



# Esteem 11 Installer Guide

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Feb 2024

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Please email [support7@esteemsoft.com.my](mailto:support7@esteemsoft.com.my) for technical support queries.



## 1. Pre-Installation Checklist

The following system requirements must be satisfied for the Esteem 11 installation to be successful

System Requirements for Esteem 11	
<b>Operating System</b>	Microsoft Windows 7 SP 1 (64-bit only) Windows 8 (64-bit only) Windows 10 (64-bit only) Windows 11 (64-bit only)  Note: Windows 11 (64-bit) must be stable official release <b>(cannot be Windows 11 Insider Preview Build)</b>
<b>Processor</b>	<b>Basic:</b> Intel Core TM i5 or equivalent 2.5 GHz processor <b>Recommended:</b> Intel Core TM i7 or equivalent 3.2+ GHz processor
<b>Memory / RAM</b>	<b>Basic:</b> 8GB <b>Recommended:</b> 32 GB or more
<b>Graphics / Display card</b>	<b>Basic:</b> NVIDIA GeForce 210 or equivalent 512 MB memory graphic card with Open GL 4 support <b>Recommended:</b> NVIDIA GeForce GTX1050 or equivalent 2GB memory graphic card with Open GL 4 support  Note: Graphics cards may include integrated graphics card,
<b>Disk Space</b>	3 GB
<b>.Net Framework</b>	.NET Framework Version 4.7 or later

### Administrator Permission

You need administrative permissions to install. To verify in Windows, select Control Panel > User Accounts > Manage User Accounts.

### Install system updates and temporarily disable antivirus programs.

If your computer(s) have pending operating system updates, install them and restart. Consider temporarily disabling antivirus programs, because they might interfere with installation process. If prompted by your antivirus program, please allow Esteem 11 installation to proceed.

### Download Esteem 11 Installation Folder

Download the Esteem 11 installation folder by following the instruction(s) which could usually be found in your company/preferred mail inbox.



Figure 1.1: Esteem 11.x.x.x email example

After downloading the Esteem 11 installation folder. Double click on the installer “Esteem 11.x.x.x Setup.exe” to start the installation wizard.

Prerequisite Installers	31/1/2024 9:55 AM	File folder	
Esteem 11 Installation Guide	21/2/2023 10:07 AM	Microsoft Edge P...	206 KB
Esteem 11.1.4.0 Setup	26/1/2024 8:01 PM	Application	836,033 KB

Figure 1.2: Esteem 11.x.x.x Installation Folder

## 2. Prerequisite Dialog box

👉 This pop-up message, i.e. Figure 2.1, will appear if the Esteem installer program detect Esteem prerequisite(s) are missing from your computer. If the prerequisites have been detected as installed on your computer, then this pop-up message will not appear.

Note: this pop-message could be false negative, i.e. the prerequisites have been installed on your computer, but the Esteem installer program detect wrongly. Another possibility is that it is positive negative, i.e. the prerequisites have not been installed on your computer, therefore the Esteem installer program detect correctly

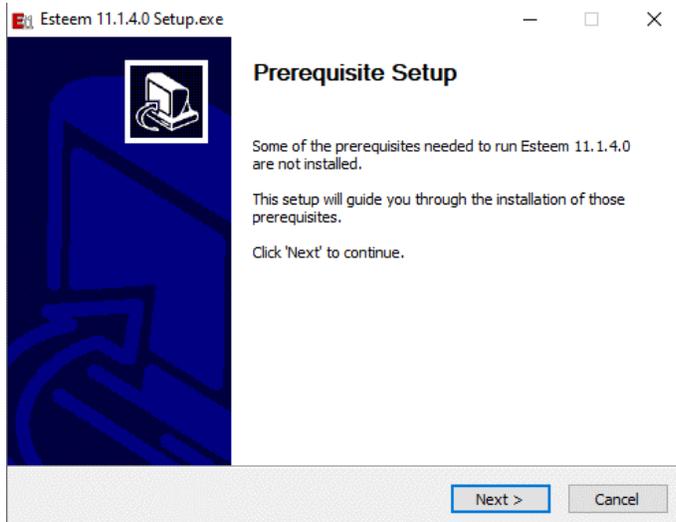


Figure 2.1: Prerequisite Setup

Tick the uninstalled prerequisite (as per green highlighted in figure 2.2👉)

Note: The Esteem installer program runs checks for the software prerequisites, and if any prerequisites are missing, it lists those missing prerequisites and requests that they be installed.

