

EtreCheck version: 6.1.6 (6B038)

Report generated: 2019-12-05 18:47:42

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Runtime: 4:09

Performance: Good

Problem: Computer is too slow

Description:

I can't move files of folders into other folders in Finder

Major Issues:

Anything that appears on this list needs immediate attention.

No Time Machine backup - Time Machine backup not found.

Kernel panics - This system has experienced kernel panics that could be related to 3rd party software.

Minor Issues:

These issues do not need immediate attention but they may indicate future problems or opportunities for improvement.

Heavy RAM usage - Apps are using a large amount of RAM.

High battery cycle count - Your battery may be losing capacity.

Clean up - There are orphan files that could be removed.

Unsigned files - There are unsigned software files installed. They appear to be legitimate but should be reviewed.

32-bit Apps - This machine has 32-bits apps will not work on macOS 10.15 "Catalina".

Limited drive access - More information may be available with Full Drive Access.

Hardware Information:

MacBook Pro (Retina, 13-inch, Late 2013)

MacBook Pro Model: MacBookPro11,1

1 2,4 GHz Dual-Core Intel Core i5 (i5-4258U) CPU: 2-core

8 GB RAM - Not upgradeable

BANK 0/DIMM0 - 4 GB DDR3 1600

BANK 1/DIMM0 - 4 GB DDR3 1600

Battery: Health = Normal - Cycle count = 745

Video Information:

Intel Iris - VRAM: 1536 MB

Color LCD 2880 x 1800

Drives:

disk0 - APPLE SSD SM0256F 251.00 GB (Solid State - TRIM: Yes)

Internal PCI 5.0 GT/s x2 Serial ATA

disk0s1 - EFI (MS-DOS FAT32) [EFI] 210 MB

disk0s2 [APFS Container] 250.79 GB

disk1 [APFS Virtual drive] 250.79 GB (Shared by 5 volumes)

disk1s1 - M***** Data (APFS) [APFS Virtual drive] (Shared - 202.13 GB used)

disk1s2 - Preboot (APFS) [APFS Preboot] (Shared - 81 MB used)

disk1s3 - Recovery (APFS) [Recovery] (Shared - 529 MB used)

disk1s4 - VM (APFS) [APFS VM] (Shared - 4.30 GB used)

disk1s5 - Macintosh HD (APFS) (Shared - 10.90 GB used)

Mounted Volumes:

disk1s1 - M***** Data [APFS Virtual drive]

250.79 GB (Shared - 202.13 GB used, 35.07 GB available, 32.72 GB free)

APFS

Mount point: /System/Volumes/Data

disk1s4 - VM [APFS VM]

250.79 GB (Shared - 4.30 GB used, 32.72 GB free)

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APFS

Mount point: /private/var/vm

disk1s5 - Macintosh HD

250.79 GB (Shared - 10.90 GB used, 35.07 GB available, 32.72 GB free)

APFS

Mount point: /

Read-only: Yes

Network:

Interface en5: Thunderbolt Ethernet

Interface en6: ThinkPad USB 3.0 Ultra Dock

Interface en7: PR08 DisplayPort Dock

Interface en8: Dell Universal Dock D6000

Interface en9: ThinkPad USB 3.0 Pro Dock

Interface en0: Wi-Fi

802.11 a/b/g/n/ac

Interface en4: iPhone

Interface en10: iPad

Interface en11: iPhone 2

Interface en3: Bluetooth PAN

Interface bridge0: Thunderbolt Bridge

iCloud Quota: 105 KB available

System Software:

macOS Catalina 10.15.1 (19B88)

Time since boot: About 7 days

Security:

Gatekeeper: App Store and identified developers

System Integrity Protection: Enabled

Antivirus software: Apple

Unsigned Files:

Launchd: /Library/LaunchDaemons/com.adobe.SwitchBoard.plist

Executable: /Library/Application Support/Adobe/SwitchBoard/SwitchBoard.app/Contents/MacOS/launch.switc
hboard

Details: Exact match found in the whitelist - probably OK

Launchd: ~/Library/LaunchAgents/com.ea.origin.WebHelper.plist

Executable: /Applications/Origin.app/Contents/Library/LaunchServices/com.ea.origin.WebHelper

Details: Exact match found in the whitelist - probably OK

Launchd: ~/Library/LaunchAgents/com.citrixonline.GoToMeeting.G2MUpdate.plist

Executable: ~/Library/Application Support/CitrixOnline/GoToMeeting/G2MUpdate

Details: Exact match found in the whitelist - probably OK

Launchd: /Library/LaunchAgents/com.barco.clicksharelauncher.plist

Executable: /Applications/ClickShare Launcher.app/Contents/MacOS/clicksharelauncher

