

EtreCheckPro version: 6.7.1 (67011)

Report generated: 2022-09-14 12:37:28

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Runtime: 3:04

Performance: Excellent

Problem: Other problem

Description:

My iMac Retina 5K, 27" 2017 model running macOS Catalina 10.15.7 is not restarting or shutting down. The desktop clears off icons and I look like it's going to shut down and wallpaper shows but doesn't restart. When I run updates, it only shows it's searching for updates. And when I tried updating to Big Sur, computer still does not restart. Note, I kept my iMac on Catalina for so long only due to software compatibility I use for work. Tried updating to Big Sur since it has recently become compatible with software.

Major Issues: None

Minor Issues:

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

No Time Machine backup - Time Machine backup not found.

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

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

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

x86-only Apps - This computer has x86-only apps might not work on future versions of the operating system.

Limited permissions - More information may be available with Full Disk Access.

Hardware Information:

iMac (Retina 5K, 27-inch, 2017)

Status: Supported

iMac Model: iMac18,3

4.2 GHz Quad-Core Intel Core i7 (i7-7700K) CPU: 4-core

64 GB RAM - At maximum

BANK 0/DIMM0 - 16 GB DDR4 SO-DIMM 2400

BANK 0/DIMM1 - 16 GB DDR4 SO-DIMM 2400

BANK 1/DIMM0 - 16 GB DDR4 SO-DIMM 2400

BANK 1/DIMM1 - 16 GB DDR4 SO-DIMM 2400

Video Information:

Radeon Pro 575 - VRAM: 4 GB

iMac (built-in) 5120 x 2880

SAMSUNG 1920 x 1080

Drives:

disk0 - APPLE SSD SM0032L 28.00 GB (Solid State - TRIM: Yes)

Internal PCI-Express 8.0 GT/s x2 NVMe Express

disk0s1 - EFI [EFI] 315 MB

disk0s2 [APFS Fusion Drive] 27.69 GB

disk2 [APFS Virtual drive] 1.03 TB (Shared by 5 volumes)

disk2s1 - Macintosh HD - Data (APFS) [APFS Virtual drive] (857.91 GB used)

disk2s2 - Preboot (APFS) [APFS Preboot] (219 MB used)

disk2s3 - Recovery (APFS) [Recovery] (529 MB used)

disk2s4 - VM (APFS) [APFS VM] (2.15 GB used)

disk2s5 - Macintosh HD (APFS) (11.29 GB used)

MCAK's iMac 2022-09-14

disk1 - APPLE HDD ST1000DM003 1.00 TB (Mechanical - 7200 RPM)
Internal SATA 6 Gigabit Serial ATA
disk1s1 - EFI (MS-DOS FAT32) [EFI] 210 MB
disk1s2 [APFS Fusion Drive] 1000.00 GB
disk2 [APFS Virtual drive] 1.03 TB (Shared by 5 volumes)
disk2s1 - Macintosh HD - Data (APFS) [APFS Virtual drive] (857.91 GB used)
disk2s2 - Preboot (APFS) [APFS Preboot] (219 MB used)
disk2s3 - Recovery (APFS) [Recovery] (529 MB used)
disk2s4 - VM (APFS) [APFS VM] (2.15 GB used)
disk2s5 - Macintosh HD (APFS) (11.29 GB used)

disk3 - WD My Passport 2627 5.00 TB
External USB 5 Gbit/s USB
disk3s1 - EFI (MS-DOS FAT32) [EFI] 210 MB
disk3s2 - S*****S 5.00 TB (2.42 TB used)

Mounted Volumes:

disk2s1 - Macintosh HD - Data [APFS Virtual drive]
Filesystem: APFS
Mount point: /System/Volumes/Data
Fusion drive
Used: 857.91 GB
Shared values
Size: 1.03 TB
Free: 151.06 GB
Available: 164.19 GB

disk2s4 - VM [APFS VM]
Filesystem: APFS
Mount point: /private/var/vm
Fusion drive
Used: 2.15 GB
Shared values
Size: 1.03 TB
Free: 151.06 GB

disk2s5 - Macintosh HD
Filesystem: APFS
Mount point: /
Fusion drive
Read-only: Yes
Used: 11.29 GB
Shared values
Size: 1.03 TB
Free: 151.06 GB
Available: 164.19 GB

disk3s2 - S*****S
Mount point: /Volumes/S*****S
Used: 2.42 TB
Size: 5.00 TB
Free: 2.58 TB

disk4s2 - S*****t
Filesystem: Mac OS Extended
Disk Image

Mount point: /Volumes/S*****t
Read-only: Yes
Used: 12.42 GB
Size: 12.78 GB
Free: 366 MB