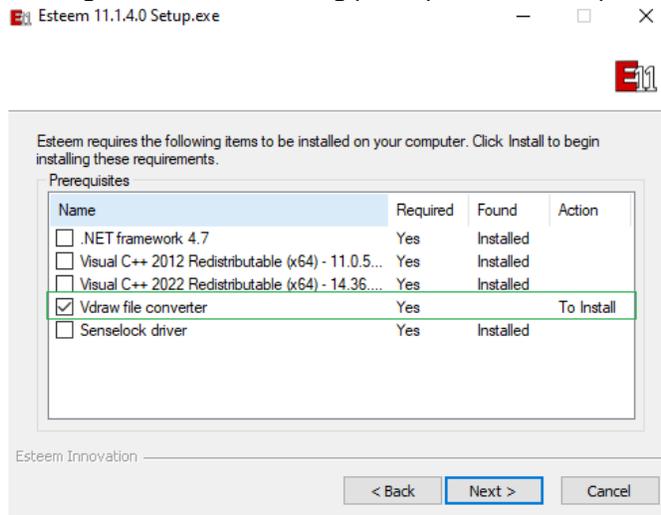
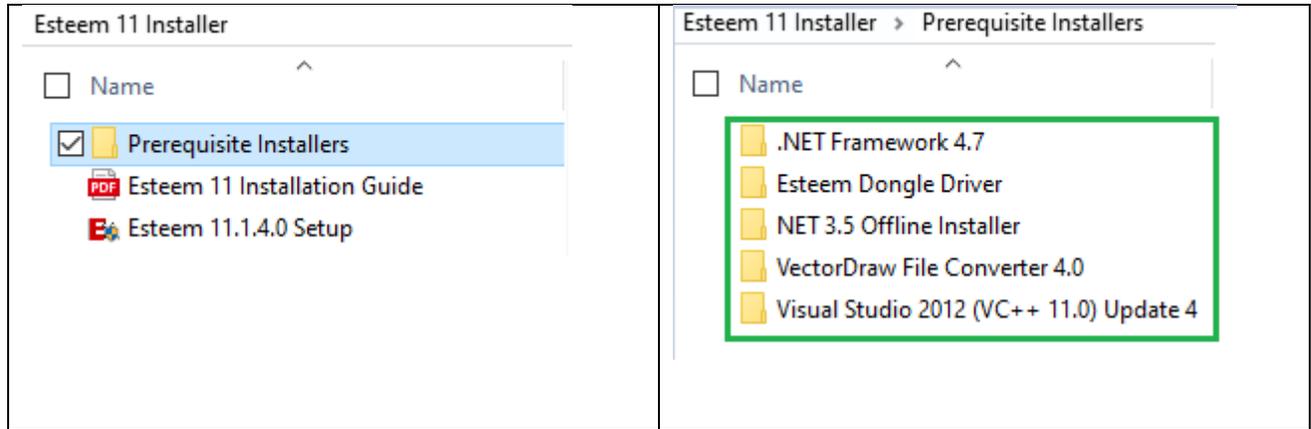


Figure 2.2: e.g. Esteem Prerequisite Dialog box (Tick uninstalled prerequisite)



You could also install the Esteem prerequisites through the 'Prerequisite Installers' enclosed in your Esteem 11 Installation Folder. If you could not find it in your mail inbox, please email [support7@esteemsoft.com.my](mailto:support7@esteemsoft.com.my).) (Note: Enclosed in the Prerequisite Installers there are the following prerequisites (as per green highlighted in the attached below ; some of these prerequisites can also be installed through online sources e.g. [.Net Framework](#) and [Visual Studio C++ Redistributable \(x64\)](#))

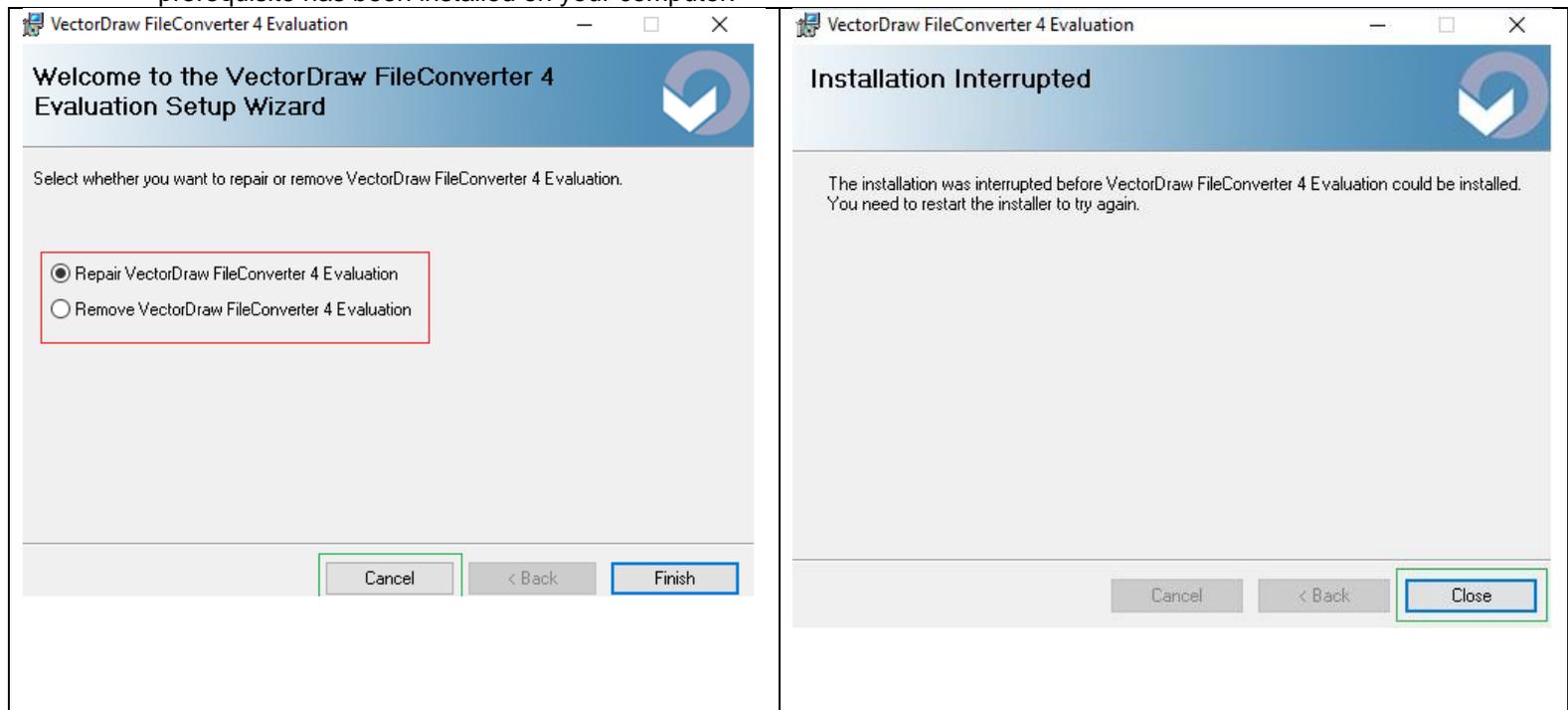


**Figure 2.3:** Prerequisite Installers Folder

#### A. If False Negative (Prerequisite Pop-up Message)

 If this pop up message appeared asking about 'Repair' or 'Remove' then click cancel as green highlighted and then click Close (as per green highlighted on the right side of figure 2.4)

Note: if the dialog box pop up asking you whether to repair or remove [prerequisite], it means that the prerequisite has been installed on your computer.



**Figure 2.4:** E.g. Repair or Remove Esteem [prerequisite] dialog box.

Note: the [prerequisite] might be different than what is show in Figure 2.4. This depend on the Esteem [prerequisite] that is detected as missing from your computer.



**Additional Note:**

You can double check whether the prerequisite(s) has been installed by window searching Esteem [prerequisite] on your computer.



Figure 2.5: Windows search of the Esteem [prerequisite]

After confirming that the Esteem prerequisite(s) has been installed on your computer, on your prerequisite dialog box continue with the prerequisite(s) unticked.

