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● ● ●                    🏠 Story — -bash — 80×24
Last login: Thu Dec 17 15:08:32 on console
[Administrators-MacBook-Pro:~ Story$
[Administrators-MacBook-Pro:~ Story$ ls -al ~
total 64
drwxr-xr-x@   17 Story  staff    578 Dec  2 12:57 .
drwxr-xr-x     5 root   admin    170 Nov 30 18:45 ..
-r--------     1 Story  staff      7 Oct 17  2014 .CFUserTextEncoding
-rw-r--r--@    1 Story  staff  20484 Dec  2 12:57 .DS_Store
drwx------     2 Story  staff     68 Dec  2 12:58 .Trash
-rw-------     1 Story  staff   2188 Dec  2 12:14 .bash_history
drwxr-xr-x    10 Story  staff    340 Dec 17 15:10 .bash_sessions
drwx------     3 Story  staff    102 Jan 17  2010 .cups
drwx------    17 Story  staff    578 Aug 20  2013 .dropbox
drwx------+   99 Story  staff   3366 Dec 17 11:38 Desktop
drwx------+   64 Story  staff   2176 Dec 13 06:59 Documents
drwx---rwx@ 2351 Story  staff  79934 Dec  1 17:10 Downloads
drwx------     8 Story  staff    272 Jun 29 14:00 Dropbox
drwx------@   65 Story  staff   2210 Dec  1 11:06 Library
drwx------+   13 Story  staff    442 Dec  1 11:44 Movies
drwx---r-x@    5 Story  staff    170 Feb 27  2015 Music
drwx------@    8 Story  staff    272 Jun 10  2015 Pictures
Administrators-MacBook-Pro:~ Story$ ▊
```

On Thu, Dec 17, 2015 at 11:50 AM, james ce | personal genius <████████████████████> wrote:
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?

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),

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 <████████████████████> 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 ███████████

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 ("as…")
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!

James Ce
your Personal Genius

☐ Certified 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 laptop please

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     please note
The information contained in this communication is
confidential, may be attorney-client privileged, may
constitute inside information, and is intended only for
the use of the addressee. It is the property of
JEE
Unauthorized use, disclosure or copying of this
communication or any part thereof is strictly prohibited
and may be unlawful. If you have received this
communication in error, please notify us immediately by
return e-mail or by e-mail to jeevacation@gmail.com, and

destroy this communication and all copies thereof,
including all attachments. copyright -all rights reserved