

To: James Ce[james@personalgenius.us]
From: [REDACTED]
Sent: Sat 10/21/2017 3:16:12 PM
Subject: Re: Problem w/Time Machine

Hi James...I received my new "My Passport" for Mac's from Amazon. Should I unplug my current one I have first? and then plug in the new one? or do I leave the old one plugged in until I install the new one? or maybe it doesn't even matter!? just want to not screw up! [REDACTED]

On Oct 17, 2017, at 12:13 PM, james | personal genius
[REDACTED] wrote:

Hey,

Sorry I missed replying to this earlier. I vaguely recall seeing related errors when I was upgrading you and having repaired them. That they came back so quickly means that the drive that you're backing up to has died. No need to mourn it tho, it was just the backup, all your data is still on your computer's drive itself.

The easiest solution would be to get a new drive to replace it. You can get one from Apple or from Amazon:

Apple:

G-Technology 2TB G-DRIVE mobile USB 3.0/USB-C Portable Hard Drive \$95
<https://www.apple.com/shop/product/HL612ZM/A/g-technology-2tb-g-drive-mobile-usb-30-portable-hard-drive>

Amazon:

WD 2TB Black My Passport for Mac Portable External Hard Drive - USB 3.0 - WDBCGL0020BSL-NESN \$120
<https://www.amazon.com/Black-Passport-Portable-External-Drive/dp/B00WJOVCOS/>

When you plug in either drive you should get prompted to use for Time Machine, click yes, and when asked you want to REPLACE the existing backup.

If you're not prompted, open ☐ > System Preferences > Time Machine and click Select Disk, choose the new drive and REPLACE.

If you're asked, encryption on or off doesn't matter — I'd leave it off cause it's quicker and simpler.

Thank you,

James Ce

your Personal Genius
□ Certified Support Professional 10.6
<http://personalgenius.co>

On Oct 15, 2017, at 5:44 PM, [REDACTED]
wrote:

Hi James...I have an alert on my computer that says Time Machine has not backed up since Oct.4...files can't be copied onto the back up disk because it is read-only. You may need to repair or erase the disk using Disk Utility. If the disk can't be repaired, select a different disk for backups...

I am thinking this is not a good thing.

can you recommend to me best solution?

[REDACTED]