Okay... then the hard way. If you reopen terminal and =aste in the following commands (you should be able to paste them all in =t once) and enter, does that fix the downloading?

chflags -R nouchg ~/Downloads; chown -R =tory:staff ~/Downloads; chmod -R 755 =/Downloads; chmod -RN =/Downloads; chmod -R +ai "_spotlight allow =ist,search,file_inherit,directory_inherit" =/Downloads; chmod -R +ai "staff deny delete" =/Downloads

If that doesn't work.... can we FedEx your NY =aptop down and have this one sent up here for me to fix?
I'm certain it's a permissions issue, but =an't fathom why it persists. The first fix we tried should have =esolved it.

James Ce
your Personal Genius

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

On Dec 17, 2015, at 5:20 PM, jeffrey E. <jeevacation@gmail.com> wrote:

cant open

On Thu, =ec 17, 2015 at 4:31 PM, james ce \| personal genius < ████████████████ >
<mailto ██████████████████ > > =rote:

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

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

James Ce
your =ersonal Genius

· =ertified Support Professional 10.6
http://personalgenius.us

On Dec 17, 2015, at 3:12 PM, jeffrey E. <jeevacation@gmail.com> wrote:

<Screen Shot =015-12-17 at 3.11.27 PM.png>

On Thu, =ec 17, 2015 at 11:50 AM, james ce | personal genius <███████████████>
<mailto:███████████████> > =rote:

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

ls -al ~

and send me the results?

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

Thanks (and sorry about =his hassle),

James Ce
your =ersonal Genius

· =ertified Support Professional 10.6
http://personalgenius.us

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

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

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

To fix it, we need to reset your home =older permissions. To do that, =ou'll need
to restart the computer into the recovery partition, =nlock the disk and use the resetpassword =tility:

Step 1: =estart in Recovery Partition:
1. Restart =he computer and right before it chimes hold down =he Command +
R keys until the while menu comes =p.

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

2

2. Click =isk Utility
3. Select the Macintosh HD partition and choose File > =nlock
4. Enter your computer password ("as...")=nbsp;
5. Quit Disk Utility

Step 3: Reset home folder permissions with the resetpassword utility
6. Click =tilities > Terminal
7. Type the =ollowing command: resetpassword (all lowercase, no spaces) and

=nter

8. Select the Macintosh HD, choose your account ="Story")
9. Click =eset at the very bottom of the window. (Do not reset =he password)

Once it =inishes, you can quit out and restart and everything should function

=ormally.

Thanks!

James Ce
your =ersonal Genius

· =ertified Support Professional 10.6
http://personalgenius.us

On Dec 17, 2015, at 8:39 AM, jeffrey E. <jeevacation@gmail.com> wrote:

calll me to unlock download on =aptop please

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    please note

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please =ote

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