

What to Do If iTunes does not recognize my iPhone?

If iTunes does not recognize your iPhone, there are several steps you can take to troubleshoot the issue:

1 Please make sure you are using the latest version of iTunes.

Update iTunes to the latest version by going to the Help menu and selecting 'Check for Updates'.

2 Please ensure that your iPhone is unlocked and the screen is on.

Sometimes, a locked or turned-off iPhone may not be recognized by iTunes.

3 Try using a different USB cable or USB port.

Faulty cables or ports can prevent your iPhone from being recognized by iTunes. Also, avoid using USB hubs and connect your iPhone directly to the computer.

4 Restart both your iPhone and your computer.

Sometimes, a simple restart can resolve temporary issues.

5 Disable any security software or firewall on your computer temporarily.

Sometimes, these programs can interfere with the connection between iTunes and your iPhone.

6 Please click on 'Trust this computer' on your iPhone to establish a secure connection.

When you connect your device to your computer, you may receive a prompt asking if you trust the computer. Click 'Trust' to establish a secure connection between the two devices.

7 Reset the 'Lockdown' folder.

On a **Windows** computer, go to the search bar and type '%ProgramData%' (without quotes) and press Enter.

Open the 'Apple' folder, then the 'Lockdown' folder, and delete all the

files inside.

On a **Mac**, open Finder, press Command Shift G, and enter '/var/db/lockdown/' (without quotes).

Delete all the files inside the 'Lockdown' folder.

8 Update your iPhone's driver on Windows.

Connect your iPhone to your computer, open Device Manager, expand the 'Portable Devices' category, right-click on your iPhone, and select 'Update driver'. Choose to automatically search for updated driver software.

? How to Fix 'Trust This Computer' Alert Missing on iPhone?

If you're missing the 'Trust This Computer' alert on your iPhone, you can try resetting your privacy settings to fix the issue.

(The privacy settings on your phone usually control the way it is connected with other devices.)

On your iPhone open 'Settings' - tap on 'General' - tap on 'Reset' - Select 'Reset Location & Privacy'.

You'll be prompted to enter your passcode to confirm.

Tap on 'Reset Settings' to proceed.

After resetting your privacy settings, try connecting your iPhone to the computer again. The 'Trust This Computer' alert should now appear. Make sure to tap on 'Trust' to establish the connection.

Note: Resetting your privacy settings will remove all your preferences and permissions for apps that require access to your location, contacts, photos, etc. You'll need to grant permission again when prompted by individual apps.

9 Please check if the Apple Mobile Device USB Driver is missing.

Follow the steps below to check if the Apple Mobile Device USB Driver is missing:

Step 1: To access the device manager, press the Windows key and the 'R' key simultaneously to open the Run prompt. Then, type 'devmgmt.msc' and press enter to open the device manager on your system.

Step 2: In the device manager, expand the 'USB (Universal Serial Bus) controllers' option and ensure that the 'Apple Mobile Device USB Driver' is listed.

(If you are using a Mac, you can check this by going to the 'System Information' option, expanding the 'Hardware' list, and clicking on 'USB'. Verify if your iPhone is listed.)

If the Apple Mobile Device USB Driver is missing, please follow the steps below to install the drivers:

Step 1: Navigate to the location of the drivers, which is typically **Program Files > Common Files > Apple > Mobile Device Support > Drivers**.

Step 2: Look for the file 'usbaapl64.inf' or 'usbaapl.inf'.

Step 3: Select the file and install it.

10 Try connecting your iPhone to a different computer.

If it is recognized on another computer, the issue may be with your original computer's settings or software.

If none of these steps resolve the issue, you may need to contact Apple Support for further assistance or contact [**support@tansee.com**](mailto:support@tansee.com)



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