
From: jeffrey E. <jeevacation@gmail.com>
Sent: Thursday, December 17, 2015 10:20 PM
To: james ce | personal genius
Subject: Re:

cant open

On Thu, Dec 17, 2015 at 4:31 PM, james ce | personal=genius <[REDACTED]>
<[REDACTED]> > wrote:

I think this script should manually fix the permissions. It should be an "unzip and double-click to run" (I don't have anyway of testing it unfortunately.)

After running it, downloading should magically work again. If it doesn't — or the script fails to run — you can always set Firefox's preferences to download to another folder (such as the Desktop) to get it working until I can figure out how to fix it for reals.

<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 3:12 PM, jeffre= E. <jeevaca=ion@gmail.com <<mailto:jeevacation@gmail.com>> > wrote:

<Screenshot 2015-12-17 at 3.11.27 PM.png>

On Thu, Dec 17, 2015 at 11:50 AM, j=mes ce | personal genius <[REDACTED]>
<<mailto:james@personalgenius.us>> > wr=te:

When you have a chance, could you please run the following command in terminal (/Applications/Utilities/Terminal.app):

ls -al ~

and send me the results?

<=iv>

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=

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 <[REDACTED]>
<[REDACTED]> > wrote:

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

I'll be available on my cell at 212-444-8672 <tel:212-444-8672>

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

Step 1: Restart in Recovery Partition:

1. Restart the computer and right before it chimes hold down the Command + R keys until the while menu comes up.

Step 2: Unlock the disk (since FileVault is enabled, we can't modify any settings until the drive is decrypted:

2. Click Disk Utility
3. Select the Macintosh HD partition and choose File > Unlock
4. Enter your computer password ("as80")
5. Quit Disk Utility

Step 3: Reset home folder permissions with the resetpassword utility

6. Click Utilities > Terminal
7. Type the following command: resetpassword (all lowercase, no spaces) and enter
8. Select the Macintosh HD, choose your account ("Story")
9. Click Reset at the very bottom of the window. (Do not reset the password)

Once it finishes, you can quit out and restart and everything should function normally.

Thanks!

<[REDACTED]>

<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. <jeevacation@gmail.com
<mailto:jeevacation@gmail.com> > wrote:

call me to unlock download on laptop please

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please note

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