**EtreCheck version: 3.4 (420)**

**Report generated 2017-07-15 03:47:00**

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

**Runtime: 1:54**

**Performance: Excellent**

Click the **[Lookup]** links for more information from Apple Support Communities.

Click the **[Details]** links for more information about that line.

Click the **[Clean up]** link to delete unused files.

**Problem:** Beachballing

**Description:**

the trackpad clicks but shows as right clicking not clicking on what I want

**[Hardware Information:](etrecheck://help/hardware)** [ⓘ](etrecheck://help/hardware)

MacBook Pro (Retina, 13-inch, Late 2013)

**[[Technical Specifications]](http://support-sp.apple.com/sp/index?page=cpuspec&cc=FH00&lang=en)** - **[[User Guide]](http://support-sp.apple.com/sp/index?page=cpuuserguides&cc=FH00&lang=en)** - **[[Warranty & Service]](https://support.apple.com/en-us/mac-notebooks/repair/service)**

MacBook Pro - model: MacBookPro11,1

1 2.4 GHz Intel Core i5 (i5-4258U) CPU: 2-core

8 GB RAM Not upgradeable

BANK 0/DIMM0

4 GB DDR3 1600 MHz ok

BANK 1/DIMM0

4 GB DDR3 1600 MHz ok

Bluetooth: Good - Handoff/Airdrop2 supported

Wireless: en0: 802.11 a/b/g/n/ac

Battery: Health = Normal - Cycle count = 564

iCloud Quota: 15.54 GB available

**[Video Information:](etrecheck://help/video)** [ⓘ](etrecheck://help/video)

Intel Iris - VRAM: 1536 MB

Color LCD 3360 x 2100

**[Disk Information:](etrecheck://help/disk)** [ⓘ](etrecheck://help/disk)

APPLE SSD SD0256F disk0: (251 GB) (Solid State - TRIM: Yes)

**[[Show SMART report]](etrecheck://smart/disk0)**

EFI (disk0s1 - MS-DOS FAT32) <not mounted> [EFI]: 210 MB

(disk0s2) <not mounted> [CoreStorage Container]: 250.14 GB

Recovery HD (disk0s3 - Journaled HFS+) <not mounted> [Recovery]: 650 MB

**[USB Information:](etrecheck://help/usb)** [ⓘ](etrecheck://help/usb)

USB30Bus

Apple Inc. Apple Internal Keyboard / Trackpad

Apple Inc. BRCM20702 Hub

Apple Inc. Bluetooth USB Host Controller

**[Thunderbolt Information:](etrecheck://help/thunderbolt)** [ⓘ](etrecheck://help/thunderbolt)

Apple Inc. thunderbolt\_bus

**[Virtual disks:](etrecheck://help/virtualvolume)** [ⓘ](etrecheck://help/virtualvolume)

Macintosh HD (disk1 - Journaled HFS+) / [Startup]: 249.77 GB (39.09 GB free)

Encrypted AES-XTS Unlocked

Physical disk: disk0s2 250.14 GB Online

**[System Software:](etrecheck://help/systemsoftware)** [ⓘ](etrecheck://help/systemsoftware)

macOS Sierra 10.12.5 (16F73) - Time since boot: about 8 hours

**[Gatekeeper:](etrecheck://help/gatekeeper)** [ⓘ](etrecheck://help/gatekeeper)

Mac App Store and identified developers

**[Clean up:](etrecheck://help/cleanup)** [ⓘ](etrecheck://help/cleanup)

~/Library/LaunchAgents/com.lastpass.LastPassHelper.plist

~/Library/Application Support/LastPass/LastPassHelper.app/Contents/MacOS/LastPassHelper

**Executable not found!**

~/Library/LaunchAgents/jp.co.canon.Inkjet\_Extended\_Survey\_Agent.plist

/Applications/Canon Utilities/Inkjet Extended Survey Program/Inkjet Extended Survey Program.app/Contents/Resources/Canon\_Inkjet\_Extended\_Survey\_Agent

**Executable not found!**

**2 orphan files found.** **[[Clean up]](etrecheck://cleanup/orphans)**

**[Kernel Extensions:](etrecheck://help/kernelextensions)** [ⓘ](etrecheck://help/kernelextensions)

**/Applications/zoom.us.app**

[not loaded] zoom.us.ZoomAudioDevice (1.1 - SDK 10.8) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=zoom.us.ZoomAudioDevice&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[System Launch Agents:](etrecheck://help/systemlaunchagents)** [ⓘ](etrecheck://help/systemlaunchagents)

