

EtreCheck version: 6.1.4 (6B028)
Report generated: 2019-11-15 02:43:59
Download EtreCheck from <https://eterecheck.com>
Runtime: 1997:32
Performance: Poor

Problem: Computer is too slow

Description:

computer is so slow that it took me half an hour to scroll through the terms and conditions agreement. This happened after ai came home from a vacation and booted up.

Major Issues:

Anything that appears on this list needs immediate attention.

No uptime - No system uptime found.

No operating system found - Unable to determine operating system version.

No Time Machine backup - Time Machine backup not found.

Failing hard drive - This machine has a hard drive that appears to be failing.

System Integrity Protection disabled - System Integrity Protection is disabled. This computer is at risk of malware infection.

Antivirus software problems - Antivirus software is causing performance problems.

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

Low RAM - This machine has insufficient RAM.

Minor Issues:

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

Apps crashing - There have been numerous app crashes.

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

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

Drives:

disk0 - TOSHIBA MK5065GSXF 500.11 GB (Mechanical - 5400 RPM)

Internal SATA

disk0s1 - EFI [EFI] 210 MB

disk0s2 [Core Storage Container] 499.25 GB

disk1 - Macintosh HD (Journaled HFS+) 498.88 GB (366.78 GB used)

disk0s3 - Recovery HD [Recovery] 650 MB

Mounted Volumes:

disk1 - Macintosh HD

498.88 GB (366.78 GB used - 131.83 GB free)

Journaled HFS+

Mount point: /

disk2s2 - G*****e

25 MB (25 MB used)

HFS+

Disk Image

Mount point: /private/tmp/KSInstallAction.JVGvCWmJOp/m

Owners enabled: No

Read-only: Yes

disk3s2 - G*****e

25 MB (25 MB used)

HFS+

Disk Image

Mount point: /private/tmp/KSInstallAction.ORYQBIRjL/m

Owners enabled: No

Read-only: Yes

disk4s2 - G*****e
25 MB (25 MB used)
HFS+
Disk Image
Mount point: /Volumes/G*****e
Owners enabled: No
Read-only: Yes

System Software:

()
Time since boot:

Security:

Gatekeeper: Enabled

Antivirus software: Apple, Avast, and Malwarebytes

Unsigned Files:

Launchd: /Library/LaunchDaemons/com.avast.hub.schedule.plist
Executable: /Library/Application Support/AvastHUB/com.avast.hub.app/Contents/scripts/schedule.sh --ttl 14400
Details: Exact match found in the whitelist - probably OK

Launchd: /Library/Application Support/AvastHUB/com.avast.hub.app/Contents/scripts/com.avast.hub.schedule.plist
Executable: /Library/Application Support/AvastHUB/com.avast.hub.app/Contents/scripts/schedule.sh --ttl 14400
Details: Exact match found in the whitelist - probably OK

Launchd: /Library/LaunchDaemons/com.avast.update.plist
Executable: /Applications/Avast.app/Contents/Backend/scripts/update/update.sh
Details: Exact match found in the whitelist - probably OK

Launchd: /Library/LaunchAgents/com.avast.userinit.plist
Executable: /Applications/Avast.app/Contents/Backend/hub/userinit.sh
Details: Exact match found in the whitelist - probably OK

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/LaunchDaemons/com.avast.init.plist
Executable: /Applications/Avast.app/Contents/Backend/hub/init.sh
Details: Exact match found in the whitelist - probably OK

Launchd: /Library/LaunchDaemons/com.avast.uninstall.plist
Executable: /Library/Application Support/Avast/autouninstall/autouninstall.sh
Details: Exact match found in the whitelist - probably OK

Login Item: ~/Library/Application Support/.FUS/fuspredownloader.app
Login Item: ~/Library/Application Support/.FUS/fuspredownloader.app
Login Item: /Applications/Fitbit Connect.app/Contents/MacOS/Fitbit Connect Menubar Helper.app
Login Item: /Applications/Fitbit Connect.app/Contents/MacOS/Fitbit Connect Menubar Helper.app
Login Item: /Applications/Canon Utilities/IJ Network Scanner Selector EX/Canon IJ Network Scanner Selector EX.app

System Launch Agents:

[Loaded] 148 Apple tasks
[Running] 60 Apple tasks

System Launch Daemons:

