

Error 1415, 1417, 1418, or 1428 when restoring or updating an iPod in iTunes 7 or later

Contributed by
Friday, 01 December 2006

Symptom

When restoring or updating an iPod in iTunes 7 or later, you may see a dialog reporting "An unknown error has...
Symptom

When restoring or updating an iPod in iTunes 7 or later, you may see a dialog reporting "An unknown error has occurred" followed by the error number 1415, 1417, 1418, or 1428. Products Affected

- iTunes 7 or later
- Any iPod model Solution

Update your version of iTunes to 7.0.2 or later.

Note: If you have a first generation iPod shuffle you may need to use the iPod shuffle Reset Utility to recover the iPod before you are able to restore it successfully in iTunes. If you are not sure which iPod you have, see Apple Support document 61688: