

**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]