[Loaded] 129 Apple tasks
[Running] 80 Apple tasks
[Other] 2 Apple tasks

Launch Agents:

[Running] com.adobe.GC.AGM.plist (Adobe Systems, Inc. - installed 2019-05-18)
[Not Loaded] com.adobe.GC.Invoker-1.0.plist (Adobe Systems, Inc. - installed 2019-05-18)
[Not Loaded] com.avast.hub.plist (AVAST Software a.s. - installed 2019-10-15)
[Loaded] com.avast.userinit.plist (? 4b9d47d7 - installed 2019-10-15)
[Running] com.malwarebytes.mbam.frontend.agent.plist (Malwarebytes Corporation - installed 2018-12-07)
[Other] com.sony.SonyAutoLauncher.agent.plist (? a756a1bd - installed 2015-05-08)

Launch Daemons:

[Loaded] com.adobe.agsservice.plist (Adobe Systems, Inc. - installed 2019-05-18)
[Not Loaded] com.avast.hub.schedule.plist (? a59f71fd - installed 2019-10-15)
[Not Loaded] com.avast.hub.xpc.plist (AVAST Software a.s. - installed 2019-10-15)
[Loaded] com.avast.init.plist (? fe750b9b - installed 2019-10-15)
[Loaded] com.avast.uninstall.plist (? 1d68eef4 - installed 2019-10-15)
[Running] com.avast.update.plist (? f4a2548f - installed 2019-10-15)
[Running] com.fitbit.galleod.plist (? 485714a8 - installed 2015-11-09)
[Loaded] com.malwarebytes.HelperTool.plist (Malwarebytes Corporation - installed 2018-01-08)
[Running] com.malwarebytes.mbam.rtprotection.daemon.plist (Malwarebytes Corporation - installed 2019-01-03)
[Running] com.malwarebytes.mbam.settings.daemon.plist (Malwarebytes Corporation - installed 2018-12-07)
[Loaded] com.microsoft.autoupdate.helper.plist (Microsoft Corporation - installed 2017-05-20)
[Loaded] com.microsoft.office.licensing.helper.plist (? 6d8cb30e - installed 2011-03-10)

User Launch Agents:

[Loaded] com.adobe.ARM.***.plist (Adobe Systems, Inc. - installed 2017-03-28)
[Loaded] com.adobe.GC.Invoker-1.0.plist (Adobe Systems, Inc. - installed 2019-05-18)
[Other] com.adobe.ccxprocess.plist (Apple - installed 2019-09-16)
[Other] com.apple.CSConfigDotMacCert-***@***-SharedServices.Agent.plist (? 0 - installed 2011-08-17)
[Running] com.dropbox.DropboxMacUpdate.agent.plist (Dropbox, Inc. - installed 2019-08-21)
[Other] com.google.keystone.agent.plist (Google, Inc. - installed 2019-11-11)
[Running] com.google.keystone.xpcservice.plist (Google, Inc. - installed 2019-11-11)

User Login Items:

AdobeResourceSynchronizer (Adobe Systems, Inc. - installed 2017-05-24)
(Application - /Applications/Adobe Reader.app/Contents/Support/AdobeResourceSynchronizer.app)

Alfred (App Store - installed 2011-12-29)
(Application - /Applications/Alfred.app)

Alfred.app (App Store - installed 2011-12-29)
(Application - /Applications/Alfred.app)

Canon IJ Network Scanner Selector EX (? - installed 2012-08-30)
(Application - /Applications/Canon Utilities/IJ Network Scanner Selector EX/Canon IJ Network Scanner Selector EX.app)

Dropbox.app (Dropbox, Inc. - installed 2019-11-06)
(Application - /Applications/Dropbox.app)

Dropbox (Dropbox, Inc. - installed 2019-11-06)
(Application - /Applications/Dropbox.app)

Fitbit Connect Menubar Helper (? - installed 2016-04-25)
(Application - /Applications/Fitbit Connect.app/Contents/MacOS/Fitbit Connect Menubar Helper.app)

Fitbit Connect Menubar Helper.app (? - installed 2016-04-25)
(Application - /Applications/Fitbit Connect.app/Contents/MacOS/Fitbit Connect Menubar Helper.app)

Grab (Apple - installed 2015-05-28)
(Application - /Applications/Utilities/Grab.app)

Grab.app (Apple - installed 2015-05-28)

