
From: Vincenzo Iozzo [REDACTED]
Sent: Sunday, January 4, 2015 9:49 AM
To: jeffrey E.
Subject: Re: what does this mean the computer keeps shutting down? bug?

You're most likely hacked, but this is probably not that.

Unless you've done some major software update recently, given the frequency I think it's a faulty piece of hardware. I would place equal bets on graphic card and RAM

Did you travel with it? Did it fall down?

If you have important stuff on it, do a backup, format the computer and bring it to an Apple Store to get the hardware checked

Sent from my iPhone

On 04/gen/2015, at 08:21, jeffrey E. <jeevacation@gmail.com> wrote:

each time i close the cover down could it be hacked

On Sun, Jan 4, 2015 at 2:53 AM, Vincenzo Iozzo <pan.dir="ltr">[REDACTED] wrote:

Have you upgraded either the RAM or the OS version recently? That might be the problem.
Or the graphic card.

How often does it happen?

On 04/gen/2015, at 03:37, jeffrey E. <jeevacation@gmail.com <mailto:jeevacation@gmail.com> > wrote:

```
> Anonymous UUID: 7B10723E-A512-91FB-3F13-3C7F3F65100
>
> Sat Jan 3 23:28:49 2015
>
> *** Panic Report ***
> panic(cpu 4 caller 0xfffff800941e80a): Kernel trap at 0xfffff7f89f9aa=7, type 14=page fault, registers:
> CR0: 0x000000008001003b, CR2: 0xfffff82775d7000, CR3: 0x00000000c5830=0, CR4:
0x00000000001626e0
> RAX: 0xfffff81f6f32000, RBX: 0xfffff802bc9a008, RCX: 0x00000000201a94=0, RDX:
0xfffff802bc9a370
> RSP: 0xfffff81c8f7b230, RBP: 0xfffff81c8f7b230, RSI: 0xfffff802bc9a0=8, RDI: 0xfffff802bc93808
> R8: 0x00000000007fbe01, R9: 0xfffff81c8f7b244, R10: 0xfffff81a8b34050, R11: 0x0000000000ffefff
> R12: 0x00000000806a5000, R13: 0xfffff802bc9a370, R14: 0x000000000000000=0, R15:
0xfffff802bc93808
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> RFL: 0x00000000000010a06, RIP: 0xffffffff7f89f9aa87, CS: 0x000000000=000008, SS:
0x00000000000000010
> Fault CR2: 0xffffffff82775d7000, Error code: 0x0000000000000002, Fault CP=: 0x4
>
> Backtrace (CPU 4), Frame : Return Address
> 0xffffffff81c8f7aee0 : 0xffffffff800933a811
> 0xffffffff81c8f7af60 : 0xffffffff800941e80a
> 0xffffffff81c8f7b120 : 0xffffffff800943a443
> 0xffffffff81c8f7b140 : 0xffffffff7f89f9aa87
> 0xffffffff81c8f7b230 : 0xffffffff7f8a064ce6
> 0xffffffff81c8f7b270 : 0xffffffff7f8a1e3145
> 0xffffffff81c8f7b310 : 0xffffffff7f8a1dfb7e
> 0xffffffff81c8f7b3b0 : 0xffffffff7f8a1df55c
> 0xffffffff81c8f7b410 : 0xffffffff7f8a23e8a8
> 0xffffffff81c8f7b610 : 0xffffffff7f8a1e3641
> 0xffffffff81c8f7b710 : 0xffffffff7f8a1e3331
> 0xffffffff81c8f7b780 : 0xffffffff7f89f6ec40
> 0xffffffff81c8f7b840 : 0xffffffff7f89f6e5b8
> 0xffffffff81c8f7b8f0 : 0xffffffff7f89f76ea8
> 0xffffffff81c8f7b9a0 : 0xffffffff7f89f9f7e4
> 0xffffffff81c8f7bba0 : 0xffffffff7f89fa1090
> 0xffffffff81c8f7bc90 : 0xffffffff7f8b2999c7
> 0xffffffff81c8f7bcb0 : 0xffffffff7f8b2aee25
> 0xffffffff81c8f7bcc0 : 0xffffffff7f8b297002
> 0xffffffff81c8f7bcf0 : 0xffffffff7f8b26113a
> 0xffffffff81c8f7bd10 : 0xffffffff7f8b2606cc
> 0xffffffff81c8f7bd40 : 0xffffffff7f8b273e0e
> 0xffffffff81c8f7bd70 : 0xffffffff7f8b1e86a0
> 0xffffffff81c8f7bda0 : 0xffffffff7f8b20c33d
> 0xffffffff81c8f7bde0 : 0xffffffff80098b15da
> 0xffffffff81c8f7be40 : 0xffffffff80098d566e
> 0xffffffff81c8f7be80 : 0xffffffff7f8bc4da9f
> 0xffffffff81c8f7bec0 : 0xffffffff7f8bc4d08b
> 0xffffffff81c8f7bf10 : 0xffffffff7f8bc43444
> 0xffffffff81c8f7bf40 : 0xffffffff80098d507d
> 0xffffffff81c8f7bf80 : 0xffffffff80098d5146
> 0xffffffff81c8f7bfb0 : 0xffffffff80094192c7
