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**From:** jeffrey E. <jeevacation@gmail.com>  
**Sent:** Thursday, December 17, 2015 8:12 PM  
**To:** james ce | personal genius  
**Subject:** Re:

On Thu, Dec 17, 2015 at 11:50 AM, james ce | person= genius <[REDACTED]>  
<mailto:[REDACTED]> > wrote:

When you ha=e a chance, could you please run the following command in Terminal (  
/Appl=cations/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.

=/div>

Thanks (and sorry about this hassle),

<http://personalgenius.us/email\_sig/fineline.png> 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 <[REDACTED]>  
<mailto:[REDACTED]> > wrote:

The downloads are failing because the permissions=are screwed up on the folders within your home folder. I'll be hap=y to walk you through the fix, but the steps are outside of normal compute= operations, so I'm sending you the instructions — there a=e screenshots of most of these windows at <http://pondini.org/OSX/Password.html><=a>  
<<http://pondini.org=OSX/Password.html>> .

I'll be available on my cell a= [REDACTED] <tel:[REDACTED]>

To fix it, we need to reset your=home folder permissions. To do that, you'll need to restart the computer into th= recovery partition, unlock the disk and use the resetpassword utility:

Step 1: Restart in Recovery Partition:

1. Restart the computer and =A0right before it chimes hold down the Command + R =A0keys until the while menu comes up.

Step 2: Unlock the disk (since FileVault is enabled, we can=E2 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 =80 ")
5. Quit Disk Utility

Step 3: Reset home folder permissions with the resetpassword utility

6. Click Utilities > Te=minal
7. Type =he following command: resetpassword (all lowercase, no spaces) and enter
8. Select the Macintosh H=, choose your account ("Story")
9. Click Reset at the very bottom =f the window. (Do not reset the password)

Once it finishes, you can quit out and restart and everyt=ing should function normally.

Thanks!

<=r>

<[http://personalgenius.us/email\\_sig/finline.png](http://personalgenius.us/email_sig/finline.png)> James Ce  
your Personal Genius

• Certified Support Professional 10.6  
<http://personalgenius.us>

On Dec 17, 2015, at 8:39 AM, jeffre= E. <jeevac=ion@gmail.com <mailto:jeevacation@gmail.com> >  
wrote:

calll me to un=ock download on laptop please

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please note

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