

May 1, 2020 - Error when launching application. Message in the crash log:

Dyld Error Message:

Library not loaded: /System/Library/PrivateFrameworks/MobileDevice.framework/Versions/A/MobileDevice

Referenced from: /System/Library/Frameworks/CoreAudioKit.framework/Versions/A/CoreAudioKit

Reason: no suitable image found. Did find:

/System/Library/PrivateFrameworks/MobileDevice.framework/Versions/A/MobileDevice: mach-o, but wrong architecture

/System/Library/PrivateFrameworks/MobileDevice.framework/Versions/A/MobileDevice: stat() failed with errno=1

/System/Library/PrivateFrameworks/MobileDevice.framework/Versions/A/MobileDevice: mach-o, but wrong architecture

The issue is triggered when using iTunes to update an iOS device by connecting the device to your computer.

1. The issue is initiated when using iTunes to update an iOS device
2. The user is asked to install “new” software to allow the update to proceed
3. The trouble happens at this time. A framework called **MobileDevice.framework** (linked to audio support on the Mac) is replaced with an incomplete version of the framework

This issue even causes versions of some Apple applications (e.g., GarageBand) to fail launching with the same error. (Some users of GarageBand maintain an earlier version because of a preference for the user interface.)

Solution

It’s likely that Apple will push out a corrected version of the framework, fixing the issue, but the time frame for that is unknown. Until that time, after performing one of the procedures described below, *only use the WiFi method when updating the system on an iOS device, not iTunes.*

There are three ways this can be corrected, depending on your situation:

- 1. If you have a backup of the computer startup drive before the issue occurred (e.g., made with Time Machine or Carbon Copy Cloner);
- 2. or you have another computer running the *same* version of MacOS, and Pure Music, etc. successfully launches;
- 3. If neither of those apply.

All of these procedures are covered below.

Print a copy of this document to refer to while performing the steps in the procedure.

Make a backup of the computer hard drive before performing the steps below.

1. If you have a backup of the computer startup drive from before the issue occurred (e.g., Time Machine), restore the old version of a file called **MobileDevice.framework**:

1. The file is located inside /System/Library/PrivateFrameworks/
2. If the backup software doesn’t allow you to directly replace the framework with the older, working version, restore the old version to another place on the computer, and then proceed as below starting with Step 3.

2. If you have another computer running the *same* version of MacOS and Pure Music, etc. successfully launches on that computer, the framework can be copied from one computer to the other:

1. On the “working” computer, in the Finder, open the folder called PrivateFrameworks located inside / System/Library/.
2. Locate the file MobileDevice.framework.
3. Copy the **MobileDevice.framework** file to the computer being repaired (e.g., to the Desktop)

Next, on the computer being repaired, perform the following steps:

4. Shut Down the computer.
5. Press and hold (at the same time) the command and R keys on the keyboard.
6. Press the computer power button to start it. Continue to hold down the command and R keys.
7. When the progress bar appears on the screen, release the keys.

This will put you into Recovery mode. You may be prompted to choose your preferred language.

8. Go to the top menu bar, and choose Utilities->Terminal.

You will be asked to validate as an administrative user.

9. In the Terminal window type: **"csrutil disable"** (without the quotation marks) and press Return.
10. Restart the computer, using the Restart command from the menu bar.

11. In the Finder, navigate to the /System/Library/PrivateFrameworks/ folder. CAREFULLY, move the MobileDevice.framework to the Trash. (Do not empty the trash yet).

You also can click once on the MobileDevice.framework file and press command-backspace on the keyboard to move it to the trash.

12. Copy the MobileDevice.framework file retrieved from the working computer or OS backup into / System/Library/PrivateFrameworks/.

You can test the operation of Pure Music, etc. at this time.

13. Next, shut Down the computer. Go back into Recovery mode (Step 5) and open the Terminal application as before.

14. In the Terminal window type: **"csrutil enable"** (without the quotation marks) and press Return.
15. Restart the computer.

This completes the repair. You can select Empty Trash to erase the framework that you copied there.

3. If neither of the above scenarios applies, a functional version of the framework can be retrieved from Apple via a Security Update, which can be downloaded from Apple's website.

On the computer being repaired, perform the following steps:

1. Go to apple.com
2. Click on Support at the top of the window
3. Click on Mac
4. Click on MacOS
5. Scroll to the bottom of the page. Under Resources, click on Downloads & Updates.
6. Click on the MacOS icon

7. Locate the latest available Security Update for your OS version. You may need to click the Load more results button below the listed choices if you have an older OS to find the appropriate update. As of the time of this writing, the update is:

- Mojave (MacOS 10.14.6): Security Update 2020-002
- High Sierra (MacOS 10.13.6): Security Update 2020-002
- Sierra (MacOS 10.12.6): Security Update 2019-005
- El Capitan (MacOS 10.11.6): Security Update 2018-004

Click to download the update.

8. Proceed with steps 4 through 11 under “If you have another computer” found on the previous page.

9. Next, run the Security Update installer you downloaded above from Apple.

The update will usually proceed relatively quickly if you had already installed it, because it will only replace outdated files or restore missing ones. The computer will restart.

When the computer has finished updating and restarted, you can test running Pure Music, etc.

10. Next, shut Down the computer. Go back into Recovery mode (Step 5 in the second procedure above, for another computer) and open the Terminal application as before.

11. In the Terminal window type: "csrutil enable" (without the quotation marks) and press Return.

12. Restart the computer.

This completes the repair. You can select Empty Trash to erase the framework that you copied there.