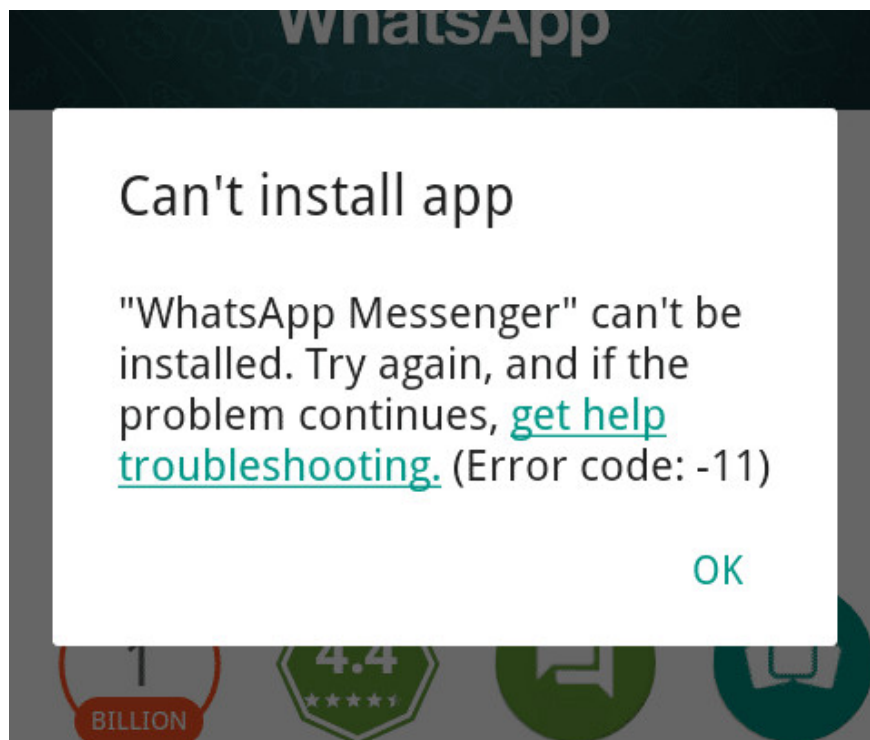


# Decode all errors that appear on Google Play and how to fix them (Part 3)

During the installation or updating (update) of applications such as Facebook, Messenger, Whatsapp, ... some users encounter a fix play store error 11 error. Usually the simplest solution to fix the error is to restart the Android device. But this solution is only temporary, or sometimes it cannot fix the fix play store error 11.

During the installation or updating (update) of applications such as Facebook, Messenger, Whatsapp, . some users encounter a "fix play store error 11" error. Usually the simplest solution to fix the error is to restart the Android device. But this solution is only temporary, or sometimes it doesn't fix the "fix play store error 11" error.

In the article below, Network Administrator will guide you to some solutions to fix "fix play store error 11" on Google Play Store.



## 1. Fix error 11 on Google Play Store

### 1.1. Clear cache and data

Cache and corrupted data can cause many errors on the Android device. And this is probably the cause of error 11.

To fix the error you should clear the cache, data and force (force stop).

1. Open the **Settings => Apps => Google Play Store app.**
2. Find and click on **Force Stop, Clear Cache and Clear Data.**
3. Do the same with Google Play Services, Download Manager, Downloads and applications you are about to update or install.

Finally re-open Google Play Store and check if the error is still there.

## **1.2. Update or rollback Play Store**

Sometimes in some cases the Google Play Store application needs to be updated (updated). If using the old version may cause the error 11. Therefore to fix the error you should try updating the latest version of Google Play Store and check if the error is still there.

If after updating the Google Play Store and still cannot fix the error, you should uninstall the update because it is very likely that the installation of the update (update) will occur.

Visit **Settings => Apps => Google Play Store .**

Next, click Uninstall Updates.

## **1.3. Check Software Updates on Android device**

1. Open the Settings app, find and click on **About .**
2. Click **Software Updates .**
3. You should now see any updates (updates) if available.
4. After the update is complete, check whether the error on the Google Play Store is still available.

## **1.4. Reconfigure your Google account**

In some cases, syncing your Google account may be the cause of the error. So to fix the 'fix play store error 11' error, you can reconfigure your Google account to log in on the Google Play store.

1. Open the Settings app.
2. Next find and click Account (Accounts and sync), then click Google.
3. Here find the synced Google account and delete it.
4. Restart your Android device and reconfigure with another Google account.
5. Finally open Google Play Store and check if the '*fix play store error 11*' error remains.

## **1.5. Clear Dalvik cache**

This solution requires you to have root access to your Android device.

1. Download and install Root Browser on Google Play Store.

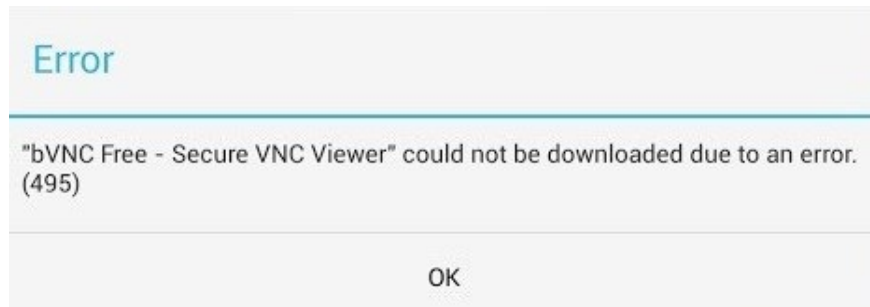
2. Open Root Browser and go to **Go to Data => davlik-cache** .
3. Delete everything in this folder.
4. Restart your Android device and try reinstalling the app you want.