(Application - /Applications/Utilities/Grab.app)

iTunesHelper (Apple - installed 2018-12-17)

(Application - /Applications/iTunes.app/Contents/MacOS/iTunesHelper.app)

iTunesHelper.app (Apple - installed 2018-12-17)

(Application - /Applications/iTunes.app/Contents/MacOS/iTunesHelper.app)

fuspredownloader.app (? - installed 2017-03-14)

(Application - ~/Library/Application Support/.FUS/fuspredownloader.app)

fuspredownloader (? - installed 2017-03-14)

(Application - ~/Library/Application Support/.FUS/fuspredownloader.app)

Time Machine:

Time Machine Not Configured!

Auto backup: Yes

Volumes being backed up:

Macintosh HD: Disk size: 498.88 GB - Disk used: 367.05 GB

Destinations:

T*****p [Network] (Last used)

Total size: 3.85 TB

Total number of backups: 0

Oldest backup:

Last backup:

Performance:

System Load: 1.34 (1 min ago) 1.61 (5 min ago) 1.62 (15 min ago)

Nominal I/O speed: 0.11 MB/s

File system: 186.13 seconds (timed out)

Write speed: 2 MB/s

Read speed: 28 MB/s

CPU Usage Snapshot:

Type Overall

System 3 %

User 8 %

Idle 89 %

Top Processes Snapshot by CPU:

Process (count) CPU (Source - Location)

EtreCheckPro 25.82 % (Etresoft, Inc.)

WindowServer 7.22 % (Apple)

Dropbox (3) 1.32 % (Dropbox, Inc.)

Fitbit Connect Menubar Helper 1.24 % (? - /Applications/Fitbit Connect.app)

systemstatsd (4) 0.60 % (Apple)

Top Processes Snapshot by Memory:

Process (count) RAM usage (Source - Location)

EtreCheckPro 312 MB (Etresoft, Inc.)

softwareupdated 236 MB (Apple)

Google Chrome Helper (Renderer) (4) 233 MB (Google, Inc.)

Dropbox (3) 185 MB (Dropbox, Inc.)

Dropbox Web Helper (3) 157 MB (Dropbox, Inc.)

Top Processes Snapshot by Energy Use:

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

WindowServer 4 (Apple)

com.apple.iCloudHelper 2 (Apple)

AddressBookSourc (2) 2 (?)

systemstatsd (2) 1 (?)

softwareupdated 1 (Apple)

Virtual Memory Information:

Physical RAM:

Free RAM: 15 MB
Used RAM: 2.89 GB

Available RAM: 1.11 GB
Swap Used: 12 MB

Clean up:

/Library/LaunchAgents/com.sony.SonyAutoLauncher.agent.plist
/Library/Application Support/Sony Application Launcher/SonyAutoLauncher.app/Contents/MacOS/SonyAutoLauncher
Executable not found

~/Library/LaunchAgents/com.apple.CSConfigDotMacCert-***@***-SharedServices.Agent.plist
/System/Library/Frameworks/CoreServices.framework/Frameworks/OSServices.framework/Versions/A/Support/CSConfi
gDotMacCert
Executable not found

Diagnostics Information (past 7 days):

2019-11-13 09:30:26 quicklookd.app - Crash (2 times)

Executable: /System/Library/Frameworks/QuickLook.framework/Versions/A/Resources/quicklookd.app

Details:

quicklookd seems struck trying to quit, crashing
abort() called

2019-11-13 04:40:48 Google Chrome.app - Crash

Executable: /Applications/Google Chrome.app

Details:

abort() called

2019-11-13 04:40:47 DropboxMacUpdate.app - Crash

Executable: /Users/***/Library/Dropbox/DropboxMacUpdate.app

Details:

dyld: launch, loading dependent libraries

2019-11-11 22:07:18 Dropbox.app - Crash (2 times)

Executable: /Applications/Dropbox.app

2019-11-11 18:59:39 cloudd - Crash

Executable: /System/Library/PrivateFrameworks/CloudKitDaemon.framework/Support/cloudd

Details:

*** Terminating app due to uncaught exception 'NSInvalidArgumentException', reason: '-[__NSMallocBlock__ length]: unrecognized selector sent to instance 0x7ffd93d2c650'

abort() called

terminating with uncaught exception of type NSExcption

End of report