



EtreCheck version: 5.1 (5A022)
Report generated: 2019-02-03 12:05:09
Problem: Other problem

How to use EtreCheck

Your EtreCheck report provides diagnostic and debugging information about your Macintosh. It can uncover the most common problems that plague Mac users. These issues are listed in the first two sections covering **major** and **minor** problems. Major problems need to be corrected immediately. These could involve malware, personal safety, or possible loss of data. Minor problems are frustrating issues, but do not require immediate attention.

Note: Your EtreCheck report is still useful even if it reports no problems. An EtreCheck report listing no problems means there are dozens of potential problems that you don't have.

Scroll down for more sections covering additional details about your computer and links to external resources from Apple and other sources.

The last section is a plain text version of your EtreCheck report. If you need help, you can post this text report on an internet support forum like **Apple Support Communities**. This text report automatically hides any personal information to protect your privacy.

Major Issues

These are major issues identified by EtreCheck. Anything that appears on this list needs immediate attention. If you cannot resolve these issues by yourself, contact **Apple Support** or post a question on **Apple Support Communities** and include your EtreCheck report.

No Time Machine backup	Time Machine backup not found.
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Minor Issues

These are minor issues identified by EtreCheck. These issues do not need immediate attention but they may indicate future problems. If you cannot resolve these issues by yourself, post a question on **Apple Support Communities** and include your EtreCheck report.

Heavy I/O usage	Your system is under heavy I/O use. This will reduce your performance.
Abnormal shutdown	Your machine shut down abnormally.

Machine



Name: MacBook Pro (13-inch, 2017, Four Thunderbolt 3 ports)
Model: MacBookPro14,2

Basic information about your machine. **Name** is Apple's marketing name for your machine. **Model** is the internal name for your machine's architecture. Several machines may share a model, so this is not a unique identifier. Also included are links to Apple support resources for your specific machine and geographic region.

Processor

Count: 1
Cores: 2
Model: 3,1 GHz Intel Core i5
Code: i5-7267U

Basic information about your machine's CPU (central processing unit), such as speed, manufacturer, and model name. Most machines have a single processor with 2 or 4 cores. **Code** is the internal identifier for your processor. Click the **Lookup on Wikichip** button to use this code to find more detailed information about your processor from the Wikichip web site.

Memory

Total: 8 GB
Memory Banks:



Your machine's RAM (random access memory). Reports if your RAM is upgradeable or not.

Each available memory bank is listed. If a memory bank is populated with a memory chip, the size and specifications of that chip are also listed.



Battery

Health: Normal
Cycle count: 121  12% used

Your machine's battery status. Click the **More Information** button for more detailed information from Apple about your battery status. Click the **About Cycles** button for more information from Apple about battery cycles.

The battery health value is more important than the number of cycles remaining. A battery may fail or need service before reaching its expected end-of-life.

Video

One GPU	Displays	
Intel Iris Plus Graphics 650 Integrated 1536 MB VRAM	 Color LCD 2880 x 1800	 HP E232 1920 x 1080

Information about your machine's video card and display. Click the **About Integrated Video** button for more information from Apple about integrated and discrete video.

System Software



OS Name: macOS High Sierra
Version: 10.13.6
Build: 17G65
Time since boot: About 5 hours

Your machine's operating system name and version. This includes the 10.X.Y-style number used in Apple's marketing materials as well as Apple's internal build number. Also included is the time since this machine was last started.

Virtual Memory

Available RAM: 1.95 GB
Free RAM: 572 MB
Used RAM: 6.05 GB
Cached files: 1.39 GB
Swap Used: 205 MB

Your machine's virtual memory system. Modern machines are designed to use all installed RAM for maximum efficiency, so a small amount of **Free RAM** may not be a problem. **Available RAM** is more important. A large amount of **Swap Used** means your machine has run out of memory.

Diagnostics (past 7 days)

Type:	Hang
Application:	EtreCheckPro.app
Executable:	/Applications/EtreCheckPro.app
Date:	2019-02-03 12:03:02
Type:	Memory
Application:	accountsd
Executable:	/System/Library/Frameworks/Accounts.framework/Versions/A/Support /accountsd
Date:	2019-02-03 07:44:48
Type:	Memory
Application:	AddressBookSourceSync.app
Executable:	/System/Library/Frameworks/AddressBook.framework/Versions/A/Helpers/AddressBookSourceSync.app
Date:	2019-02-03 06:57:22
Type:	Shutdown
Reason:	3 - Hard shutdown
Date:	2019-02-03 06:48:08
Type:	Crash
Application:	Applications
Executable:	/System/Library/PrivateFrameworks/StorageManagement.framework/ PlugIns/Applications.appex/Contents/MacOS/Applications
Date:	2019-02-03 06:45:25

Diagnostic reports, such as crash reports, kernel panics, or other system problems. In most cases, only reports from the past 7 days are listed. Kernel panics could indicate serious hardware problems so all kernel panics are listed regardless of date.

