

**EtreCheck version: 5.4.6 (5073)**

**Report generated: 2019-12-18 21:00:47**

**Download EtreCheck from** <https://etrecheck.com>

**Runtime: 1:54**

**Performance: Excellent**

**Sandbox: Enabled**

**Full drive access: Disabled**

**Problem:** Other problem

**Description:**

Computer shutdown. It wont automatically do a restart

**Major Issues: None**

**Minor Issues:**

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

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

**System modifications** - There are a large number of system modifications running in the background.

**Heavy I/O usage** - Your system is under heavy I/O use. This will reduce your performance.

**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, 15-inch, Mid 2014)

MacBook Pro Model: MacBookPro11,3

1 2.5 GHz Intel Core i7 (i7-4870HQ) CPU: 4-core

16 GB RAM - Not upgradeable

BANK 0/DIMM0 - 8 GB DDR3 1600

BANK 1/DIMM0 - 8 GB DDR3 1600

Battery: Health = Normal - Cycle count = 403

**Video Information:**

Intel Iris Pro - VRAM: 1536 MB

Color LCD 2880 x 1800

NVIDIA GeForce GT 750M - VRAM: 2048 MB

**Drives:**

disk0 - APPLE SSD SM0512F 500.28 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] 450.07 GB

disk2 [APFS Virtual drive] 450.07 GB (Shared by 4 volumes)

disk2s1 - Macintosh HD (APFS) (Shared - 247.51 GB used)

disk2s2 - Preboot (APFS) [APFS Preboot] (Shared)

disk2s3 - Recovery (APFS) [Recovery] (Shared)

disk2s4 - VM (APFS) [APFS VM] (Shared - 1.07 GB used)

disk0s3 [APFS Container] 50.00 GB

disk1 [APFS Virtual drive] 50.00 GB (Shared by 4 volumes)

disk1s1 - N\*\*\*\*\*t (APFS) (Shared)

disk1s2 - Preboot (APFS) [APFS Preboot] (Shared)

disk1s3 - Recovery (APFS) [Recovery] (Shared)

disk1s4 - VM (APFS) [APFS VM] (Shared)

disk3 - APPLE SD Card Reader 256.79 GB (SD Card)

Internal USB 5 Gbit/s USB

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disk3s1 - EFI (MS-DOS FAT32) [EFI] 210 MB  
disk3s2 [Core Storage Container] 256.45 GB  
disk4 - T\*\*\*\*\*d (Journaled HFS+) 256.09 GB (226.75 GB used)  
disk3s3 - B\*\*\*\*\*X (Journaled HFS+) 134 MB

### Mounted Volumes:

disk2s1 - Macintosh HD  
450.07 GB (Shared - 247.51 GB used, 208.83 GB available, 200.78 GB free)  
APFS  
Mount point: /  
Encrypted

disk2s4 - VM [APFS VM]  
450.07 GB (Shared - 1.07 GB used, 200.78 GB free)  
APFS  
Mount point: /private/var/vm

disk4 - T\*\*\*\*\*d  
256.09 GB (226.75 GB used, 29.34 GB free)  
Journaled HFS+  
Mount point: /Volumes/T\*\*\*\*\*d  
Encrypted  
Owners enabled: No

### Network:

Interface en5: Thunderbolt Ethernet  
Interface en11: iPhone 6  
Interface en8: iPad  
Interface fw0: Thunderbolt FireWire  
Interface en0: Wi-Fi  
802.11 a/b/g/n/ac  
Interface en4: iPhone  
Interface en6: iPhone 2  
Interface en7: iPhone 3  
Interface en9: iPhone 4  
Interface en10: iPhone 5  
Interface en3: Bluetooth PAN  
Interface bridge0: Thunderbolt Bridge

### System Software:

macOS High Sierra 10.13.6 (17G9016)  
Time since boot: Less than an hour

### Notifications:

**Notifications not available without Full Drive Access.**

### Security:

Gatekeeper: Enabled  
System Integrity Protection: Enabled

Antivirus software: Apple

### Unsigned Files:

Launchd: /Library/LaunchAgents/com.brother.LOGINserver.plist  
Executable: /Library/Printers/Brother/Utilities/Server/LOGINserver.app/Contents/MacOS/LOGINserver  
Details: Exact match found in the whitelist - probably OK

