

**To:** [REDACTED]  
**From:** james | need mac help  
**Sent:** Tue 5/13/2014 8:18:55 PM  
**Subject:** Re: Quick Question!

Can't stop an OS upgrade; will corrupt existing OS & new one.

The mavericks install takes a long time, best to be patient. Sorry.

James Ce  
□ Certified Support Professional 10.6

Need Mac Help, Inc.  
[REDACTED]  
<http://needmachelp.com>

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On May 13, 2014, at 4:06 PM, [REDACTED] wrote:

Hi James I am at home today and finally tired to upgrade my software on apple computer to maverick. The progress bar has been stuck at about 1/4 percent for an hour. It is not progressing. The entire screen is gray except for the progress bar. When I hit escape, I hear the "bonk" sound. When I hold down the option key command key and escape key at the same time I hear a "bonk" sound. I can't get out of this. Is there a way to stop this upgrade? I don't know what to do. Can you help?

[REDACTED]  
Sent from my iPhone