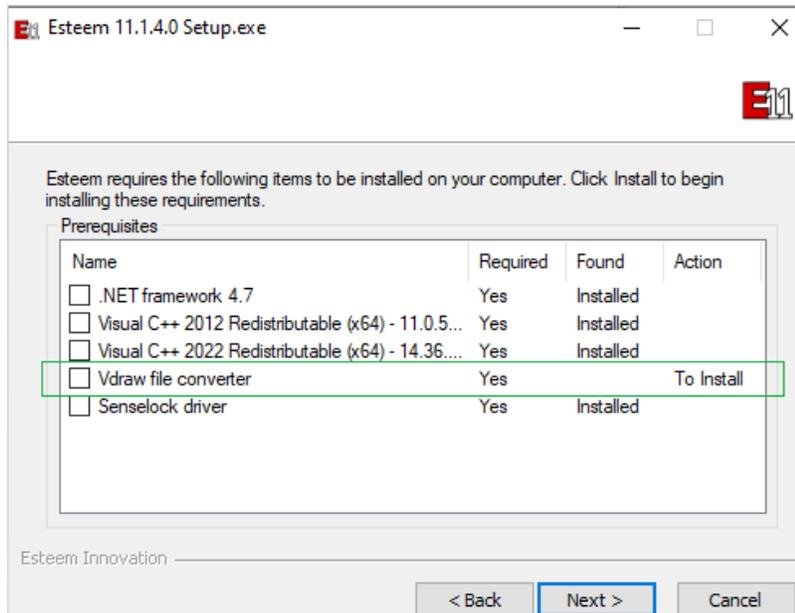


Figure 2.6: Esteem Prerequisite Dialog box (don't tick uninstalled prerequisite)

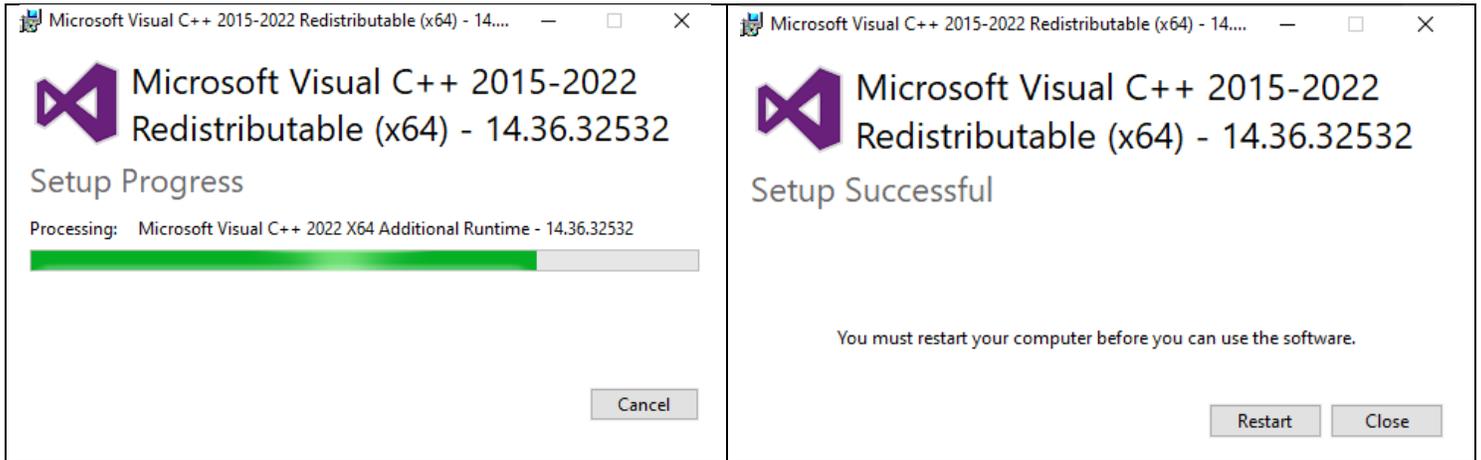


**B. If True Negative (Prerequisite Pop-up Message)**

Continue with the Esteem prerequisite installation

e.g. Installing Visual C++ 2022 Redistributable (x64)....., which is one of Esteem [prerequisite] as shown in Figure 2.7 after agreeing to its EULA (end-user license agreement)

Note: the [prerequisite] installation could be different than what is show in Figure 2.7, depending on what [prerequisite] are detected as missing by the Esteem installer program



**Figure 2.7:** Visual C++ 2022 Redistributable (x64) ... Installation Bar Progress and its ‘Setup Successful’ dialog box.

Please restart the computer if prompted to after the prerequisite successful installation/setup and then continue with the Esteem 11 installation after computer restart.

