

From: "jeffrey E." <jeevacation@gmail.com>

To: "james | personal genius" <[REDACTED]>

Subject: Re: iMac Pros mouse weirdness

Date: Fri, 08 Jun 2018 19:27:40 +0000

Thx

On Fri, Jun 8, 2018 at 3:26 PM james | personal genius <[REDACTED]> wrote:

Hello Sir!

I did an extensive dive through the software on the iMac Pro, there is no evidence of anything being installed that I didn't put there save for a call recorder utility and the airfoil app.

I printed two reports for you, the first is from EtreCheck — it examines the system's settings, software and hardware and highlights any abnormalities or risks, it finds nothing of note.

The other is the list of non-Apple software installed. It's also pretty straightforward & identifiable stuff.

I'll leave these on the table for you.

Both Skype and Messages have screensharing functions. It's theoretically possible that they may have unpublished exploits that would allow them to be hijacked (Skype more likely than Messages), so you might want to quit them when not in use.

My best guess is that the trackpads are getting bumped while using the mouse, and they're taking priority for input.

The test for that would be to switch the trackpads off (there's a toggle in the back of the trackpads).

Thank you,

James Ce

your Personal Genius

□ Certified Support Professional 10.6

<http://personalgenius.co>

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please note

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