>   Kernel Extensions in backtrace:
>   com.apple.driver.AppleMuxControl(3.7.=1)[32B7E2DE-1F9D-3555-B687-
7A76A62B81D2]@0xffffffff7f8bc42000->0xffffffff7f8=c55fff
>   dependency: com.apple.dr=ver.AppleGraphicsControl(3.7.21)[62689710-EEA7-307A-AC83-
B8F25DA88A6A]@0xff=fff7f8bc3a000
>   dependency: com.apple.io=it.IOACPIFamily(1.4)[70E2B65E-A91A-3522-A1A0-
79FD63EABB4C]@0xffffffff7f8a85d0=0
>   dependency: com.apple.io=it.IOPCIFamily(2.9)[766FC23F-452C-3B74-951C-
598BB17BCF06]@0xffffffff7f89b2400=
>   dependency: com.apple.io=it.IOGraphicsFamily(2.4.1)[6D99A3BE-D531-3780-880B-
13F2FC894A4A]@0xffffffff7f=9eed000
>   dependency: com.apple.dr=ver.AppleBacklightExpert(1.1.0)[0183904C-6A16-32C4-9405-
EEFD7F820B02]@0xffff=ff7f8bc3d000
>   com.apple.iokit.IOAcceleratorFamily2(=56.4)[20DDCE61-E3EC-3CC1-8B79-
170CEF2B603A]@0xffffffff7f8b1e0000->0xffffffff=f8b24cfff

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> dependency: com.apple.io=it.IOPCIFamily(2.9)[766FC23F-452C-3B74-951C-
598BB17BCF06]@0xffffffff7f89b2400=
> dependency: com.apple.io=it.IOGraphicsFamily(2.4.1)[6D99A3BE-D531-3780-880B-
13F2FC894A4A]@0xffffffff7f=9eed000
> com.apple.nvidia.driver.NVDAResman(10=0)[53CC0E05-7382-336C-8239-
AE884D6CA71A]@0xffffffff7f89f4a000->0xffffffff7f8=1bffff
> dependency: com.apple.io=it.IOPCIFamily(2.9)[766FC23F-452C-3B74-951C-
598BB17BCF06]@0xffffffff7f89b2400=
> dependency: com.apple.io=it.IONDRVSupport(2.4.1)[F4738C55-B507-3627-A9CA-
3D29A5230A03]@0xffffffff7f89f=4000
> dependency: com.apple.io=it.IOGraphicsFamily(2.4.1)[6D99A3BE-D531-3780-880B-
13F2FC894A4A]@0xffffffff7f=9eed000
> dependency: com.apple.Ap=leGraphicsDeviceControl(3.7.21)[4700601D-3FEB-3B86-B2BA-
8D71AF84D1C4]@0xffff=ff7f89f44000
> com.apple.nvidia.driver.NVDAGK100Hal(=0.0)[DC43029D-568A-3B7C-976B-
E922C17F5143]@0xffffffff7f8a1cb000->0xffffffff7=8a378fff
> dependency: com.apple.nv=dia.driver.NVDAResman(10.0.0)[53CC0E05-7382-336C-8239-
AE884D6CA71A]@0xffff=7f89f4a000
> dependency: com.apple.io=it.IOPCIFamily(2.9)[766FC23F-452C-3B74-951C-
598BB17BCF06]@0xffffffff7f89b2400=
> com.apple.GeForce(10.0)[26D2EC64-4AF8=32C8-BF74-5B1E80772FAA]@0xffffffff7f8b25b000-
>0xffffffff7f8b2f0fff
> dependency: com.apple.io=it.IOPCIFamily(2.9)[766FC23F-452C-3B74-951C-
598BB17BCF06]@0xffffffff7f89b2400=
> dependency: com.apple.io=it.IONDRVSupport(2.4.1)[F4738C55-B507-3627-A9CA-
3D29A5230A03]@0xffffffff7f89f=4000
> dependency: com.apple.nv=dia.driver.NVDAResman(10.0.0)[53CC0E05-7382-336C-8239-
AE884D6CA71A]@0xffff=7f89f4a000
> dependency: com.apple.io=it.IOGraphicsFamily(2.4.1)[6D99A3BE-D531-3780-880B-
13F2FC894A4A]@0xffffffff7f=9eed000
> dependency: com.apple.io=it.IOAcceleratorFamily2(156.4)[20DDCE61-E3EC-3CC1-8B79-
170CEF2B603A]@0xffff=f7f8b1e0000
>
> BSD process name corresponding to current thread: kernel_task
>
> Mac OS version:
> 14B25
>
> Kernel version:
> Darwin Kernel Version 14.0.0: Fri Sep 19 00:26:44 PDT 2014; root:xnu-27=2.1.97~2/RELEASE_X86_64
> Kernel UUID: 89E10306-BC78-3A3B-955C-7C4922577E61
> Kernel slide: 0x0000000009000000
> Kernel text base: 0xffffffff8009200000
> __HIB text base: 0xffffffff8009100000
> System model name: MacBookPro11,3 (Mac-2BD1B31983FE1663)
>
> System uptime in nanoseconds: 11434136233908
> last loaded kext at 386886590816: com.apple.filesystems.smbfs &nb=p; 3.0.0 (addr
0xffffffff7f8bdfd000, size 389120)
> last unloaded kext at 128551425280: com.apple.driver.AppleFileSystemDri=er 3.0.1 (addr
0xffffffff7f8bc74000, size 8192)
> loaded kexts:

```

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> com.apple.filesystems.smbfs 3.0.0
> com.apple.driver.AppleHWSensor 1.9.5d0
> com.apple.driver.AudioAUUC 1.70
> com.apple.driver.ApplePlatformEnabler 2.1.0d1
> com.apple.driver.AGPM 100.14.37
> com.apple.driver.X86PlatformShim 1.0.0
> com.apple.filesystems.autofs 3.0
> com.apple.driver.AppleOSXWatchdog 1
> com.apple.driver.AppleGraphicsDevicePolicy 3.7.7
> com.apple.driver.AppleHDA 267.0
> com.apple.iokit.IOBluetoothSerialManager 4.3.1f2
> com.apple.driver.AppleUpstreamUserClient 3.6.1
> com.apple.iokit.IOUserEthernet 1.0.1
> com.apple.GeForce 10.0.0
> com.apple.driver.AppleIntelHD5000Graphics 10.0.0
> com.apple.driver.AppleIntelFramebufferAzul 10.0.0
> com.apple.driver.AppleLPC 1.7.3
> com.apple.iokit.BroadcomBluetoothHostControllerUSBTransport = 4.3.1f2
> com.apple.driver.AppleMCCSControl 1.2.10
> com.apple.driver.AppleSMCLMU 2.0.4d1
> com.apple.Dont_Steal_Mac_OS_X 7.0.0
> com.apple.driver.AppleHWAAccess 1
> com.apple.driver.AppleHV 1
> com.apple.driver.AppleCameraInterface 5.23.0
> com.apple.driver.AppleMuxControl 3.7.21
> com.apple.driver.AppleThunderboltIP 2.0.2
> com.apple.driver.AppleUSBTCTButtons 240.2
> com.apple.driver.AppleUSBTCKeyboard 240.2
> com.apple.driver.AppleUSBCardReader 3.5.0
> com.apple.AppleFSCompression.AppleFSCompressionTypeDataless = 1.0.0d1
> com.apple.AppleFSCompression.AppleFSCompressionTypeZlib 1.=.0d1
> com.apple.BootCache 35
> com.apple.driver.AppleUSBHub 705.4.1
> com.apple.driver.XsanFilter 404
> com.apple.iokit.IOAHCIBlockStorage 2.6.5
> com.apple.driver.AppleAHCIPort 3.0.7
> com.apple.driver.AirPort.Brcm4360 901.19.10
> com.apple.driver.AppleUSBXHCI 705.4.14
> com.apple.driver.AppleSmartBatteryManager 161.0.0
> com.apple.driver.AppleACPIButtons 3.1
> com.apple.driver.AppleRTC 2.0
> com.apple.driver.AppleHPET 1.8
> com.apple.driver.AppleSMBIOS 2.1
> com.apple.driver.AppleACPIEC 3.1
> com.apple.driver.AppleAPIC 1.7
> com.apple.nke.applicationfirewall 161
> com.apple.security.quarantine 3
> com.apple.security.TMSafetyNet 8
> com.apple.kext.triggers 1.0
> com.apple.driver.DspFuncLib 267.0
> com.apple.kext.OSvKernDSPLib 1.15
> com.apple.iokit.IOAudioFamily 200.6