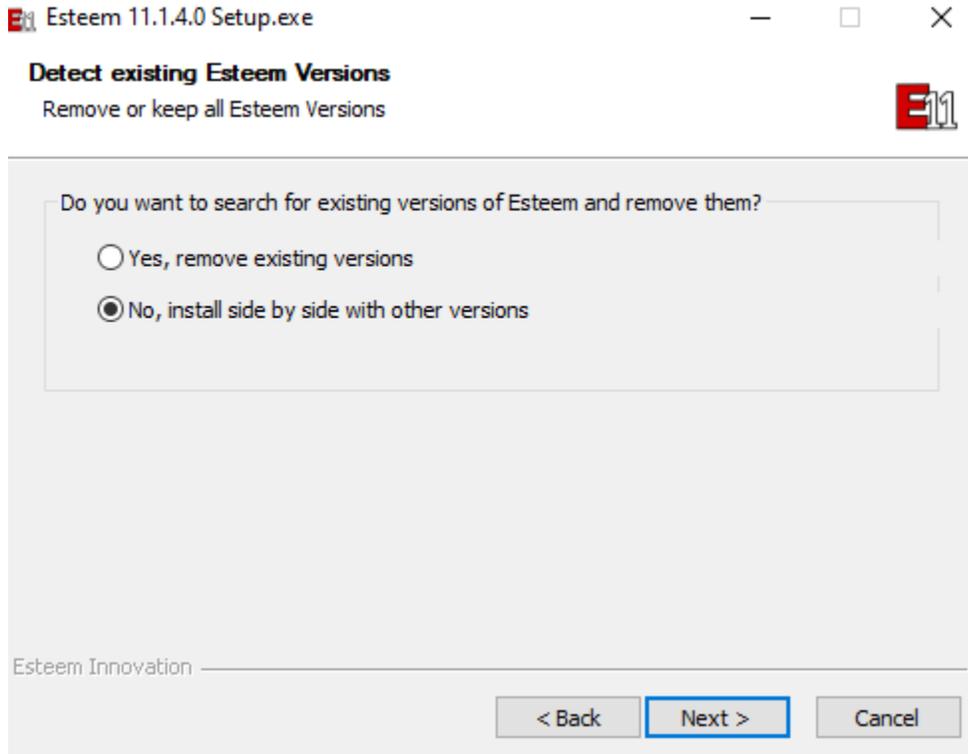


### 3. Welcome to Esteem 11.x.x.x Setup

After the Esteem prerequisites have been detected as being installed on your computer, you might have the option to choose either to remove existing Esteem version or keep existing Esteem version when installing the newer Esteem software version

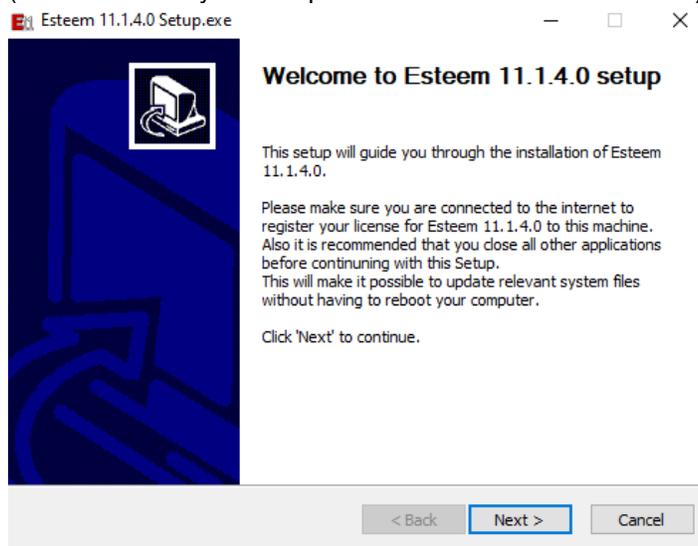
Note: this option is available if there are existing Esteem version(s) on your computer; your computer(s) need at least 3GB of hard disk to install Esteem 11 software

After making your choice, click 'Next' to continue with the installation



**Figure 3.1:** Dialog Box to remove existing Esteem version(s) or to install side by side with other [Esteem] versions

Click 'Next' to proceed with the Esteem setup  
(make sure that your computer is connected to the internet)



**Figure 3.2:** Dialog Box\_Welcome to Esteem 11.x.x.x Setup



### A. End-user License Agreement

Review the Esteem End-User License Agreement, if you agree with using terms and conditions of Esteem software, please click 'Next' and then click 'I Agree' to proceed with the installation.