## 1.6. Clear the system cache (System Cache) in Recovery Mode

With this solution, you will first have to start your Android device in Recovery Mode, then proceed to delete the system cache. To do this thing:

1. Power off your Android device.
2. Next, open up the Android device by pressing and holding the Volume Up / Down button and the Power button simultaneously until the Boot Selection Menu appears.
3. You will now use the Volume Down button to select the **Recovery Mode** option.
4. Next use the Volume up button to select the option where you will see the red exclamation icon in the triangle, near the Android icon.
5. Press and hold the Volume Up / Down button simultaneously to open System Recovery.
6. Now use the Volume Rocker button and press the Power button to select the Wipe Cache option.
7. Use the Volume Rocker button and press the Power button to select the Reboot System Now option.
8. Restart your Android device and check if the error is still there.

## 2. Fix 495 error on Google Play Store



### 2.1. Clear cache and data for Google Play Store, Google Service Framework and Download Manager

The first solution to fix 495 error on Google Play Store is to clear cache and data of Google Play Store, Google Service Framework and Download Manager.

To do this thing:

- Access **Settings** (settings) => **Apps** (applications) or **Applications** (depending on the device line you use).
- Swipe to **All** tab .
- Find and click on **Google Play Store**.
- Next click on **Force Stop**, **Clear Cache** and **Clear Data** .

- Perform the same steps with **Google Play Services** and **Framework** .
- Finally restart your Android device and check if the 495 error is still there.



## 2.2. Reset application

- Access **Settings**.
- Find and click **Apps** or **Application Manager**.
- Here you will see a list of applications installed on the system.
- Click the **Menu** button and on the screen display popup window containing **Reset App Preferences** option.
- Click **Reset Apps**.

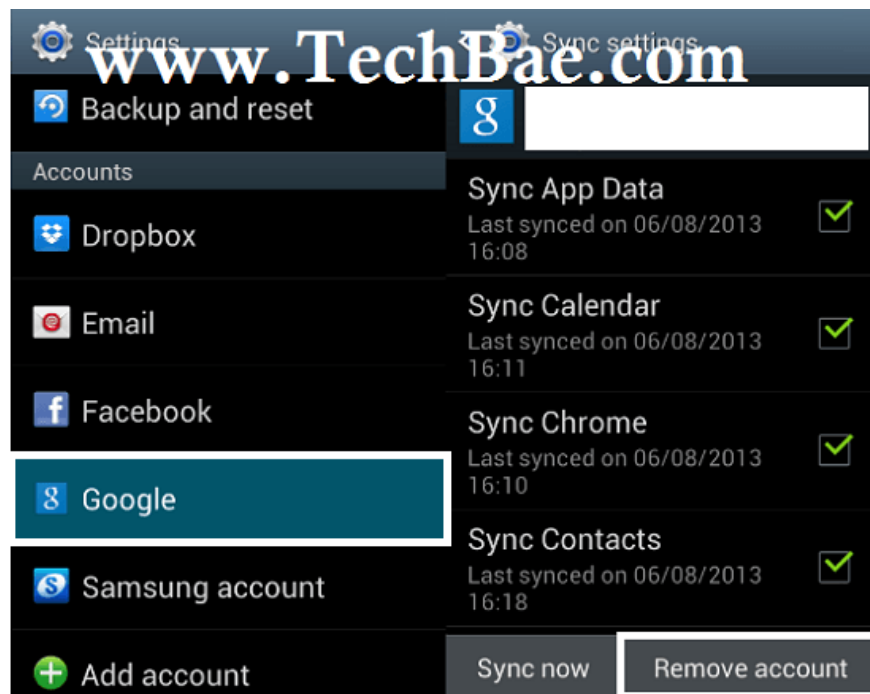
## 2.3. Acces activation Location

- Navigate to **Settings** => **Location Access**.
- Here you find and activate the **Access To My Location option** .
- Also you can activate **GPS** .

## 2.4. Reconfigure Gmail account

In some cases, syncing your Google account may be the cause of the error. So to fix the error you can reconfigure the Google account you use to log in on the Google Play store.

1. Open the **Settings** app.
2. Next find and click **Account** ( Accounts and sync), then click **Google**.
3. Here find the synced Google account and delete it.
4. Restart your Android device and reconfigure with another Google account.



Finally open Google Play Store and check if the 495 error still appears.

## 2.5. Install VPN application

Sometimes the cause of 495 error may be due to the network in your area. So to fix the error you can download and install a new VPN application.

- Access Google Play Store, then find and download **Hideman VPN** application .

You can download Hideman VPN application to your computer and install it here.

- Next open the application and select **US** at **Country of Connection**.

- Click **Connect**.

## 2.6. Perform Factory Reset your Android device

The final solution to fix 495 error on Google Play Store is to perform Factory Reset on your Android device.

One point to note is that when Factory Reset is performed, **all data on your Android device will be erased** , so before performing the process it is recommended to back up your important data.

Follow the steps below to Factory Reset your Android device:

1. Open the **Settings** app.
1. Find and click the **Backup and Reset** option .
1. Next find and click the **Factory Data Reset** option .

1. A message appears on the screen. Your task is to click **Reset phone** .
1. If you set a password or pattern, enter your password or pattern and click the **Erase everything** option.
1. Wait for your Android device to boot, then reconfigure your Google account and open Google Play store to check if the error is still there.

### **Refer to some of the following articles:**

1. All information about devices list on Android 7.0 Nougat, how to download and how to install
1. This is a way to transfer files from your computer to your Android phone without a USB cable
1. Here's how to find hidden games on Android phones

**Good luck!**

## **Fix 495 error on Google Play Store**

You finished reading the article "**Decode all errors that appear on Google Play and how to fix them (Part 3)**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.