Network:

Interface en0: Ethernet
Interface en1: Wi-Fi
802.11 a/b/g/n/ac
Interface en4: Bluetooth PAN
Interface bridge0: Thunderbolt Bridge
iCloud Quota: 3.76 GB available

System Software:

macOS Catalina 10.15.7 (19H1615)
Time since boot: About an hour

Notifications:

DrCleaner.app
2 notifications (2 scheduled)

Security:

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

Antivirus software: Apple

Old Applications:

8 x86-only apps

System Launch Daemons:

[Not Loaded] 34 Apple tasks
[Loaded] 180 Apple tasks
[Running] 123 Apple tasks

System Launch Agents:

[Not Loaded] 16 Apple tasks
[Loaded] 172 Apple tasks
[Running] 125 Apple tasks

Launch Daemons:

[Loaded] com.adobe.ARMDC.Communicator.plist (Adobe Inc. - installed 2022-01-08)
[Loaded] com.adobe.ARMDC.SMJobBlessHelper.plist (Adobe Inc. - installed 2022-01-08)
[Running] com.adobe.acc.installer.v2.plist (Adobe Inc. - installed 2022-08-15)
[Loaded] com.adobe.agsservice.plist (Adobe Inc. - installed 2022-06-03)
[Loaded] com.apple.installer.osmessagetracing.plist (Apple - installed 2022-01-06)
[Loaded] com.ea.origin.ESHelper.plist (EA Swiss Sarl - installed 2022-01-06)
[Running] com.microsoft.OneDriveStandaloneUpdaterDaemon.plist (Microsoft Corporation - installed 2022-09-14)
[Loaded] com.microsoft.OneDriveUpdaterDaemon.plist (Microsoft Corporation - installed 2022-09-14)
[Loaded] com.microsoft.autoupdate.helper.plist (Microsoft Corporation - installed 2022-09-13)
[Loaded] com.microsoft.office.licensingV2.helper.plist (Microsoft Corporation - installed 2022-05-26)
[Loaded] com.microsoft.teams.TeamsUpdaterDaemon.plist (Microsoft Corporation - installed 2022-08-16)
[Loaded] com.teamviewer.Helper.plist (TeamViewer GmbH - installed 2022-01-06)
[Not Loaded] com.teamviewer.teamviewer_service.plist (Not signed - installed 2022-01-06)
[Running] com.wacom.UpdateHelper.plist (Wacom Technology Corp. - installed 2022-01-06)

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Launch Agents:

[Not Loaded] com.adobe.AAM.Updater-1.0.plist (Adobe Systems, Inc. - installed 2022-01-06)
[Other] com.adobe.ARMDCHelper.cc24aef4a1b90ed56a725c38014c95072f92651fb65e1bf9c8e43c37a23d420d.plist (Adobe Inc. - installed 2022-01-08)
[Running] com.adobe.AdobeCreativeCloud.plist (Adobe Inc. - installed 2022-08-15)
[Running] com.adobe.GC.AGM.plist (Adobe Inc. - installed 2022-06-03)
[Not Loaded] com.adobe.GC.Invoker-1.0.plist (Adobe Inc. - installed 2022-06-03)
[Loaded] com.adobe.ccxprocess.plist (Adobe Inc. - installed 2022-08-25)
[Loaded] com.microsoft.OneDriveStandaloneUpdater.plist (Microsoft Corporation - installed 2022-09-14)
[Loaded] com.microsoft.update.agent.plist (Microsoft Corporation - installed 2022-09-13)
[Not Loaded] com.teamviewer.teamviewer.plist (Not signed - installed 2022-01-06)
[Not Loaded] com.teamviewer.teamviewer_desktop.plist (Not signed - installed 2022-01-06)
[Running] com.wacom.DataStoreMgr.plist (Wacom Technology Corp. - installed 2022-01-06)
[Running] com.wacom.IOManager.plist (Wacom Technology Corp. - installed 2022-01-06)
[Running] com.wacom.wacomtablet.plist (Wacom Technology Corp. - installed 2022-01-06)

User Launch Agents:

[Loaded] com.adobe.AAM.Updater-1.0.plist (Adobe Systems, Inc. - installed 2019-08-07)
[Loaded] com.adobe.GC.Invoker-1.0.plist (Adobe Inc. - installed 2022-06-03)
[Loaded] com.ea.origin.WebHelper.plist (EA Swiss Sarl - installed 2020-01-20)
[Loaded] com.google.keystone.agent.plist (Google LLC - installed 2022-04-18)
[Loaded] com.google.keystone.xpcservice.plist (Google LLC - installed 2022-04-18)