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Launchd: /Library/LaunchDaemons/com.microsoft.office.licensing.helper.plist  
Executable: /Library/PrivilegedHelperTools/com.microsoft.office.licensing.helper  
Details: Exact match found in the whitelist - probably OK

Launchd: ~/Library/LaunchAgents/com.spotify.webhelper.plist  
Executable: ~/Library/Application Support/Spotify/SpotifyWebHelper  
Details: Exact match found in the whitelist - probably OK

Launchd: ~/Library/LaunchAgents/com.adobe.ARM.\*\*\*.plist  
Executable: /Applications/Adobe Acrobat 9 Pro/Adobe Acrobat Pro.app/Contents/MacOS/Updater/Adobe Acrobat Updater Helper.app/Contents/MacOS/Adobe Acrobat Updater Helper  
Details: Close match found in the whitelist - probably OK

Launchd: /Library/LaunchDaemons/PACESupport.plist  
Executable: /System/Library/Extensions/PACESupportFamily.kext/Contents/Resources/paceload  
Details: Exact match found in the whitelist - probably OK

Launchd: ~/Library/LaunchAgents/com.logmein.GoToMeeting.G2MUpdate.plist  
Executable: ~/Library/Application Support/LogMeIn/GoToMeeting/G2MUpdate  
Details: Exact match found in the whitelist - probably OK

### 32-bit Applications:

58 32-bit apps

### Kernel Extensions:

/Applications/ExpressVPN.app  
tap.kext (ExprsVPN LLC, 20150118)  
tun.kext (ExprsVPN LLC, 20150118)

/Applications/Google Drive File Stream.app  
dfsfuse.kext (Google, Inc., 35.0 - SDK 10.14)

/Applications/JetDriveToolbox.app  
com\_smi\_scsi\_driver\_VendorType00.kext (SILICON MOTION, INC., 1.0 - SDK 10.7)

/Library/Application Support/Citrix Receiver  
CitrixGUSB.kext (Citrix Systems, Inc., 19.10.2 - SDK 10.9)

/System/Library/Extensions  
PACESupportFamily.kext (5.9 - SDK 10.6)

/System/Library/Extensions/PACESupportFamily.kext/Contents/PlugIns  
PACESupportLeopard.kext (5.9 - SDK 10.4)  
PACESupportPanther.kext (5.9 - SDK 10.-1)  
PACESupportSnowLeopard.kext (5.9 - SDK 10.6)  
PACESupportTiger.kext (5.9 - SDK 10.4)

### System Launch Agents:

[Not Loaded] 15 Apple tasks  
[Loaded] 158 Apple tasks  
[Running] 121 Apple tasks

### System Launch Daemons:

[Not Loaded] 38 Apple tasks  
[Loaded] 180 Apple tasks  
[Running] 118 Apple tasks

## Shahryar's MacBook Pro 2019-12-18

### Launch Agents:

[Not Loaded] com.adobe.AAM.Updater-1.0.plist (? ffb65062 - installed 2017-01-31)  
[Other] com.adobe.ARMDCHelper.cc24aef4a1b90ed56a725c38014c95072f92651fb65e1bf9c8e43c37a23d420d.plist (Adobe Systems, Inc. - installed 2019-08-11)  
[Loaded] com.adobe.AdobeCreativeCloud.plist (Adobe Systems, Inc. - installed 2017-08-01)  
[Running] com.adobe.GC.AGM.plist (Adobe Systems, Inc. - installed 2019-10-21)  
[Not Loaded] com.adobe.GC.Invoker-1.0.plist (Adobe Systems, Inc. - installed 2019-10-21)  
[Running] com.brother.LOGINserver.plist (? a1772de2 - installed 2015-10-13)  
[Loaded] com.citrix.AuthManager\_Mac.plist (Citrix Systems, Inc. - installed 2019-10-17)  
[Running] com.citrix.ReceiverHelper.plist (Citrix Systems, Inc. - installed 2019-10-17)  
[Running] com.citrix.ServiceRecords.plist (Citrix Systems, Inc. - installed 2019-10-17)  
[Loaded] com.google.keystone.agent.plist (Google, Inc. - installed 2019-12-04)  
[Loaded] com.google.keystone.xpcservice.plist (Google, Inc. - installed 2019-12-04)

