

**EtreCheck version: 6.0.3 (6A009)**

**Report generated: 2019-08-08 11:01:20**

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

**Runtime: 3:09**

**Performance: Good**

**Problem:** Computer is too slow

**Major Issues:**

Anything that appears on this list needs immediate attention.

**More than one antivirus app** - This machine has multiple antivirus apps installed.

**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.

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

**Hardware Information:**

MacBook Air (13-inch, 2017)

MacBook Air Model: MacBookAir7,2

1 1,8 GHz Intel Core i5 (i5-5350U) CPU: 2-core

8 GB RAM - Not upgradeable

BANK 0/DIMM0 - 4 GB DDR3 1600 ok

BANK 1/DIMM0 - 4 GB DDR3 1600 ok

Battery: Health = Normal - Cycle count = 43

**Video Information:**

Intel HD Graphics 6000 - VRAM: 1536 MB

Color LCD 1440 x 900

**Drives:**

disk0 - APPLE SSD SM0128G 121.33 GB (Solid State - TRIM: Yes)

Internal PCI 5.0 GT/s x4 Serial ATA

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

disk0s2 [APFS Container] 121.12 GB

disk1 [APFS Virtual drive] 121.12 GB (Shared by 4 volumes)

disk1s1 - Macintosh HD (APFS) (Shared - 36.69 GB used)

disk1s2 - Preboot (APFS) [APFS Preboot] (Shared - 44 MB used)

disk1s3 - Recovery (APFS) [Recovery] (Shared - 510 MB used)

disk1s4 - VM (APFS) [APFS VM] (Shared - 1.07 GB used)

disk2 - Seagate FreeAgent GoFlex 750.16 GB

External USB 480 Mbit/s USB

disk2s1 - B\*\*\*\*\*k (Journaled HFS+) 750.16 GB (28.07 GB used)

**Mounted Volumes:**

disk1s1 - Macintosh HD

121.12 GB (Shared - 36.69 GB used - 82.68 GB free)

APFS

Mount point: /

Encrypted

disk1s4 - VM [APFS VM]

121.12 GB (Shared - 1.07 GB used - 82.68 GB free)

APFS

Mount point: /private/var/vm

disk2s1 - B\*\*\*\*\*k

750.16 GB (28.07 GB used - 722.09 GB free)

Journaled HFS+

Mount point: /Volumes/B\*\*\*\*\*k

**Network:**

Interface en0: Wi-Fi  
802.11 a/b/g/n/ac  
Interface en2: Bluetooth PAN  
Interface bridge0: Thunderbolt Bridge

**System Software:**

macOS Mojave 10.14.5 (18F132)  
Time since boot: Less than an hour

**Notifications:**

/Applications/Safari.app  
12 notifications  
(Deleted)  
one notification (one scheduled)

**Security:**

Gatekeeper: App Store and identified developers  
System Integrity Protection: Enabled

Antivirus apps: CleanMyMac and MalwareBytes

**Unsigned Files:**

Launchd: ~/Library/LaunchAgents/com.myheritage.familytreebuilder.checkupdates.plist  
Executable: com.myheritage.familytreebuilder.checkupdates  
Details: Exact match found in the whitelist - probably OK

Launchd: /Library/Internet Plug-Ins/JavaAppletPlugin.plugin/Contents/Resources/com.oracle.java.Helper-Tool.plist  
Executable: /Library/Internet Plug-Ins/JavaAppletPlugin.plugin/Contents/Resources/Helper-Tool  
Details: Exact match found in the whitelist - probably OK

Launchd: /Library/LaunchAgents/com.oracle.java.Java-Updater.plist  
Executable: /Library/Internet Plug-Ins/JavaAppletPlugin.plugin/Contents/Resources/Java Updater.app/Contents/MacOS/Java Updater -bgcheck  
Details: Exact match found in the whitelist - probably OK

Launchd: /Library/LaunchDaemons/com.oracle.java.Helper-Tool.plist  
Executable: /Library/Internet Plug-Ins/JavaAppletPlugin.plugin/Contents/Resources/Helper-Tool  
Details: Exact match found in the whitelist - probably OK

Launchd: /Library/Internet Plug-Ins/JavaAppletPlugin.plugin/Contents/Resources/com.oracle.java.Java-Updater.plist  
Executable: /Library/Internet Plug-Ins/JavaAppletPlugin.plugin/Contents/Resources/Java Updater.app/Contents/MacOS/Java Updater -bgcheck  
Details: Exact match found in the whitelist - probably OK

**Kernel Extensions:**

/Library/Application Support/Malwarebytes/MBAM/Kext  
[Loaded] MB\_MBAM\_Protection.kext (Malwarebytes Corporation, 3.8 - SDK 10.14)

**System Launch Agents:**

[Not Loaded] 16 Apple tasks  
[Loaded] 184 Apple tasks  
[Running] 101 Apple tasks

**System Launch Daemons:**

[Not Loaded] 36 Apple tasks  
[Loaded] 190 Apple tasks  
[Running] 109 Apple tasks

