failed.

Error Texts

This device isn't eligible for the requested build

Main Article: SHSH Apple doesn't sign the firmware anymore. Consider getting TinyUmbrella

The (iPhone/iPod/iPad) "XXXXXX" could not be restored because the firmware file is not compatible.

You downloaded the wrong firmware file (or it is corrupt). Download the correct firmware file that matches your device. Here's an overview of file names (beginning) and devices:

AppleTV2,1_ Apple TV 2G

iPad1,1_ iPad (1G)

iPad2,1_ iPad 2 Wi-Fi model

iPad2,2_ iPad 2 GSM model

iPad2,3_ iPad 2 CDMA model

iPhone1,1_ iPhone (2G)

iPhone1,2_ iPhone 3G

iPhone2,1_ iPhone 3GS
iPhone3,1_ iPhone 4 GSM model
iPhone3,3_ iPhone 4 CDMA model
iPhone4,1_ iPhone 4S
iPod1,1_ iPod touch (1G)
iPod2,1_ iPod touch 2G
iPod3,1_ iPod touch 3G
iPod4,1_ iPod touch 4G

The (iPhone/iPod/iPad) "XXXXXX" cannot be restored at this time because the iPhone software update server could not be contacted or is temporarily unavailable.

If you want to upgrade or downgrade the baseband, make sure you didn't change the hosts file. The Cydia Server cannot handle the requests for the baseband certificates.

There was a problem downloading the software for the (iPhone/iPod/iPad) "XXXXXXX" the network connection was reset, make sure your network settings are correct and your network connection is active, or try again later.

You need to disable both your Anti-Virus and your windows/security firewall in order for the update/restore to go through.

1 Use TinyUmbrella (Kick Device out of Recovery), iRecovery or redsn0w Lite and enter "setenv auto-boot true", "saveenv", "reboot" to boot.

2 Device isn't bootable, but a custom firmware can be restored if it has a jailbreak and the requirements.

Sources:

http://theiphonewiki.com/wiki/index.php?title=iTunes_Errors

Twicks - November 1, 2011, 2:56 pm

Very nice thread D3xus. I skimmed through it. Very organized and helpful!

Great contribution.

'Snorlax - November 1, 2011, 3:00 pm

As Twicks says, nice organized.

I hate using Google everytime I get an error... Stupid iTunes.. I hate it -.-

iRun - November 1, 2011, 3:12 pm

Very nice!!!! This will be bookmarked for future use! :D

Dread Pirate Roberts - November 1, 2011, 4:49 pm

http://theiphonewiki.com/wiki/index.php?title=iTunes_Errors

All copy paste

Døn - November 1, 2011, 5:01 pm

(Nov 1, 2011 04:49 PM)alabama. Wrote: [\[CITE\]](#)

http://theiphonewiki.com/wiki/index.php?title=iTunes_Errors

All copy paste

He didnt claim it as his own. He simply made a thread about it to help us with the noobs who ask the same damn questions.

Great thread D3xus glad you and your HQ threads are back :D

iRun - November 1, 2011, 5:04 pm

(Nov 1, 2011 04:49 PM)alabama. Wrote: [\[CITE\]](#)

http://theiphonewiki.com/wiki/index.php?title=iTunes_Errors

All copy paste Why do you not like D3xus? He is HQ, like don said, he never said he owned it.

D3xus - November 1, 2011, 5:11 pm

Typical troll is typical.

I never claimed this as my own, first of all. I edited parts of it for MyBB formatting along with typos and headings and misc things.

I even sourced it at the end.

Guys, just ignore alabama. I don't see him doing anything to benefit the community.

Just don't feed the troll.

D3xus - April 21, 2012, 3:36 pm

This thread needs to go to the top for people constantly asking.

Darkrai - April 21, 2012, 6:00 pm

(Apr 21, 2012 03:36 PM)D3xus Wrote: [\[CITE\]](#) This thread needs to go to the top for people constantly asking.

Wow, thanks for bringing this to the top. It would really be a lot of help here. Such a great thread too!

Grin - April 21, 2012, 7:06 pm

alabama doesn't like D3xus.

Besides that, not bad. I should stop seeing shit threads now about how an error code can't be resolved.

Dr. J Rustler - April 22, 2012, 6:40 pm

I get this error <http://screencast.com/t/C3NAYsie>

Is there anyway you can help me fix this? I've got no idea how to :/

Grin - April 22, 2012, 7:00 pm

(Apr 22, 2012 06:40 PM)River J Wrote: [\[CITE\]](#) I get this error <http://screencast.com/t/C3NAYsie>

Is there anyway you can help me fix this? I've got no idea how to :/

lol!

Reboot your device and computer.

Dr. J Rustler - April 22, 2012, 7:24 pm

(Apr 22, 2012 07:00 PM)Grin Wrote: [\[CITE\]](#) lol!

Reboot your device and computer.

that's been done multiple times, i've been getting this error for about a month now

Grin - April 22, 2012, 7:50 pm

(Apr 22, 2012 07:24 PM)River J Wrote: [\[CITE\]](#) that's been done multiple times, i've been getting this error for about a month now

I know that if you restore, you'll be fine.

The Judge - May 1, 2012, 5:18 pm

This just has to get to the top again, so usefull for everyone.

parity - May 1, 2012, 6:15 pm

Thanks, bookmarking. Ive had a fair share of these in my day...

Judecca - June 11, 2013, 3:21 pm

Bookmark baby <3 A year later I think this is grave digging. D:
Still an awesome thread though.

markosto - June 11, 2013, 5:01 pm

thanks for ing this thread, so many errors.