### Launch Daemons:

[Loaded] PACESupport.plist (? ab6b5614 - installed 2012-07-11)  
[Loaded] com.adobe.ARMDCCommunicator.plist (Adobe Systems, Inc. - installed 2019-08-11)  
[Loaded] com.adobe.ARMDCCSMJobBlessHelper.plist (Adobe Systems, Inc. - installed 2019-08-11)  
[Running] com.adobe.adobeupdatedaemon.plist (Adobe Systems, Inc. - installed 2017-08-01)  
[Running] com.adobe.agsservice.plist (Adobe Systems, Inc. - installed 2019-10-21)  
[Loaded] com.adobe.fpsaud.plist (Adobe Systems, Inc. - installed 2019-11-22)  
[Loaded] com.citrix.ctxusbd.plist (Citrix Systems, Inc. - installed 2019-10-17)  
[Other] com.expressvpn.tap.plist (Apple - installed 2019-10-24)  
[Other] com.expressvpn.tun.plist (Apple - installed 2019-10-24)  
[Running] com.fitbit.galileo.plist (? 485714a8 - installed 2015-11-09)  
[Loaded] com.google.keystone.daemon.plist (Google, Inc. - installed 2019-12-04)  
[Loaded] com.microsoft.autoupdate.helper.plist (Microsoft Corporation - installed 2017-04-18)  
[Loaded] com.microsoft.office.licensing.helper.plist (? 6d8cb30e - installed 2011-03-10)  
[Not Loaded] com.oracle.java.Helper-Tool.plist (? 0 - installed )  
[Loaded] com.transcend.TSRecoverHandlerHelp.plist (Transcend Information, Inc. - installed 2018-12-28)  
[Running] com.transcend.TSSleepHandlerHelp.plist (Transcend Information, Inc. - installed 2018-12-28)  
[Loaded] com.transcend.TSTRIMHandlerHelp.plist (Transcend Information, Inc. - installed 2018-12-28)

### User Launch Agents:

[Loaded] com.adobe.AAM.Updater-1.0.plist (? 0 - installed 2017-01-31)  
[Loaded] com.adobe.ARM.\*\*\*.plist (? 0 - installed 2019-03-26)  
[Loaded] com.adobe.GC.Invoker-1.0.plist (Adobe Systems, Inc. - installed 2018-01-24)  
[Loaded] com.dropbox.DropboxMacUpdate.agent.plist (Dropbox, Inc. - installed 2019-08-22)  
[Loaded] com.logmein.GoToMeeting.G2MUpdate.plist (? 0 - installed 2019-11-24)  
[Loaded] com.pia.pia\_manager.plist (Apple - installed 2016-08-31)  
[Loaded] com.skype.skype.shareagent.plist (Skype Communications S.a.r.l - installed 2019-08-06)  
[Loaded] com.spotify.webhelper.plist (? 0 - installed 2018-08-01)  
[Loaded] mega.mac.megaupdater.plist (Mega Limited - installed 2018-12-28)

### User Login Items:

[Not Loaded] Launcher Disabler (App Store - installed 2019-09-18)  
Modern Login Item  
/Applications/OneDrive.app/Contents/Library/LoginItems/Launcher Disabler.app  
  
[Not Loaded] OneDrive Launcher (App Store - installed 2019-09-18)  
Modern Login Item  
/Applications/OneDrive.app/Contents/Library/LoginItems/OneDrive Launcher.app  
  
[Not Loaded] Slack Login Helper (App Store - installed 2019-09-10)  
Modern Login Item  
/Applications/Slack.app/Contents/Library/LoginItems/Slack Login Helper.app

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[Running] BkxmAgent (Jerry Krinock - installed 2019-12-04)

Modern Login Item

/Applications/Synkmark.app/Contents/Library/LoginItems/BkxmAgent.app

[Not Loaded] HDXCastHelper (Citrix Systems, Inc. - installed 2019-11-04)

Modern Login Item

/Library/Application Support/Citrix Receiver/Citrix Casting.app/Contents/Library/LoginItems/HDXCastHelper.app

[Not Loaded] HP Device Monitor (HP Inc. - installed 2017-10-26)

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 (HP Inc. - installed 2017-10-26)

Modern Login Item

/Library/Printers/hp/Utilities/HPPU Plugins/ProductImprovementStudy.hptask/Contents/Helpers/HP Product Research Manager.app/Contents/Library/LoginItems/HP Product Research.app

