

To: [REDACTED]
From: james | personal genius
Sent: Sun 10/29/2017 7:11:58 PM
Subject: Re: Backup and Sync needs to quit...

The reason I ask is because Time Machine (the built-in backup program for macOS) doesn't identify itself as "Backup and Sync" — I ****think**** that's the new name for Google Drive — in which case it would have nothing to do with the new Passport drive.

Thank you,

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

On Oct 29, 2017, at 10:41 AM, james | personal genius
[REDACTED] > wrote:

Can you send me a photo (screen shot is Command + Option + 3)?

Thank you,

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

On Oct 29, 2017, at 10:39 AM, [REDACTED] >
wrote:

Hi James on this dreary day....

My computer is telling me:

"Sorry, backup and sync needs to quit. Something went wrong. Error C91A2838"

This is not very nice of my new backup passport thingy...right?

I suppose I just click where it says "quit"?

anything else I should do?

:) [REDACTED]