User Login Items:

[Running] Adobe Acrobat (Adobe Inc. - installed 2022-09-13)
Application
/Applications/Adobe Acrobat DC/Adobe Acrobat.app/Contents/Helpers/AdobeResourceSynchronizer.app

[Loaded] ATLoginItemHelper (App Store - installed 2022-01-06)
Modern Login Item
/Applications/DrCleaner.app/Contents/Library/LoginItems/ATLoginItemHelper.app

[Running] Google Chrome (Google LLC - installed 2022-01-06)
Application
/Applications/Google Chrome.app

[Loaded] magnetLauncher (App Store - installed 2022-06-25)
Modern Login Item
/Applications/Magnet.app/Contents/Library/LoginItems/magnetLauncher.app

[Not Loaded] Launcher Disabler (Microsoft Corporation - installed 2022-09-14)
Modern Login Item
/Applications/OneDrive.app/Contents/Library/LoginItems/Launcher Disabler.app

[Not Loaded] OneDrive Launcher (Microsoft Corporation - installed 2022-09-14)
Modern Login Item
/Applications/OneDrive.app/Contents/Library/LoginItems/OneDrive Launcher.app

[Running] CricutLauncher4 (Provo Craft and Novelty, Inc. - installed 2018-06-06)
Application
~/Library/Application Support/CricutDesignSpace3/BRIDGE/CricutLauncher4.app

Internet Plug-ins:

AdobePDFViewerNPAPI: 17.012.20098 (Adobe Systems, Inc. - installed 2022-01-06)
AdobeAAMDetect: 3.0.0.0 (Adobe Inc. - installed 2022-08-15)
AdobePDFViewer: 21.005.20058 (Adobe Systems, Inc. - installed 2022-01-06)

User Internet Plug-ins:

ZoomUsPlugIn: 5.0.2 (24030.0508) (Zoom Video Communications, Inc. - installed 2020-05-15)

Audio Plug-ins:

MSTeamsAudioDevice: 2020.42.00.9 (Microsoft Corporation - installed 2020-10-12)

TVRemoteAudio: 1.0.1 (TeamViewer GmbH - installed 2021-06-22)

3rd Party Preference panels:

WacomTablet (Wacom Technology Corp. - installed 2022-01-06)

Backup:

Time Machine Not Configured!

Performance:

System Load: 1.46 (1 min ago) 1.31 (5 min ago) 1.28 (15 min ago)

Nominal I/O usage: 1.60 MB/s

File system: 16.29 seconds

Write speed: 475 MB/s

Read speed: 1459 MB/s

CPU Usage Snapshot:

Type Overall

System: 2 %

User: 5 %

Idle: 93 %

Top Processes Snapshot by CPU:

Process (count) CPU (Source - Location)

EtreCheckPro 16.86 % (Etresoft, Inc.)

WindowServer 13.02 % (Apple)

CEPHTMLEngine Helper (GPU) (5) 7.38 % (Adobe Inc.)

CEPHTMLEngine (5) 4.88 % (Adobe Inc.)

Adobe InDesign 2022 4.74 % (Adobe Inc.)

Top Processes Snapshot by Memory:

Process (count) RAM usage (Source - Location)

Adobe InDesign 2022 3.86 GB (Adobe Inc.)

Google Chrome Helper (Renderer) (21) 3.73 GB (Google LLC)

NotificationCenter 1.34 GB (Apple)

AdobeAcrobat 1.09 GB (Adobe Inc.)

Microsoft Outlook 898 MB (Microsoft Corporation)

Top Processes Snapshot by Network Use:

Process Input / Output (Source - Location)

mDNSResponder 652 KB / 171 KB (Apple)

exchangesyncd 134 KB / 12 KB (Apple)

CalendarAgent 133 KB / 10 KB (Apple)

apsd 33 KB / 63 KB (Apple)

netbiosd 24 KB / 10 KB (Apple)

Top Processes Snapshot by Energy Use:

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

WindowServer 7 (Apple)

CEPHTMLEngine Helper (GPU) (5) 3 (Adobe Inc.)

Messages 2 (Apple)

CEPHTMLEngine (5) 2 (Adobe Inc.)