Details: Exact match found in the whitelist - probably OK

Login Item: /etc/mach_init_per_user.d/com.adobe.SwitchBoard.monitor.plist

32-bit Applications:

21 32-bit apps

Kernel Extensions:

/Applications/Rowmote Helper.app

[Loaded] RowmoteIREmu_106.kext (Evan Schoenberg, M.D., 1.2 - SDK 10.11)

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/Library/Extensions

[Loaded] Soundflower.kext (MATT INGALLS, 2.0b2 - SDK 10.10)

System Launch Agents:

[Not Loaded] 17 Apple tasks

[Loaded] 166 Apple tasks

[Running] 127 Apple tasks

System Launch Daemons:

[Not Loaded] 35 Apple tasks

[Loaded] 179 Apple tasks

[Running] 120 Apple tasks

[Other] 2 Apple tasks

Launch Agents:

[Not Loaded] com.adobe.AAM.Updater-1.0.plist (? ffb65062 - installed 2016-10-28)

[Other] com.adobe.ARMDCHelper.cc24aef4a1b90ed56a725c38014c95072f92651fb65e1bf9c8e43c37a23d420d.plist (Adobe Systems, Inc. - installed 2019-08-12)

[Running] com.barco.clicksharelauncher.plist (? a58ca8c9 - installed 2018-06-25)

[Loaded] com.microsoft.OneDriveStandaloneUpdater.plist (Microsoft Corporation - installed 2019-10-29)

[Loaded] com.microsoft.update.agent.plist (Microsoft Corporation - installed 2019-11-13)

Launch Daemons:

[Loaded] com.adobe.ARMDC.Communicator.plist (Adobe Systems, Inc. - installed 2019-08-12)

[Loaded] com.adobe.ARMDC.SMJobBlessHelper.plist (Adobe Systems, Inc. - installed 2019-08-12)

[Loaded] com.adobe.SwitchBoard.plist (? 68cad67 - installed 2016-10-28)

[Loaded] com.adobe.fpsaud.plist (Adobe Systems, Inc. - installed 2019-10-30)

[Loaded] com.apple.installer.osmessagetracing.plist (Apple - installed 2019-08-21)

[Loaded] com.ea.origin.ESHelper.plist (? e69d1fe1 - installed 2016-10-13)

[Running] com.fitbit.galileo.plist (Fitbit, Inc. - installed 2018-07-25)

[Running] com.microsoft.OneDriveStandaloneUpdaterDaemon.plist (Microsoft Corporation - installed 2019-10-29)

[Not Loaded] com.microsoft.OneDriveUpdaterDaemon.plist (? 0 - installed 2019-03-17)

[Loaded] com.microsoft.autoupdate.helper.plist (Microsoft Corporation - installed 2019-11-13)

[Loaded] com.microsoft.office.licensingV2.helper.plist (Microsoft Corporation - installed 2019-03-10)

[Not Loaded] com.microsoft.teams.TeamsUpdaterDaemon.plist (? 0 - installed 2019-10-18)

[Not Loaded] com.oracle.java.Helper-Tool.plist (? 0 - installed)

[Running] com.regularrateandrhym.rowmotehelperaide.plist (Evan Schoenberg, M.D. - installed 2016-10-14)

[Running] com.tunnelbear.mac.tbear.plist (TunnelBear, Inc. - installed 2017-10-25)

User Launch Agents:

[Other] com.adobe.AAM.Updater-1.0.plist (? 0 - installed 2016-10-28)

[Other] com.adobe.ARM.***.plist (? 0 - installed 2016-11-28)

[Other] com.cisco.proximity.plist (? 0 - installed 2018-03-31)

[Loaded] com.citrixonline.GoToMeeting.G2MUpdate.plist (? 0 - installed 2017-10-19)

[Loaded] com.dropbox.DropboxMacUpdate.agent.plist (Dropbox, Inc. - installed 2019-08-22)

[Loaded] com.ea.origin.WebHelper.plist (? 0 - installed 2016-10-13)

[Loaded] com.google.keystone.agent.plist (Google, Inc. - installed 2019-12-04)

[Loaded] com.google.keystone.xpcservice.plist (Google, Inc. - installed 2019-12-04)

[Running] com.setapp.DesktopClient.SetappAgent.plist (Setapp Limited - installed 2018-04-06)

[Other] com.setapp.DesktopClient.SetappUpdater.plist (Setapp Limited - installed 2018-04-06)

[Running] com.tunnelbear.mac.tbeara.plist (TunnelBear, Inc. - installed 2017-10-25)

User Login Items:

[Loaded] Backup and Sync (Google, Inc. - installed 2019-10-24)