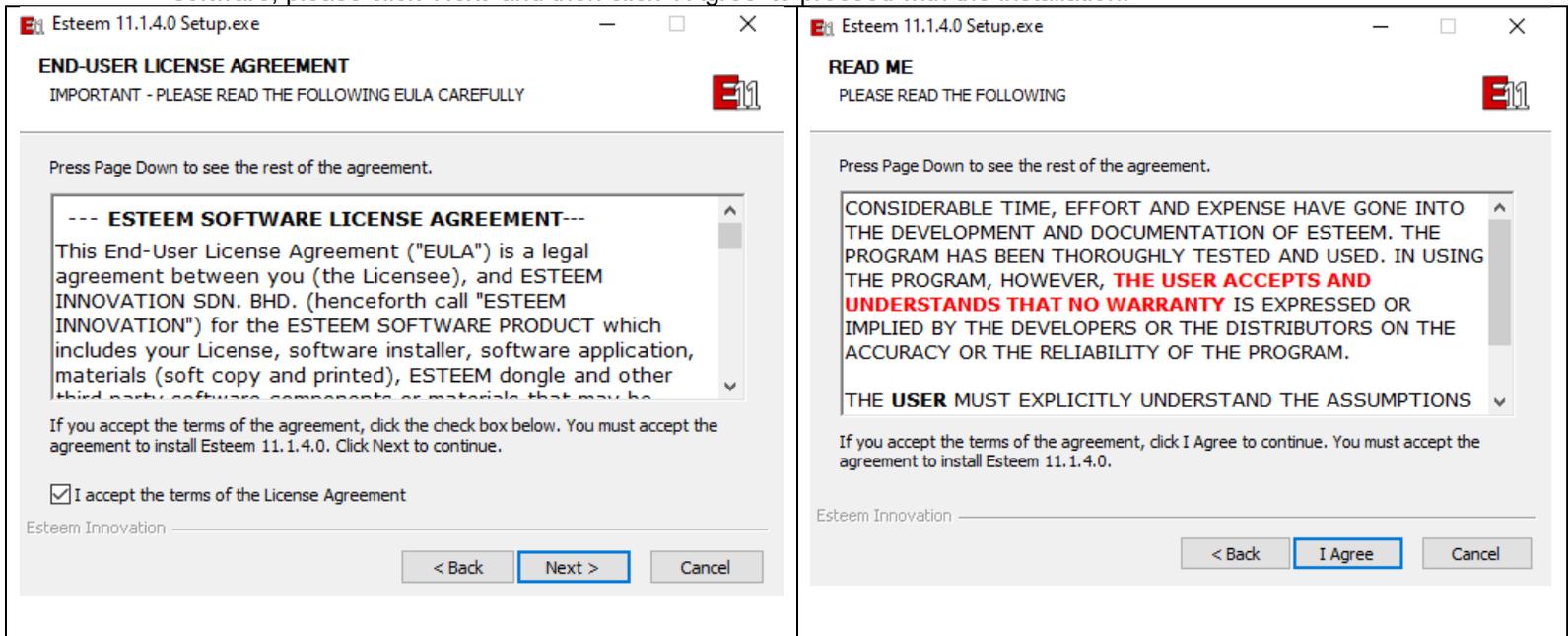


Figure 3.3: Dialog box for Esteem EULA (End-User License Agreement)

At the following installer 'User License Activation' page enter your username and serial key as given in your email where you received the installer download link:

### 4. Esteeem 11 Activation

Enter your username and serial key in the respective textboxes.  and then click 'Next'

Note: your username and serial key could be found in your mail inbox, if you could not find it please email [support7@esteemsoft.com.my](mailto:support7@esteemsoft.com.my)

Internet connection is required for Esteem 11 activation.