### Internet Plug-ins:

o1dbrowserplugin: 5.41.3.0 (? - installed 2018-03-16)

Default Browser: (? - installed 2019-10-20)

AdobeAAMDetect: 3.0.0.0 (Adobe Systems, Inc. - installed 2017-08-01)

FlashPlayer-10.6: 32.0.0.303 (Adobe Systems, Inc. - installed 2019-12-10)

AdobePDFViewerNPAPI: 17.012.20098 (Adobe Systems, Inc. - installed 2019-02-23)

Silverlight: 5.1.50428.0 (? - installed 2016-09-14)

Flash Player: 32.0.0.303 (Adobe Systems, Inc. - installed 2019-12-10)

CitrixICAClientPlugin: 19.10.2 (Citrix Systems, Inc. - installed 2019-11-04)

SharePointBrowserPlugin: 14.7.3 (? - installed 2017-04-18)

AdobePDFViewer: 9.5.5 (? - installed 2019-03-26)

googletalkbrowserplugin: 5.41.3.0 (? - installed 2015-12-11)

CentraUpdaterPlugin: 7.7.1 (? - installed 2016-12-06)

### Audio Plug-ins:

AppleTimeSyncAudioClock: 1.0 (Apple - installed 2019-11-05)

BluetoothAudioPlugIn: 6.0.7 (Apple - installed 2019-11-05)

AirPlay: 2.0 (Apple - installed 2019-11-05)

AppleAVBAudio: 683.1 (Apple - installed 2019-11-05)

BridgeAudioSP: 4.69.2 (Apple - installed 2019-11-05)

iSightAudio: 7.7.3 (Apple - installed 2019-11-05)

### 3rd Party Preference Panes:

Flash Player (installed 2019-11-22)

Xmarks for Safari (installed 2018-04-25)

### Time Machine:

**Time Machine information not available without Full Drive Access.**

### Performance:

System Load: 1.77 (1 min ago) 5.05 (5 min ago) 4.18 (15 min ago)

Nominal I/O speed: 16.90 MB/s

File system: 25.37 seconds

Write speed: 663 MB/s

Read speed: 711 MB/s

### CPU Usage Snapshot:

**Type Overall**

System 1 %

User 2 %  
Idle 97 %

**Top Processes Snapshot by CPU:**

**Process (count) CPU (Source - Location)**

Other processes 14.87 % (?)  
EtreCheck 8.15 % (App Store)  
System Information 0.39 % (Apple)  
deleted 0.27 % (Apple)  
Dropbox 0.25 % (Dropbox, Inc.)

**Top Processes Snapshot by Memory:**

**Process (count) RAM usage (Source - Location)**

EtreCheck 638 MB (App Store)  
Backup and Sync 462 MB (Google, Inc.)  
Dropbox 311 MB (Dropbox, Inc.)  
photoanalysisd 170 MB (Apple)  
iTunesStorageExtension 148 MB (Apple)

**Top Processes Snapshot by Network Use:**

**Process Input / Output (Source - Location)**

com.apple.WebKit.Networking 626 KB / 34 KB (Apple)  
Dropbox 79 KB / 327 KB (Dropbox, Inc.)  
Other processes 113 KB / 63 KB (?)  
SystemUIServer 582 B / 24 B (Apple)  
USBserver 0 B / 0 B (? - /Library/Printers/Brother/Utilities/Server/USBserver.app)

**Virtual Memory Information:**

Physical RAM: 16 GB

Free RAM: 4.35 GB  
Used RAM: 7.83 GB  
Cached files: 3.83 GB

Available RAM: 8.17 GB  
Swap Used: 0 B

**Software Installs (past 30 days):**

**Install Date Name (Version)**

2019-11-23 Google Drive File Stream  
2019-12-10 Adobe Flash Player  
2019-12-12 Adobe Acrobat Reader DC (19.021.20058)  
2019-12-15 XProtectPlistConfigData (2110)  
2019-12-15 MRTConfigData (1.51)  
2019-12-15 Safari (13.0.4)  
2019-12-18 EtreCheck (5.4.6)

**Diagnostics Information (past 7 days):**

**Directory /Library/Logs/DiagnosticReports is not accessible.**  
**Enable Full Drive Access to see more information.**

**End of report**