Application

/Applications/Backup and Sync.app

[Running] Dropbox (Dropbox, Inc. - installed 2019-11-18)

Application

/Applications/Dropbox.app

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[Not Loaded] Evernote Helper (App Store - installed 2019-10-03)
Modern Login Item
/Applications/Evernote.app/Contents/Library/LoginItems/EvernoteHelper.app

[Not Loaded] EvernoteLauncher (App Store - installed 2019-10-03)
Modern Login Item
/Applications/Evernote.app/Contents/Library/LoginItems/EvernoteLauncher.app

[Loaded] Fitbit Connect Menubar Helper (Fitbit, Inc. - installed 2018-08-25)
Application
/Applications/Fitbit Connect.app/Contents/MacOS/Fitbit Connect Menubar Helper.app

[Running] OneDrive (Microsoft Corporation - installed 2019-10-29)
Application
/Applications/OneDrive.app

[Not Loaded] Launcher Disabler (Microsoft Corporation - installed 2019-10-29)
Modern Login Item
/Applications/OneDrive.app/Contents/Library/LoginItems/Launcher Disabler.app

[Not Loaded] OneDrive Launcher (Microsoft Corporation - installed 2019-10-29)
Modern Login Item
/Applications/OneDrive.app/Contents/Library/LoginItems/OneDrive Launcher.app

[Running] Rowmote Helper (Evan Schoenberg, M.D. - installed 2016-10-14)
Application
/Applications/Rowmote Helper.app

[Not Loaded] ShazamHelper (App Store - installed 2019-10-26)
Modern Login Item
/Applications/Shazam.app/Contents/Library/LoginItems/ShazamHelper.app

[Not Loaded] StartUpHelper (Spotify - installed 2019-02-26)
Modern Login Item
/Applications/Spotify.app/Contents/Library/LoginItems/StartUpHelper.app

[Not Loaded] Trello Login Helper (App Store - installed 2019-10-22)
Modern Login Item
/Applications/Trello.app/Contents/Library/LoginItems/Trello Login Helper.app

[Not Loaded] WhatsApp Login Helper (App Store - installed 2019-12-05)
Modern Login Item
/Applications/WhatsApp.app/Contents/Library/LoginItems/WhatsApp Login Helper.app

[Not Loaded] PhotoStreamAgent (App Store - installed 2015-03-23)
Modern Login Item
/Applications/iPhoto.app/Contents/Library/LoginItems/PhotoStreamAgent.app

[Not Loaded] HP Device Monitor (Hewlett Packard - installed 2016-09-01)
Modern Login Item
/Library/Printers/hp/Frameworks/HPDeviceMonitoring.framework/Versions/1.0/Helpers/HP Device Monitor Manager.app/Contents/Library/LoginItems/HP Device Monitor.app

[Not Loaded] HP Product Research (Hewlett Packard - installed 2016-09-01)
Modern Login Item
/Library/Printers/hp/Utilities/HPPU Plugins/ProductImprovementStudy.htask/Contents/Helpers/HP Product Research Manager.app/Contents/Library/LoginItems/HP Product Research.app

[Loaded] com.adobe.SwitchBoard.monitor.plist (?)
MachInit

/etc/mach_init_per_user.d/com.adobe.SwitchBoard.monitor.plist

Internet Plug-ins:

FlashPlayer-10.6: 32.0.0.293 (Adobe Systems, Inc. - installed 2019-11-25)
NP_2020Player_IKEA: 7.1.0.19 (? - installed 2016-10-04)
AdobePDFViewerNPAPI: 17.012.20098 (Adobe Systems, Inc. - installed 2019-11-14)
AdobePDFViewer: 19.021.20056 (Adobe Systems, Inc. - installed 2019-11-14)
Flash Player: 32.0.0.293 (Adobe Systems, Inc. - installed 2019-11-25)
SharePointBrowserPlugin: 14.6.8 (? - installed 2016-09-18)
PepperFlashPlayer: 32.0.0.293 (Adobe Systems, Inc. - installed 2019-11-25)
MeetingJoinPlugin: 1.0 (? - installed 2017-02-16)

User Internet Plug-ins:

WebEx64: 1.1.0 (? - installed 2017-02-11)
ZoomUsPlugin: 4.3.59242.0310 (Zoom Video Communications, Inc. - installed 2019-03-21)
f5 sam inspection host plugin: 7130.2016.0323.1 (? - installed 2017-09-04)

Safari Extensions:

Grammarly for Safari - App Store (installed 2019-10-18)

3rd Party Preference Panes:

Flash Player (installed 2019-10-30)

Time Machine:

Time Machine Not Configured!

