

EtreCheck version: 3.1.5 (343)

Report generated 2017-04-15 11:37:40

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Runtime 1:44

Performance: Excellent

Click the [\[Support\]](#) links for help with non-Apple products.

Click the [\[Details\]](#) links for more information about that line.

Problem: Other problem

Description:

No internet connection on one user account.

Hardware Information: ⓘ

MacBook Pro (13-inch, Early 2011)

[\[Technical Specifications\]](#) - [\[User Guide\]](#) - [\[Warranty & Service\]](#)

MacBook Pro - model: MacBookPro8,1

1 2.7 GHz Intel Core i7 (i7-2620M) CPU: 2-core

4 GB RAM Upgradeable - [\[Instructions\]](#)

BANK 0/DIMM0

2 GB DDR3 1333 MHz ok

BANK 1/DIMM0

2 GB DDR3 1333 MHz ok

Bluetooth: Old - Handoff/Airdrop2 not supported

Wireless: en1: 802.11 a/b/g/n

Battery: Health = Normal - Cycle count = 947

Video Information: ⓘ

Intel HD Graphics 3000

Color LCD 1280 x 800

System Software: ⓘ

OS X El Capitan 10.11.6 (15G1108) - Time since boot: about one day

Disk Information: ⓘ

SSD2SC240G1CS1754D117-820 disk0 : (240.06 GB) (Solid State - TRIM: No)

[\[Show SMART report\]](#)

EFI (disk0s1) <not mounted> : 210 MB

Macintosh HD (disk0s2) / [Startup]: 239.20 GB (36.75 GB free)

Recovery HD (disk0s3) <not mounted> [Recovery]: 650 MB

MATSHITADVD-R UJ-8A8 ()

USB Information: ⓘ

SanDisk Ultra Fit 30.75 GB

Untitled (disk1s1) /Volumes/Untitled : 30.75 GB (13.90 GB free)

Apple Computer, Inc. IR Receiver

Apple Inc. FaceTime HD Camera (Built-in)

Apple Inc. Apple Internal Keyboard / Trackpad

Logitech USB Receiver

Apple Inc. BRCM2070 Hub

Apple Inc. Bluetooth USB Host Controller

Thunderbolt Information: ⓘ

Apple Inc. thunderbolt_bus

Gatekeeper: ⓘ

Mac App Store and identified developers

Unknown Files: ⓘ

/Library/LaunchDaemons/com.Hemiascales.service.plist

/etc/run_app.sh

/Library/LaunchDaemons/com.anemony.service.plist

/etc/run_app.sh

/Library/LaunchDaemons/com.apple.rothl.plist

/Library/LaunchDaemons/com.differentially.service.plist

/etc/run_app.sh

4 unknown files found. [Check files]

Kernel Extensions: ⓘ

/Library/Extensions

[loaded] com.paragon-software.filesystems.ntfs (14.2.359 - SDK 10.5 - 2017-04-03)

Startup Items: ⓘ

TuxeraNTFSUnmountHelper: Path: /Library/StartupItems/TuxeraNTFSUnmountHelper
Startup items no longer function in OS X Yosemite or later

System Launch Agents: ⓘ

[not loaded] 8 Apple tasks

[loaded] 160 Apple tasks

[running] 71 Apple tasks

System Launch Daemons: ⓘ

[not loaded] 47 Apple tasks
[loaded] 156 Apple tasks
[running] 87 Apple tasks

Launch Agents: ⓘ

[loaded] com.google.keystone.agent.plist (2017-01-13) [Support]
[running] com.paragon-software.NTFS.fsnotify.agent.plist (2016-07-14) [Support]
[failed] com.paragon-software.NTFS.fsnotifyagent.plist (2015-12-21) [Support] - /
PreferencePanels/ParagonNTFS.prefPane/Contents/Resources/fsnotifyagent.app
MacOS/fsnotifyagent: Executable not found!
[loaded] com.paragon-software.facebook.agent.plist (2016-07-14) [Support]
[loaded] com.paragon.updater.plist (2016-07-14) [Support]

Launch Daemons: ⓘ

[running] com.Hemiascales.service.plist (2016-11-05) [Support]
[running] com.aaa.windscribe.OVPNHelper.plist (2016-11-05) [Support]
[loaded] com.aaa.windscribe.firewall_on.plist (2017-04-15)
[loaded] com.adobe.fpsaud.plist (2016-12-16) [Support]
[running] com.anemony.service.plist (2016-11-05) [Support]
[not loaded] com.apple.rothl.plist (2016-07-21) [Support]
[running] com.differentially.service.plist (2016-11-05) [Support]
[loaded] com.google.keystone.daemon.plist (2017-01-24) [Support]
[loaded] com.microsoft.autoupdate.helper.plist (2016-08-03) [Support]
[loaded] com.microsoft.office.licensingV2.helper.plist (2016-07-09) [Support]
[running] com.paragon-software.NTFS.fsnotify.daemon.plist (2016-07-04) [Support]
[loaded] com.paragon.NTFS.launch.plist (2016-07-08)
[loaded] com.tunnelbear.mac.tbear.plist (2016-08-06) [Support]

User Launch Agents: ⓘ

[running] com.spotify.webhelper.plist (2017-04-04) [Support]

Internet Plug-ins: ⓘ

FlashPlayer-10.6: 24.0.0.194 - SDK 10.9 (2017-01-24) [Support]
QuickTime Plugin: 7.7.3 (2016-10-27)
Flash Player: 24.0.0.194 - SDK 10.9 (2017-01-24) **Outdated! Update**
Default Browser: 601 - SDK 10.11 (2016-10-02)
o1dbrowserplugin: 5.41.3.0 - SDK 10.8 (2015-12-27) [Support]

SharePointBrowserPlugin: 14.1.0 (2016-06-03) [\[Support\]](#)
googletalkbrowserplugin: 5.41.3.0 - SDK 10.8 (2015-12-11) [\[Support\]](#)
Silverlight: 5.1.41212.0 - SDK 10.6 (2016-01-16) [\[Support\]](#)
JavaAppletPlugin: Java 7 Update 67 (2014-08-13) [Check version](#)

Safari Extensions: ⓘ

Tab Lister - Paul Petty - <http://paulgriffinpetty.com/tablister> (2017-03-06)
Save to Pocket - Read It Later, Inc. - <http://getpocket.com/> (2016-10-09)
Evernote Web Clipper - Evernote Corp. - <http://evernote.com> (2017-03-28)

3rd Party Preference Panes: ⓘ

Flash Player (2016-12-16) [\[Support\]](#)
Paragon NTFS for Mac® (2016-07-14) [\[Support\]](#)

Time Machine: ⓘ

Time Machine not configured!

Top Processes by CPU: ⓘ

89%	mds
71%	mdworker(23)
3%	WindowServer
3%	kernel_task
2%	fontd(2)

Top Processes by Memory: ⓘ

545 MB	kernel_task
377 MB	com.apple.WebKit.WebContent(3)
303 MB	mdworker(23)
188 MB	Safari
119 MB	Finder(2)

Virtual Memory Information: ⓘ

749 MB	Available RAM
36 MB	Free RAM
3.27 GB	Used RAM
713 MB	Cached files
0 B	Swap Used

Diagnostics Information: ⓘ

Apr 14, 2017, 10:57:01 AM Self test - passed