**[not loaded]** 6 Apple tasks

**[loaded]** 172 Apple tasks

**[running]** 61 Apple tasks

**[killed]** 43 Apple tasks

**43 processes killed due to insufficient RAM**

**[System Launch Daemons:](etrecheck://help/systemlaunchdaemons)** [ⓘ](etrecheck://help/systemlaunchdaemons)

**[not loaded]** 39 Apple tasks

**[loaded]** 172 Apple tasks

**[running]** 74 Apple tasks

**[killed]** 33 Apple tasks

**33 processes killed due to insufficient RAM**

**[Launch Agents:](etrecheck://help/launchagents)** [ⓘ](etrecheck://help/launchagents)

**[failed]** com.adobe.ARMDCHelper.cc24aef4a1b90ed56a725c38014c95072f92651fb65e1bf9c8e43c37a23d420d.plist (Adobe Systems, Inc. - installed 2017-04-15) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.adobe.ARMDCHelper.cc24aef4a1b90ed56a725c38014c95072f92651fb65e1bf9c8e43c37a23d420d&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[loaded]** com.google.keystone.agent.plist (Google, Inc. - installed 2017-03-28) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.google.keystone.agent&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[Launch Daemons:](etrecheck://help/launchdaemons)** [ⓘ](etrecheck://help/launchdaemons)

**[loaded]** com.adobe.ARMDC.Communicator.plist (Adobe Systems, Inc. - installed 2017-04-15) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.adobe.ARMDC.Communicator&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[loaded]** com.adobe.ARMDC.SMJobBlessHelper.plist (Adobe Systems, Inc. - installed 2017-04-15) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.adobe.ARMDC.SMJobBlessHelper&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[loaded]** com.adobe.fpsaud.plist (? 2afb3af7 18a4fa69 - installed 2017-06-23) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.adobe.fpsaud&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[loaded]** com.google.keystone.daemon.plist (Google, Inc. - installed 2017-04-17) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.google.keystone.daemon&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[loaded]** com.malwarebytes.HelperTool.plist (Malwarebytes Corporation - installed 2017-02-15) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.malwarebytes.HelperTool&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[loaded]** jp.co.canon.MasterInstaller.plist (Canon Inc. - installed 2016-04-03) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=jp.co.canon.MasterInstaller&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[User Launch Agents:](etrecheck://help/userlaunchagents)** [ⓘ](etrecheck://help/userlaunchagents)

**[failed]** com.lastpass.LastPassHelper.plist (? c6c8d285 0 - installed 2016-04-02) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.lastpass.LastPassHelper&sort=updatedDesc&currentPage=1&includeResultCount=true) - ~/Library/Application Support/LastPass/LastPassHelper.app/Contents/MacOS/LastPassHelper: Executable not found!**

**[failed]** com.wondershare.TunesGoHelper.plist (Wondershare Software Co., Ltd - installed 2017-07-08) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.wondershare.TunesGoHelper&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[failed]** jp.co.canon.Inkjet\_Extended\_Survey\_Agent.plist (? 5e3c5637 0 - installed 2012-12-03) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=jp.co.canon.Inkjet_Extended_Survey_Agent&sort=updatedDesc&currentPage=1&includeResultCount=true) - /Applications/Canon Utilities/Inkjet Extended Survey Program/Inkjet Extended Survey Program.app/Contents/Resources/Canon\_Inkjet\_Extended\_Survey\_Agent: Executable not found!**

**[loaded]** net.optimum.iptv.optimumapp.agent.v3.plist (CSC Holdings, Inc. - installed 2016-03-16) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=net.optimum.iptv.optimumapp.agent.v3&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[User Login Items:](etrecheck://help/loginitems)** [ⓘ](etrecheck://help/loginitems)

iTunesHelper Application (Apple, Inc. - installed 2017-05-15)

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

Google Photos Backup Application

(/Applications/Google Photos Backup.app)

Google Drive Application

(/Applications/Google Drive.app)

Wondershare Helper Compact Application

(~/Library/Application Support/Helper/Wondershare Helper Compact.app)

Wondershare TunesGo Helper Application

(~/Library/Application Support/Wondershare TunesGo/Wondershare TunesGo Helper.app)

**[Internet Plug-ins:](etrecheck://help/internetplugins)** [ⓘ](etrecheck://help/internetplugins)

o1dbrowserplugin: 5.41.3.0 (installed 2016-06-10) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.google.o1dbrowserplugin&sort=updatedDesc&currentPage=1&includeResultCount=true)**

nplastpass: 4.1.2 (installed 2016-04-02) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.lastpass.nplastpass&sort=updatedDesc&currentPage=1&includeResultCount=true)**

Unity Web Player: UnityPlayer version 5.3.7f1 (installed 2016-10-26) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.unity.UnityWebPlayer&sort=updatedDesc&currentPage=1&includeResultCount=true)**

AdobePDFViewerNPAPI: 17.009.20058 (installed 2017-07-13) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.adobe.acrobat.pdfviewerNPAPI&sort=updatedDesc&currentPage=1&includeResultCount=true)**