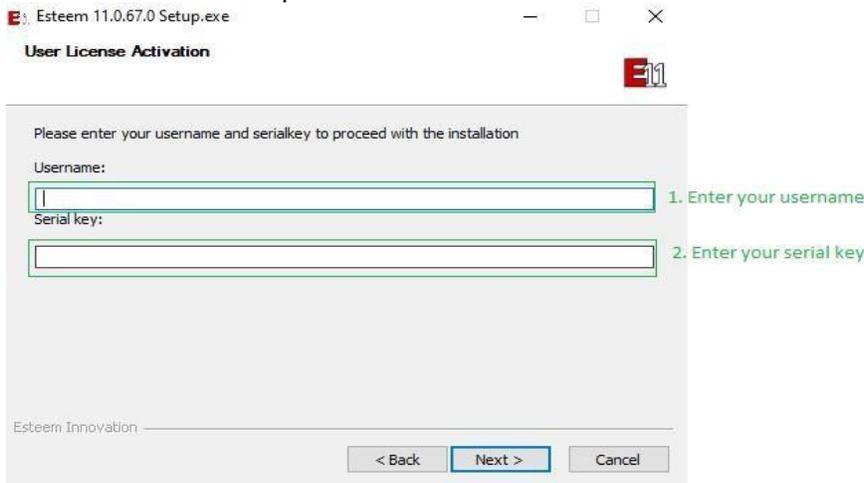
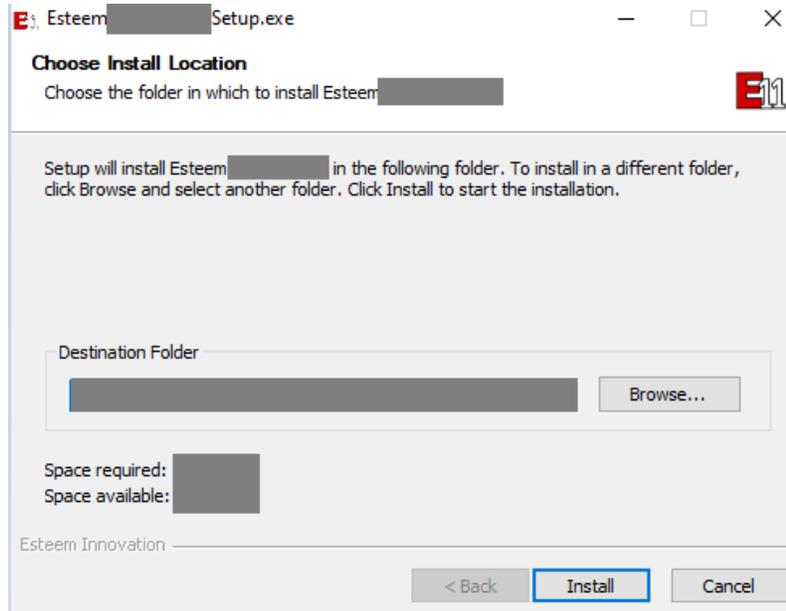


Figure 3.1: Username and Serial Key textbox



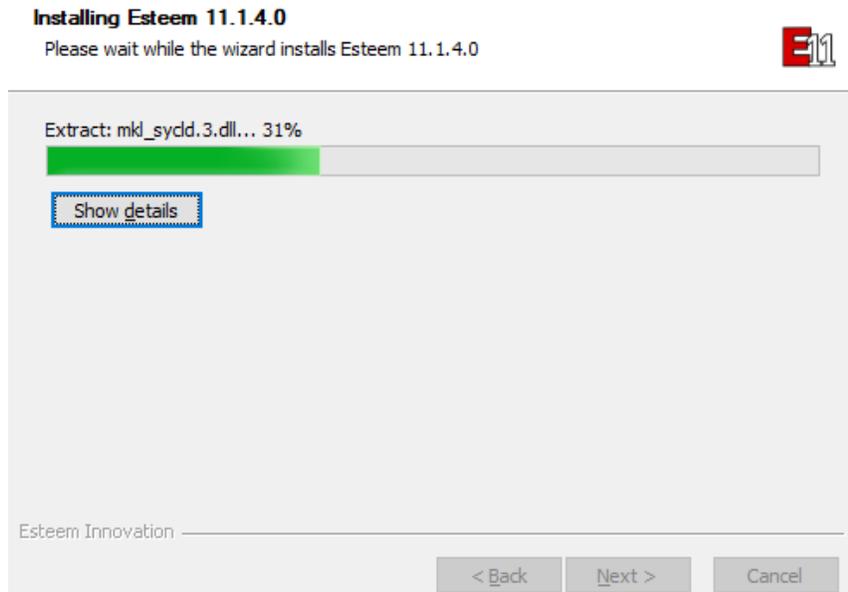
☛ choose the Install location on the Destination Folder for your Esteem 11.x.x.x software then click 'Install'

(Note: 3GB disk space is required to install the Esteem 11 software; confidential or irrelevant information has been greyed out)



