From:	jeffrey E. <jeevacation@gmail.com>
Sent:	Thursday, December 17, 2015 8:12 PM
To:	james ce	personal genius
Subject:	Re:

On Thu, Dec 17, 2015 at 11:50 AM, james ce | person=l genius ◄███████████████
<mailto:█████████████████> > wrote:

When you ha=e a chance, could you please run the following command in Terminal (
/Appl=cations/Utilities/Terminal.app):

ls -al ~

and send me the results?

This will list the permissions on each of the folders inside Story. Once=I know this, I can send you a followup command
to fix them.

=/div>

Thanks (and sorry about this hassle),

 <http:=/personalgenius.us/email_sig/fineline.png>   James Ce
your Personal Genius

· Certified Support Professional 10.6
http://personalgenius.us

        On Dec 17, 2015, at 11:02 AM, james=ce | personal genius ◄██████████████████
<mailto█████████████> > wrote:

        The downloads are failing because the permissions=are screwed up on the folders within your home folder. I'll
be hap=y to walk you through the fix, but the steps are outside of normal compute= operations, so I'm sending you the
instructions — there a=e screenshots of most of these windows at http://pondini.org/OSX/Password.html<=a>
<http://pondini.org=OSX/Password.html> .

        I'll be available on my cell a= ████████████ <tel████████████>

        To fix it, we need to reset your=home folder permissions. To do that, you'll need to restart the computer into
th= recovery partition, unlock the disk and use the resetpassword utility:

        Step 1: Restart in Recovery Partition:

1. Restart the computer and =A0right before it chimes hold down the Command + R =A0keys until the while menu comes up.

Step 2: Unlock the disk (since FileVault is enabled, we can=E2 t modify any settings until the drive is decrypted:
2. Click Disk Utility
3. Select the Macintos= HD partition and choose File > Unlock
4. Enter your computer password ("as =80 ")
5. Quit Disk Utility

Step 3: Reset home folder permissions with the resetpassword utility
6. Click Utilities > Te=minal
7. Type =he following command: resetpassword (all lowercase, no spaces) and enter
8. Select the Macintosh H=, choose your account ("Story")
9. Click Reset at the very bottom =f the window. (Do not reset the password)

Once it finishes, you can quit out and restart and everyt=ing should function normally.

Thanks!
<=r>
<http:=/personalgenius.us/email_sig/fineline.png>   James Ce
your Personal Genius

· Certified Support Professional 10.6
http://personalgenius.us

On Dec 17, 2015, at 8:39 AM, jeffre= E. <jeevaca=ion@gmail.com <mailto:jeevacation@gmail.com> >
wrote:

calll me to un=ock download on laptop please

--

        please note

T=e information contained in this communication is
confidential, may be a=torney-client privileged, may
constitute inside information, and is int=nded only for
the use of the addressee. It is the property of
JEE

communication or any pa=t thereof is strictly prohibited
and may be unlawful. If you have recei=ed this
communication in error, please notify us immediately by
retu=n e-mail or by e-mail to jeevacation@gmail.com <mailto:jeevacation@gmail.com> , and
destroy this communication an= all copies thereof,
including all attachments. copyright -all rights r=served

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=C2 please note