Performance:

System Load: 4.34 (1 min ago) 2.90 (5 min ago) 2.79 (15 min ago)
Nominal I/O speed: 0.26 MB/s
File system: 39.26 seconds
Write speed: 297 MB/s
Read speed: 706 MB/s

CPU Usage Snapshot:

Type Overall

System 13 %
User 29 %
Idle 57 %

Top Processes Snapshot by CPU:

Process (count) CPU (Source - Location)

com.apple.WebKit.WebContent (28) 45.70 % (Apple)
WindowServer 26.02 % (Apple)
kernel_task 19.20 % (Apple)
Safari 8.42 % (Apple)
EtreCheckPro 8.00 % (Etresoft, Inc.)

Top Processes Snapshot by Memory:

Process (count) RAM usage (Source - Location)

com.apple.WebKit.WebContent (29) 2.14 GB (Apple)
kernel_task 442 MB (Apple)
EtreCheckPro 429 MB (Etresoft, Inc.)
MTLCompilerService (32) 186 MB (Apple)
Safari 117 MB (Apple)

Top Processes Snapshot by Network Use:

Process Input / Output (Source - Location)

mDNSResponder 5 MB / 3 MB (Apple)
Dropbox 2 MB / 1 MB (Dropbox, Inc.)
com.apple.WebKit.Networking 2 MB / 208 KB (Apple)
netbiosd 811 KB / 38 KB (Apple)

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SetappAgent 764 KB / 20 KB (Setapp Limited)

Top Processes Snapshot by Energy Use:

Process (count) Energy (0-100) (Source - Location)

com.apple.WebKit.WebContent (29) 7 (Apple)

Safari 3 (Apple)

WindowServer 3 (Apple)

hidd 2 (Apple)

Teams 1 (Microsoft Corporation)

Virtual Memory Information:

Physical RAM: 8 GB

Free RAM: 150 MB

Used RAM: 6.54 GB

Cached files: 1.31 GB

Available RAM: 1.46 GB

Swap Used: 2.49 GB

Software Installs (past 30 days):

Install Date Name (Version)

2019-11-09 Skype for Business (16.28.130)

2019-11-13 Microsoft AutoUpdate (4.17.19111002)

2019-11-14 Adobe Acrobat Reader DC (19.021.20056) (19.021.20056)

2019-11-14 XProtectPlistConfigData (2108)

2019-11-15 Microsoft Word (16.31.19111002)

2019-11-15 Microsoft Excel (16.31.19111002)

2019-11-15 Microsoft OneNote (16.31.19111002)

2019-11-15 Numbers (6.0)

2019-11-15 Pages (8.0)

2019-11-17 Keynote (9.0)

2019-11-18 Microsoft PowerPoint (16.31.19111002)

2019-11-18 Microsoft Outlook (16.31.19111002)

2019-11-25 Adobe Pepper Flash Player (32.0.0.293)

2019-11-25 Adobe Flash Player (32.0.0.293)

2019-12-05 WhatsApp (0.3.9308)

Clean up:

~/Library/LaunchAgents/com.adobe.ARM.***.plist

/Applications/Adobe Acrobat X Pro/Adobe Acrobat Pro.app/Contents/MacOS/Updater/Adobe Acrobat Updater Helper.app/Contents/MacOS/Adobe Acrobat Updater Helper

Executable not found

~/Library/LaunchAgents/com.cisco.proximity.plist

/Applications/Cisco Proximity.app/Contents/MacOS/proximity

Executable not found

Diagnostics Information (past 7 days):

2019-12-04 14:37:01 photoanalysisd - High CPU Use (4 times)

Executable: /System/Library/PrivateFrameworks/PhotoAnalysis.framework/Versions/A/Support/photoanalysisd

2019-12-02 17:04:46 Microsoft Outlook.app - High CPU Use

Executable: /Applications/Microsoft Outlook.app

2019-11-29 09:07:11 Fitbit Connect Menubar Helper.app - Crash

Executable: /Applications/Fitbit Connect.app/Contents/MacOS/Fitbit Connect Menubar Helper.app

2019-11-28 15:25:47 Kernel Panic (6 times)

Details:

panic(cpu 0 caller 0xfffff8003c279d7): "com_apple_driver_AppleUSBCard
ReaderInterfaceNub::setPowerState(0xfffff80159fa500 : 0xfffff7f8563a

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f86, 2 -> 0) timed out after 30712 ms"@/BuildRoot/Library/Caches/com.apple.xbs/Sources/xnu/xnu-6153.41.3/iokit/Kernel/IOServicePM.cpp:5302
3rd party kernel extensions:
com.Cycling74.driver.Soundflower

End of report