

# Fix iTunes error: 'An iPhone Has Been Detected But It Could Not Be Identified'

If connecting an iPhone or iOS device to a Windows computer, in some cases an error will occur and this makes the user feel uncomfortable. Recently, many users reflect that in the process of connecting iPhone to Windows computer, they received an error message saying 'An iPhone has been detected but it cannot be identified'. Although tried many different ways, using another USB cable, changing the USB port, ... but still cannot fix the error.

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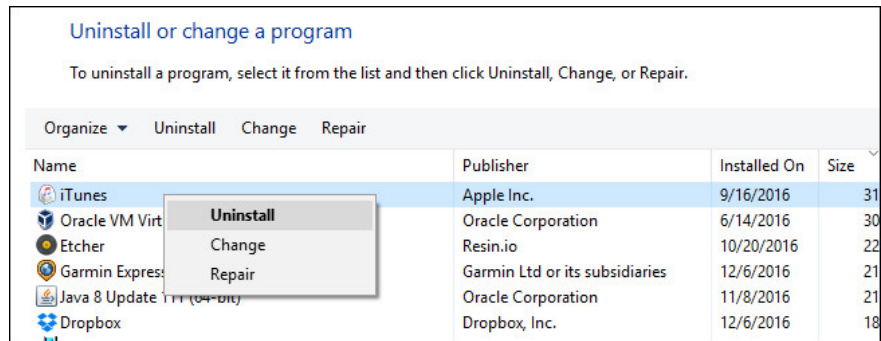
To fix this, you can uninstall iTunes and related applications, then reinstall everything to fix the problem.

First download the latest version of iTunes for Windows computers.

Download the latest iTunes to your device and install it here.

The next step is to access the Uninstall or change a program menu on the Windows computer, follow the path: **Control Panel => Programs => Programs and Features** or **press the Windows + R key combination to open the Run window, then enter 'appwiz. cpl '** on it.

On the **Uninstall or change a program** window, find the **iTunes** section, right-click it and select Uninstall.



After uninstalling **iTunes** , proceed to remove the following items:

1. Apple Software Update
2. Apple Mobile Device Support
3. Bonjour
4. Apple Application Support

After uninstalling iTunes and the accompanying support applications, proceed to restart the computer. After the computer has finished booting, open the iTunes installer that you downloaded in the previous step and install. Restart your computer again, then use the USB cable to connect your iPhone to the Windows computer and the error will no longer exist.

### Refer to some of the following articles:

1. Instructions for transferring data from old iPhone phones to iPhone 7 / iPhone 7 Plus
1. All ways to download and install applications and games for iPhone and iPad
1. Error cannot connect to iTunes Store, this is a fix

### Good luck!

You finished reading the article "**Fix iTunes error: 'An iPhone Has Been Detected But It Could Not Be Identified'**" 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.