

Forum:[Hack Forums](#)

Thread: [Resetting OS X El Capitan - \(this item is temporarily unavailable\) error](#)

funtela - September 28, 2016, 2:42 pm

So my employee bought a MacBook Pro from someone and the person didn't reset it. He left all his files. My friend said it was super slow, etc, etc.

To make a long story short, I told him to give me it and that I'll take it home and clean it for him. I successfully erased the HDD, but when I go to reinstall OS X, I get a message saying "This item is temporarily unavailable. Please try again later" when I input his Apple ID.

I've been trying everything and I have no idea what to do. I've been stuck here for the past hour.

sniperw0lf - September 28, 2016, 3:24 pm

I just ran into this earlier today. I don't think it's possible now to get OS X El Capitan from the App Store anymore. Even searching for it brought no results...

The MacBook Pro I had was upgraded to OS X El Capitan but couldn't access it. Unfortunately, the reset password cmd in the recovery mode terminal didn't work as well. It kept giving me an error when I tried to reinstall El Capitan because the MacBook had originally come with Yosemite.

Once I reinstalled Yosemite the only choice I had was to go to macOS Sierra. You can load up El Capitan on a USB and run the install from there.

Good luck!

funtela - September 28, 2016, 3:26 pm

(Sep 28, 2016 03:24 PM)sniperw0lf Wrote: [\[CITE\]](#) I just ran into this earlier today. I don't think it's possible now to get OS X El Capitan from the App Store anymore. Even searching for it brought no results...

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Good luck!

The MacBook already had El Capitan installed. I'm just trying to reinstall it since I formatted the HDD already and I keep getting that error after entering my Apple ID info.

sniperw0lf - September 28, 2016, 3:48 pm

(Sep 28, 2016 03:26 PM)RYAN REYNOLDS ? Wrote: [\[CITE\]](#) The MacBook already had El Capitan installed. I'm just trying to reinstall it since I formatted the HDD already and I keep getting that error after entering my Apple ID info.

Hmm maybe it could be the AppleID you're using, and since the ID is most likely not associated with that MacBook. And since it's no longer in the App Store, it won't allow you to access it.

Have you downloaded and installed El Cap from that ID before at all? Not sure if you've tried, but you can try using the Internet Recovery, that should install whatever OS came with that MacBook.

funtela - *October 1, 2016, 9:41 pm*

(Sep 28, 2016 03:48 PM)sniperw0lF Wrote: [\[CITE\]](#) Hmm maybe it could be the AppleID you're using, and since the ID is most likely not associated with that MacBook. And since it's no longer in the App Store, it won't allow you to access it.

Have you downloaded and installed El Cap from that ID before at all? Not sure if you've tried, but you can try using the Internet Recovery, that should install whatever OS came with that MacBook. Internet Recovery worked like a charm bro. Thank you so much for your help. The only reason I didn't want to do that was because I thought it would take forever but it did finished fast.

Thanks so much!

sniperw0lF - *October 5, 2016, 7:28 am*

(Oct 1, 2016 09:41 PM)RYAN REYNOLDS ? Wrote: [\[CITE\]](#) Internet Recovery worked like a charm bro. Thank you so much for your help. The only reason I didn't want to do that was because I thought it would take forever but it did finished fast.

Thanks so much!

No problem! Glad it all worked out! :]