Physical Drives

APPLE SSD AP0512J



Device:	disk0
Size:	500.28 GB
Bus:	PCI-Express
Bus Speed:	8.0 GT/s x4
Type:	NVM Express
Medium:	Solid State
TRIM:	Yes

Partitions:

disk0s1 - EFI

disk0s2 - [APFS Container]

Partitions:

disk1 - [APFS Virtual drive]

Partitions:

disk1s1 - Macintosh HD (52.05 GB used) APFS

disk1s2 - Preboot (94 MB used) APFS

disk1s3 - Recovery (1.55 GB used) APFS

disk1s4 - VM (2.15 GB used) APFS

WD Elements 10A8



Device:	disk2
Size:	1.00 TB
Bus:	USB
Bus Speed:	5 Gbit/s
Type:	USB


Partitions:

disk2s1 - Werk Sander Lems (986.25 GB used) Journaled HFS+

The physical storage devices in your machine, either internal or external. The drives you see in the Finder may be configured differently and listed as Volumes below.

Volumes

Macintosh HD



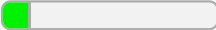
Device: disk1s1

Filesystem: APFS


Mount point: /

Size: 499.96 GB

Used: 52.05 GB

Free space: 443.97 GB  11% used

VM



Device: disk1s4


Filesystem: APFS

Mount point: /private/var/vm

Type: APFS VM

Used: 2.15 GB

Werk Sander Lems




Device: disk2s1

Filesystem: Journaled HFS+

Mount point: /Volumes/Werk Sander Lems

Size: 1.00 TB


Used: 986.25 GB

Free space: 13.92 GB  99% used

These are storage volumes that you may see in the Finder. They may be encrypted volumes, APFS volumes, Fusion drives, or RAID volumes. Some volumes serve special low-level purposes and are hidden by default. On a modern system, this should include at least a recovery volume, an EFI volume, and a container for a data volume. Click the **Show Unmounted Volumes** button to show them and then the **Hide Unmounted Volumes** button to hide them again.

Time Machine

Configuration



Time Machine Not Configured!

Your machine's Time Machine backup configuration and status.

Backups are critical. All Mac users should have a Time Machine backup. Connect your Mac to a backup drive and click the **Fix** button to setup Time Machine in System Preferences.

Network

Interfaces	
Interface:	en0
Name:	Wi-Fi
Modes:	802.11 a/b/g/n/ac
Interface:	en6
Name:	Bluetooth PAN
Interface:	bridge0
Name:	Thunderbolt Bridge
iCloud	
iCloud free space:	95 MB

Your machine's network interfaces. If you use iCloud, the free space in your iCloud subscription will also be listed.

Top Processes by Network Use

Process	Source	Input	Output
 mDNSResponder	Apple	562 KB	144 KB
 cloudd	Apple	40 KB	8 KB
 netbiosd	Apple	34 KB	7 KB
 apsd	Apple	10 KB	12 KB

Actively running processes sorted by network usage. This list is reset when you restart your Mac. Most of these processes should be Apple tasks that run in the background.