FlashPlayer-10.6: 26.0.0.137 (installed 2017-07-11) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.macromedia.FlashPlayer-10.6.plugin&sort=updatedDesc&currentPage=1&includeResultCount=true)**

Silverlight: 5.1.50428.0 (installed 2016-07-03) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.microsoft.SilverlightPlugin&sort=updatedDesc&currentPage=1&includeResultCount=true)**

QuickTime Plugin: 7.7.3 (installed 2017-05-24)

Flash Player: 26.0.0.137 (installed 2017-07-11) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.macromedia.Flash%20Player.plugin&sort=updatedDesc&currentPage=1&includeResultCount=true)**

googletalkbrowserplugin: 5.41.3.0 (installed 2015-12-11) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.google.googletalkbrowserplugin&sort=updatedDesc&currentPage=1&includeResultCount=true)**

AdobePDFViewer: 17.009.20058 (installed 2017-07-13) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.adobe.acrobat.pdfviewer&sort=updatedDesc&currentPage=1&includeResultCount=true)**

EPPEX Plugin: 10.0 (installed 2015-04-10) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=jp.co.canon.MIG%20Plugin&sort=updatedDesc&currentPage=1&includeResultCount=true)**

JavaAppletPlugin: 15.0.1 (installed 2016-01-14) **[Check version](https://www.java.com/en/download/installed.jsp)**

**[User internet Plug-ins:](etrecheck://help/userinternetplugins)** [ⓘ](etrecheck://help/userinternetplugins)

ZoomUsPlugIn: 3.5.49863.0509 (installed 2016-05-30) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=us.zoom.plugin&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[Safari Extensions:](etrecheck://help/safariextensions)** [ⓘ](etrecheck://help/safariextensions)

**[not loaded]** Evernote Web Clipper - Evernote Corp. - **<http://evernote.com>** (installed 2017-02-02)

**[not loaded]** Grammarly for Safari - Grammarly - **<https://www.grammarly.com>** (installed 2017-01-15)

**[3rd Party Preference Panes:](etrecheck://help/preferencepanes)** [ⓘ](etrecheck://help/preferencepanes)

Flash Player (installed 2017-06-23) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.adobe.flashplayerpreferences&sort=updatedDesc&currentPage=1&includeResultCount=true)**

UE Smart Radio (installed 2016-03-12) **[[Lookup]](https://discussions.apple.com/search.jspa?type=discussion&showAnsweredFirst=true&q=com.logitech.ueml&sort=updatedDesc&currentPage=1&includeResultCount=true)**

**[Time Machine:](etrecheck://help/timemachine)** [ⓘ](etrecheck://help/timemachine)

Time Machine not configured!

**[Top Processes by CPU:](etrecheck://help/cpu)** [ⓘ](etrecheck://help/cpu)

6% WindowServer

2% kernel\_task

0% fontd

0% Google Drive

0% GoogleTalkPlugin

**[Top Processes by Memory:](etrecheck://help/memory)** [ⓘ](etrecheck://help/memory)

848 MB kernel\_task

307 MB com.apple.WebKit.WebContent

195 MB com.apple.WebKit.WebContent

176 MB Safari

143 MB WindowServer

**[Top Processes by Network Use:](etrecheck://help/network)** [ⓘ](etrecheck://help/network)

**Input Output Process name**

141 KB 145 KB com.apple.WebKit.Networking

150 KB 127 KB mDNSResponder

89 KB 24 KB netbiosd

13 KB 20 KB apsd

5 KB 4 KB assistantd

**[Top Processes by Energy Use:](etrecheck://help/energy)** [ⓘ](etrecheck://help/energy)

7.70 WindowServer

3.40 GoogleTalkPlugin

0.76 launchd

0.74 Google Drive

**[Virtual Memory Information:](etrecheck://help/vm)** [ⓘ](etrecheck://help/vm)

1.50 GB Available RAM

102 MB Free RAM

6.50 GB Used RAM

1.40 GB Cached files

34 MB Swap Used

**[Software installs:](etrecheck://help/install)** [ⓘ](etrecheck://help/install)

Adobe Flash Player: (installed 2017-06-16)

Adobe Flash Player: (installed 2017-06-17)

Hotspot Shield: 1.5.1 (installed 2017-06-17)

Adobe Flash Player: (installed 2017-07-11)

Adobe Acrobat Reader DC (17.009.20058): (installed 2017-07-13)

Install information may not be complete.

**[Diagnostics Information:](etrecheck://help/diagnostics)** [ⓘ](etrecheck://help/diagnostics)

2017-07-14 21:19:48 com.apple.WebKit.WebContent High CPU use **[[Open]](etrecheck://open/9D352E9F-BC18-4019-A083-A2FF3B14D51E)** **[[Details]](etrecheck://detail/com.apple.WebKit.WebContent)**