Activity Monitor 1 (Apple)

Virtual Memory Information:

Physical RAM: 64 GB

Free RAM: 9.29 GB

Used RAM: 22.37 GB

Cached files: 32.34 GB

Available RAM: 41.63 GB

Swap Used: 0 B

Software Installs (past 60 days):

Install Date Name (Version)

2022-08-11 Adobe Acrobat DC (22.002.20191) (22.002.20191)

2022-08-16 Microsoft Teams (1.00.521551)

2022-09-13 Adobe Acrobat DC (22.002.20212) (22.002.20212)

2022-09-13 Microsoft AutoUpdate (4.51.22091101)

2022-09-13 Microsoft Excel (16.65.22091101)

2022-09-13 Microsoft OneNote (16.65.22091101)

2022-09-13 Microsoft Outlook (16.65.22091101)

2022-09-13 Microsoft PowerPoint (16.65.22091101)

2022-09-13 Microsoft Word (16.65.22091101)

Clean up:

/Library/LaunchDaemons/com.teamviewer.teamviewer_service.plist

/Applications/TeamViewer.app/Contents/MacOS/TeamViewer_Service

Executable not found

/Library/LaunchAgents/com.teamviewer.teamviewer.plist

/Applications/TeamViewer.app/Contents/MacOS/TeamViewer

Executable not found

/Library/LaunchAgents/com.teamviewer.teamviewer_desktop.plist

/Applications/TeamViewer.app/Contents/MacOS/TeamViewer_Desktop

Executable not found

Diagnostics Information (past 7-30 days):

2022-09-14 08:04:29 Google Chrome.app - Hang

Executable: /Applications/Google Chrome.app

2022-09-13 21:33:35 DrCleaner.app - High CPU Use

Executable: /Applications/DrCleaner.app

2022-09-12 07:44:20 LogMeIn Client.app - High CPU Use (2 times)

Executable: ~/Applications/LogMeIn Client.app

2022-09-09 10:19:37 normalizerd - Crash

Executable: /System/Library/PrivateFrameworks/PSNormalizer.framework/Versions/A/XPCServices/normalizerd.xpc/Contents/MacOS/normalizerd

Details:

dyld3 mode

2022-09-09 07:53:12 mds_stores - Crash (2 times)

Executable: /System/Library/Frameworks/CoreServices.framework/Versions/A/Frameworks/Metadata.framework/Versions/A/Support/mds_stores

Details:

dyld3 mode

[0x700009218000] *warn* 0x7fecaf038000 open from fast flush failed:22

[0x700009218000] 0x7fecaf038000 ContentIndexOpenBulk err:-1

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[0x700009218000] invalid store version 11, expected 8 or 7
[0x700009736000] SIPersistentIDStoreGetParentForOid error:0 at:948 oid:12937189069 parent:0
[0x700009218000] *warn* Items's transaction id 1 is too low for the current index 10. Discarding oid 1c5fc.
[0x700009424000] *warn* Transaction id is now 10
[0x700009424000] *warn* Unexpected transaction id 10. Expected 9. Attempting repair
[0x700009195000] *warn* Transaction id is now 9
[0x700009195000] *warn* Unexpected transaction id 9. Expected 8. Attempting repair
[0x700009195000] *warn* Transaction id is now 8
[0x700009195000] *warn* Unexpected transaction id 8. Expected 1. Attempting repair
[0x700009195000] Error unliking store.updates: 2
[0x7000096b3000] *warn* Finished internal consistency check for /System/Volumes/Data/Volumes/SmallGuyNAS/.Spotlight-V100/Store-V2/75B389B8-E027-46EC-9300-90E1B4BDC11F. Checks: 0 Missing:0 Inconsistent:0 Missing deletes:0
[0x7000096b3000] *warn* Starting internal consistency check for /System/Volumes/Data/Volumes/SmallGuyNAS/.Spotlight-V100/Store-V2/75B389B8-E027-46EC-9300-90E1B4BDC11F
[0x7000096b3000] *warn* Finished index consistency check for /System/Volumes/Data/Volumes/SmallGuyNAS/.Spotlight-V100/Store-V2/75B389B8-E027-46EC-9300-90E1B4BDC11F. Missing deletes:0
[0x7000096b3000] *warn* Starting index consistency check for /System/Volumes/Data/Volumes/SmallGuyNAS/.Spotlight-V100/Store-V2/75B389B8-E027-46EC-9300-90E1B4BDC11F
[0x7000096b3000] Prepare for transaction 11
[0x7000096b3000] Prepare for transaction 10
[0x7000096b3000] Prepare for transaction 10
[0x7000096b3000] Prepare for transaction 9
[0x7000096b3000] Prepare for transaction 9
[0x7000096b3000] Prepare for transaction 8
[0x700009424000] Failed to get kMDStoreAccumulatedCounts
[0x700009424000] Failed to get kMDStoreAccumulatedSizes
[0x700009218000] check_crash_state: 1 for /System/Volumes/Data/Volumes/SmallGuyNAS/.Spotlight-V100/Store-

End of report