Security

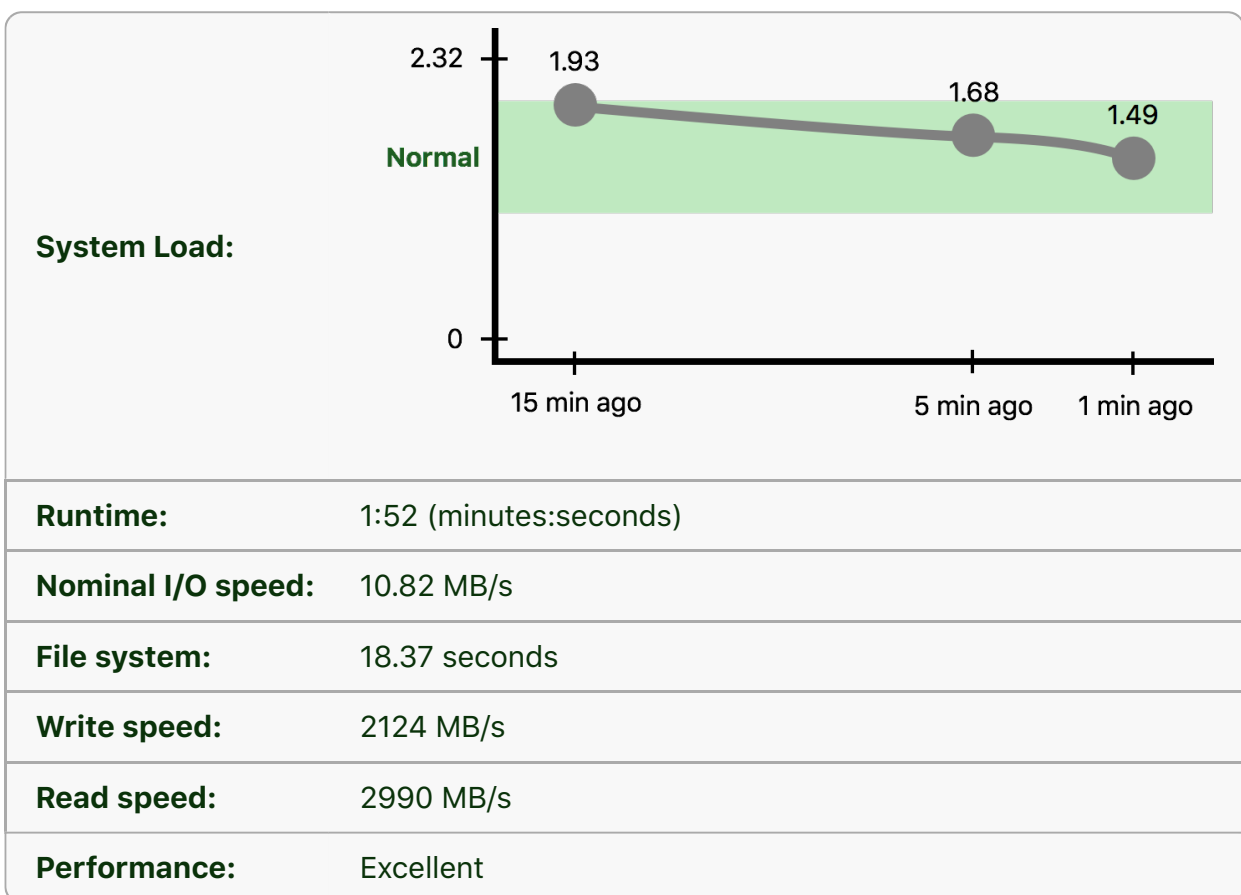
System	Status
Gatekeeper	Enabled
System Integrity Protection	Enabled

Your machine's security settings. Click the **About** buttons to learn more about Apple's security features and built-in malware protection.

Gatekeeper status should always be set to either **App Store and identified developers** or **App Store**.

System Integrity Protection status should always be set to **Enabled**.

Performance

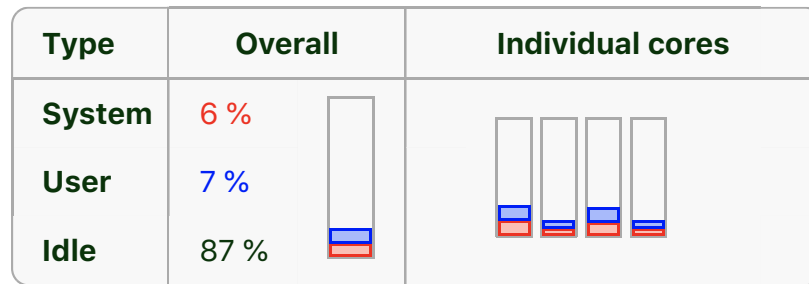


Your Mac's overall performance. The graph shows system load from 15 minutes ago, 5 minutes ago, and 1 minute ago. System load is a measure of how hard your system is working. The graph includes a range of normal values for typical use, but your normal may be different.

Also included is EtreCheck's own performance measures of your filesystem and disk speed. A discrepancy between EtreCheck's performance rating and your own experience is an important clue that might help identify a problem.

Click the **About** button to learn more about what EtreCheck's performance rating means and how it is calculated.

CPU Usage



Your Mac's CPU usage, separated by system and user tasks. Also included are the usages of individual cores in your CPU. Your system may have virtual cores in addition to physical cores.

