
From: james ce | personal genius <[REDACTED]>
Sent: Thursday, December 17, 2015 4:51 PM
To: jeffrey E.
Cc: Richard Kahn
Subject: Re:

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 | [REDACTED]
[REDACTED] wrote:

The downloads are failing because the permissions are screwed up on the folders within our 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 [REDACTED]

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:

call me to unlock download on laptop please

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please note

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