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> com.apple.vecLib.kext 1.2.0
> com.apple.iokit.IOSerialFamily 11
> com.apple.nvidia.driver.NVDAGK100Hal 10.0.0
> com.apple.nvidia.driver.NVDAResman 10.0.0
> com.apple.iokit.IOSurface 97
> com.apple.AppleGraphicsDeviceControl 3.7.21
> com.apple.iokit.IOAcceleratorFamily2 156.4
> com.apple.driver.AppleHDAController 267.0
> com.apple.iokit.IOHDAFamily 267.0
> com.apple.iokit.IOBluetoothHostControllerUSBTransport 4.3.=f2
> com.apple.iokit.IOBluetoothFamily 4.3.1f2
> com.apple.driver.X86PlatformPlugin 1.0.0
> com.apple.driver.IOPlatformPluginFamily 5.8.0d49
> com.apple.driver.AppleSMBusController 1.0.13d1
> com.apple.driver.AppleSMC 3.1.9
> com.apple.driver.AppleBacklightExpert 1.1.0
> com.apple.driver.AppleGraphicsControl 3.7.21
> com.apple.iokit.IONDRVSupport 2.4.1
> com.apple.iokit.IOGraphicsFamily 2.4.1
> com.apple.iokit.IOUSBUserClient 705.4.0
> com.apple.driver.AppleUSBMultitouch 245.2
> com.apple.iokit.IOUSBHIDDriver 705.4.0
> com.apple.iokit.IOSCSIBlockCommandsDevice 3.7.0
> com.apple.iokit.IOUSBMassStorageClass 3.7.0
> com.apple.iokit.IOSCSIArchitectureModelFamily 3.7.0
> com.apple.driver.AppleUSBMergeNub 705.4.0
> com.apple.driver.AppleUSBComposite 705.4.9
> com.apple.driver.CoreStorage 471
> com.apple.driver.AppleThunderboltDPInAdapter 4.0.6
> com.apple.driver.AppleThunderboltDPAdapterFamily 4.0.6
=> com.apple.driver.AppleThunderboltPCIDownAdapter 2.0.2
> com.apple.iokit.IOAHCIFamily 2.7.0
> com.apple.driver.AppleThunderboltNHI 3.1.7
> com.apple.iokit.IOThunderboltFamily 4.2.1
> com.apple.iokit.IO80211Family 700.52
> com.apple.driver.mDNSOffloadUserClient 1.0.1b8
> com.apple.iokit.IONetworkingFamily 3.2
> com.apple.iokit.IOUSBFamily 705.4.14
> com.apple.driver.AppleEFINVRAM 2.0
> com.apple.driver.AppleEFIRuntime 2.0
> com.apple.iokit.IOHIDFamily 2.0.0
> com.apple.iokit.IOSMBusFamily 1.1
> com.apple.security.sandbox 300.0
> com.apple.kext.AppleMatch 1.0.0d1
> com.apple.driver.AppleKeyStore 2
> com.apple.driver.AppleMobileFileIntegrity 1.0.5
> com.apple.driver.AppleCredentialManager 1.0
> com.apple.driver.DiskImages 389.1
> com.apple.iokit.IOStorageFamily 2.0
> com.apple.iokit.IOReportFamily 31
> com.apple.driver.AppleFDEKeyStore 28.30
> com.apple.driver.AppleACPIPlatform 3.1

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> com.apple.iokit.IOPCIFamily 2.9
 > com.apple.iokit.IOACPIFamily 1.4
 > com.apple.kec.Libm 1
 > com.apple.kec.pthread 1
 > com.apple.kec.corecrypto 1.0
 > Model: MacBookPro11,3, BootROM MBP112.0138.B11, 4 processors, Intel Core i7, 2.8 GHz, 16 GB,
 SMC 2.19f12
 > Graphics: Intel Iris Pro, Intel Iris Pro, Built-In
 > Graphics: NVIDIA GeForce GT 750M, NVIDIA GeForce GT 750M, PCIe, 2048 MB
 > Memory Module: BANK 0/DIMM0, 8 GB, DDR3, 1600 MHz, 0x80AD, 0x484D543431=7533641465238412D50422020
 > Memory Module: BANK 1/DIMM0, 8 GB, DDR3, 1600 MHz, 0x80AD, 0x484D543431=7533641465238412D50422020
 > AirPort: spairport_wireless_card_type_airport_extreme (0x14E4, 0x134), Broadcom BCM43xx 1.0
 (7.15.124.12.10)
 > Bluetooth: Version 4.3.1f2 15015, 3 services, 19 devices, 1 incoming serial ports
 > Network Service: Wi-Fi, AirPort, en0
 > Serial ATA Device: APPLE SSD SM1024F, 1 TB
 > USB Device: Internal Memory Card Reader
 > USB Device: BRCM20702 Hub
 > USB Device: Bluetooth USB Host Controller
 > USB Device: Apple Internal Keyboard / Trackpad
 > Thunderbolt Bus: MacBook Pro, Apple Inc., 17.1
 >
 >
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