Top Processes by CPU

Process (count)	Source	CPU
Final Cut Pro	App Store	9.24 %
EtreCheckPro	?	5.42 %
kernel_task	Apple	3.67 %
WindowServer	Apple	2.66 %
coreaudiod	Apple	1.54 %

A list of processes using the highest amount of your machine's processing capacity. Any value over 50% may indicate a problem. Any value over 100% may indicate a serious problem. If any 3rd party apps are listed, click the **Reveal in Finder** button to find the app.

Top Processes by Memory

Process (count)	Source	RAM usage
Google Chrome Helper (20)	Google, Inc.	1.69 GB
kernel_task	Apple	921 MB
EtreCheckPro	?	496 MB
mdworker (24)	Apple	372 MB
Google Chrome	Google, Inc.	238 MB

A list of processes using the highest amount of your machine's RAM memory. A value over 2 GB may indicate a problem such as a memory leak. If any 3rd party apps are listed, click the **Reveal in Finder** button to find the app.

System Launch Agents

Status:	Not loaded - 14 Apple files
Status:	Loaded - 153 Apple files
Status:	Running - 125 Apple files
Status:	Other - one Apple file

These are Apple launch agents on your Mac. Launch agents are apps that run in the background when any user is logged in. Some of these apps can be in an active **Running** state. They can also be in a **Loaded** state where they are not currently running, but could be started if needed. They may be in **Not Loaded** state, or disabled. If your machine is running low on RAM memory, they could be **Killed** to make more memory available. Rarely, they may be in other states as well.

All items listed here should be from Apple. By default, only totals are listed. Click the **Show** and **Hide** buttons to show and hide the full lists.

System Launch Daemons

Status:	Not loaded - 38 Apple files
Status:	Loaded - 172 Apple files
Status:	Running - 125 Apple files

These are Apple launch daemons on your Mac. Launch daemons are apps that run in the background, without a user interface, whenever the machine is turned on. Some of these apps can be in an active **Running** state. They can also be in a **Loaded** state where they are not currently running, but could be started if needed. They may be in **Not Loaded** state, or disabled. If your machine is running low on RAM memory, they could be **Killed** to make more memory available. Rarely, they may be in other states as well.

All items listed here should be from Apple. By default, only totals are listed. Click the **Show** and **Hide** buttons to show and hide the full lists.

User Launch Agents

File name:	com.google.keystone.agent.plist
Label:	com.google.keystone.user.agent
Status:	Loaded
Author:	Google, Inc.
Install Date:	2019-02-03 06:42:09

These are 3rd party launch agents on your Mac. Launch agents are apps that run in the background when a specific user is logged in. Some of these apps can be in an active **Running** state. They can also be in a **Loaded** state where they are not currently running, but could be started if needed. They may be in **Not Loaded** state, or disabled. Rarely, they may be in other states as well. This list usually does not include Apple items.

Click the **Reveal in Finder** button to show the launchd config file in the Finder. Click the **Reveal Executable** button to show the associated executable app. To remove a launchd file, use vendor-provided uninstallers or uninstallation instructions, if possible. Use the **Lookup** button to research the software on Apple Support Communities.

User Login Items

Name:	BitTorrent.app
Author:	BitTorrent, Inc
Install Date	2019-02-03 08:10:32
Executable:	/Applications/BitTorrent.app

Login Items are apps that run as soon as the user logs into the system. Some Login Items can be managed using the **Users & Groups** pane in **System Preferences**. Click on **Login Items** for your account. Some Login Items may be **SMLoginItems** which are embedded within another app and can only be managed through that app. Use the **Reveal in Finder** button to open a Finder window and select the app.

Internet Plug-ins

Name	Version	Install date
QuickTime Plugin	7.7.3	2018-07-04 11:15:46

These are internet plug-ins that can change the behaviour of your web browser. These plug-ins are enabled for all users of your machine.

Software Installs (past 30 days)

Name	Version	Install Date
XProtectPlistConfigData	2101	2019-02-02 21:16:46
Gatekeeper Configuration Data	160	2019-02-02 21:16:53
MRTConfigData	1.38	2019-02-02 21:17:03
Malwarebytes for Mac		2019-02-03 07:41:40
EtreCheck	5.1	2019-02-03 07:45:04
Uninstaller voor Malwarebytes for Mac	1.0	2019-02-03 07:55:53

These are 3rd party software installations on your machine over the past 30 days. Not all 3rd party software uses the system installer so some packages will not be listed here.