**Launch Agents:**

[Other] com.adobe.ARMDCHelper.cc24aef4a1b90ed56a725c38014c95072f92651fb65e1bf9c8e43c37a23d420d.plist (Adobe Systems, Inc. - installed 2019-05-09)  
[Running] com.malwarebytes.mbam.frontend.agent.plist (Malwarebytes Corporation - installed 2019-05-10)  
[Not Loaded] com.oracle.java.Java-Updater.plist (? 5a381fc6 - installed 2018-12-27)

**Launch Daemons:**

[Loaded] com.adobe.ARMDLCommunicator.plist (Adobe Systems, Inc. - installed 2019-05-09)  
[Loaded] com.adobe.ARMDL.SMJobBlessHelper.plist (Adobe Systems, Inc. - installed 2019-05-09)  
[Loaded] com.adobe.fpsaud.plist (Adobe Systems, Inc. - installed 2019-06-22)  
[Loaded] com.apple.installer.osmessagetracing.plist (Apple - installed 2019-05-04)  
[Running] com.malwarebytes.mbam.rtprotection.daemon.plist (Malwarebytes Corporation - installed 2019-06-04)  
[Running] com.malwarebytes.mbam.settings.daemon.plist (Malwarebytes Corporation - installed 2019-05-10)  
[Not Loaded] com.oracle.java.Helper-Tool.plist (? e3fefdd2 - installed 2018-12-27)

**User Launch Agents:**

[Loaded] com.macpaw.CleanMyMac4.HealthMonitor.plist (MacPaw Inc. - installed 2019-04-11)  
[Loaded] com.myheritage.familytreebuilder.checkupdates.plist (? 0 - installed 2019-04-15)

**Internet Plug-ins:**

AdobePDFViewerNPAPI: 17.012.20098 (Adobe Systems, Inc. - installed 2019-03-25)  
FlashPlayer-10.6: 32.0.0.223 (Adobe Systems, Inc. - installed 2019-07-20)  
Flash Player: 32.0.0.223 (Adobe Systems, Inc. - installed 2019-07-20)  
AdobePDFViewer: 19.010.20099 (Adobe Systems, Inc. - installed 2019-03-25)  
JavaAppletPlugin: Java 8 Update 191 build 12 (? - installed 2018-12-27)

**Audio Plug-ins:**

AppleTimeSyncAudioClock: 1.0 (Apple - installed 2019-06-10)  
BluetoothAudioPlugIn: 6.0.12 (Apple - installed 2019-06-10)  
AirPlay: 2.0 (Apple - installed 2019-06-10)  
AppleAVBAudio: 740.1 (Apple - installed 2019-06-10)  
BridgeAudioSP: 5.46 (Apple - installed 2019-06-10)  
iSightAudio: 7.7.3 (Apple - installed 2019-06-10)

**Safari Extensions:**

eID Safari Extension - App Store (installed 2019-07-20)

**3rd Party Preference Panes:**

Flash Player (installed 2019-06-22)  
Java (installed 2018-10-06)

**Time Machine:**

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

One local snapshot  
Oldest local snapshot: 2019-07-31 14:46:47  
Last local snapshot: 2019-07-31 14:46:47

**Performance:**

System Load: 1.80 (1 min ago) 3.13 (5 min ago) 1.78 (15 min ago)  
Nominal I/O speed: 5.86 MB/s  
File system: 59.54 seconds  
Write speed: 681 MB/s  
Read speed: 1168 MB/s

**CPU Usage Snapshot:**

**Type Overall**

System 9 %  
User 12 %  
Idle 79 %

**Top Processes Snapshot by CPU:**

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

callservicesd 14.30 % (Apple)  
mdworker\_shared (19) 11.30 % (Apple)  
soagent 10.92 % (Apple)  
EtreCheckPro 5.22 % (Etresoft, Inc.)  
WindowServer 4.78 % (Apple)

**Top Processes Snapshot by Memory:**

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

EtreCheckPro 489 MB (Etresoft, Inc.)  
mdworker\_shared (19) 335 MB (Apple)  
plugin-container (3) 324 MB (Mozilla Corporation)  
firefox 257 MB (Mozilla Corporation)  
kernel\_task 140 MB (Apple)

**Top Processes Snapshot by Network Use:**

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

AddressBookSourceSync 41 KB / 19 KB (Apple)  
com.apple.iCloudHelper 44 KB / 8 KB (Apple)  
firefox 21 KB / 5 KB (Mozilla Corporation)  
syncdefaults 11 KB / 4 KB (Apple)  
RTPProtectionDaemon 8 KB / 4 KB (Malwarebytes Corporation)

**Top Processes Snapshot by Energy Use:**

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

WindowServer 5 (Apple)  
Mail 5 (?)  
suggested 3 (Apple)  
callservicesd 3 (Apple)  
AddressBookSource 2 (?)

**Virtual Memory Information:**

Physical RAM: 8 GB

Free RAM: 3.92 GB

Used RAM: 2.53 GB

Cached files: 1.55 GB

Available RAM: 5.47 GB

Swap Used: 0 B

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

**Install Date Name (Version)**

2019-07-20 eID Connector (0.5.2)  
2019-07-20 Adobe Flash Player (32.0.0.223)  
2019-07-30 MRTConfigData (1.47)  
2019-07-30 Gatekeeper Configuration Data (173)  
2019-08-04 Battery Health (6.1)

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

**End of report**