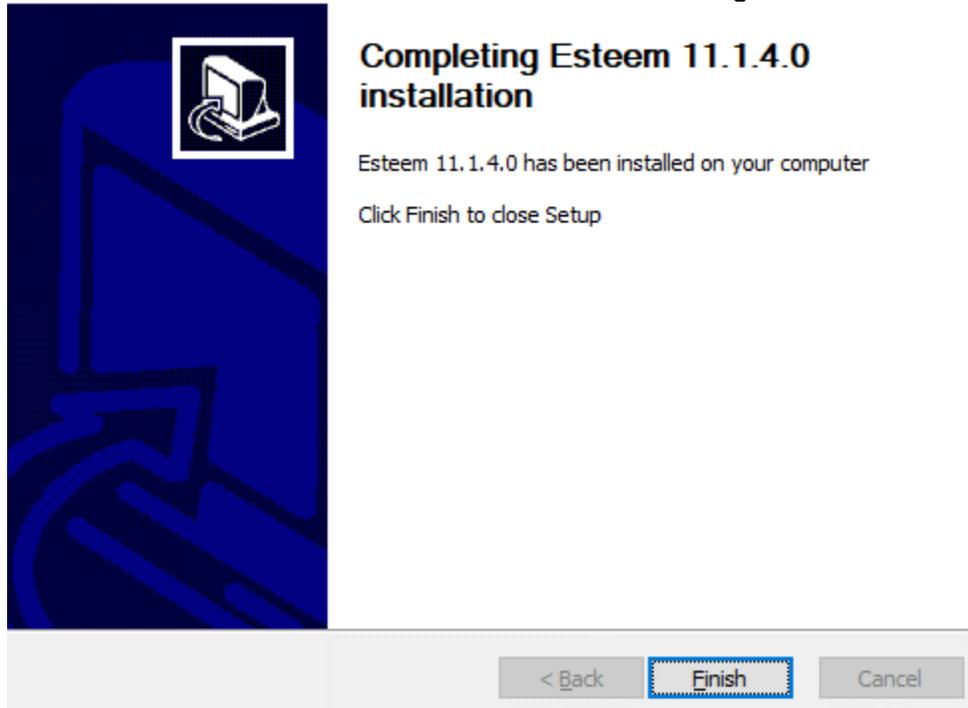
**Figure 3.2:** Esteem Installion Folder dialog box

Wait for the Esteem 11.x.x.x software installation process to be completed .  
(Note: the installation process might take a few minutes)



**Figure 3.3:** Esteem 11 Installation Bar Progress

Click 'Finish' after the Esteem 11.x.x.x Installation Progress has been completed



**Figure 3.4:** Esteem 11.x.x.x Installation Complete Dialog Box

Your Esteem 11.x.x.x is now ready to be used.

Note: when running Esteem 11 software please ensure that your Esteem 11 or higher dongle is attached to your computer.



**Figure 3.5:** e.g. Esteem 11.x.x.x pop-up.

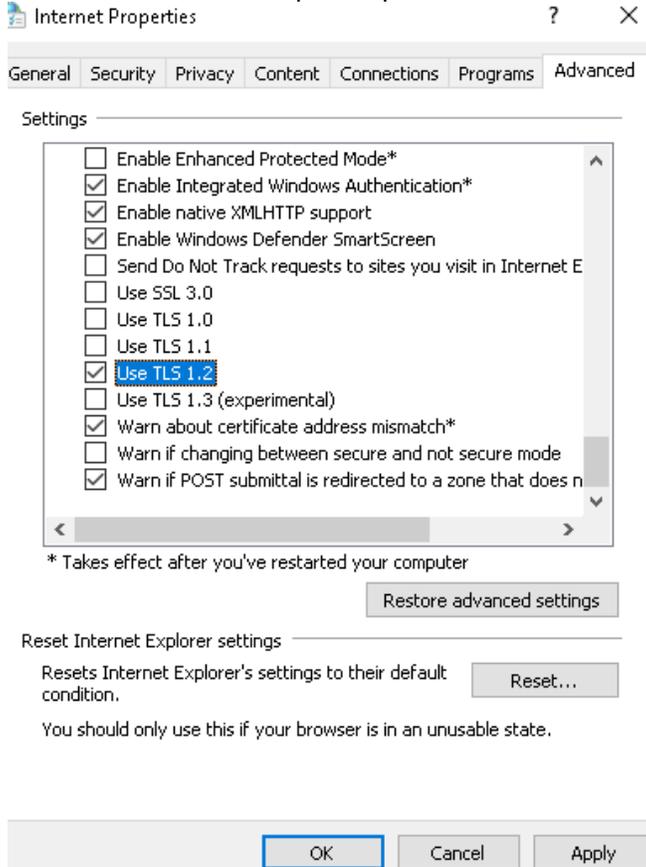


## 5. Errors Encountered During Installation:

If you encounter the following issue/errors during installation, please try to follow the steps below to resolve it.

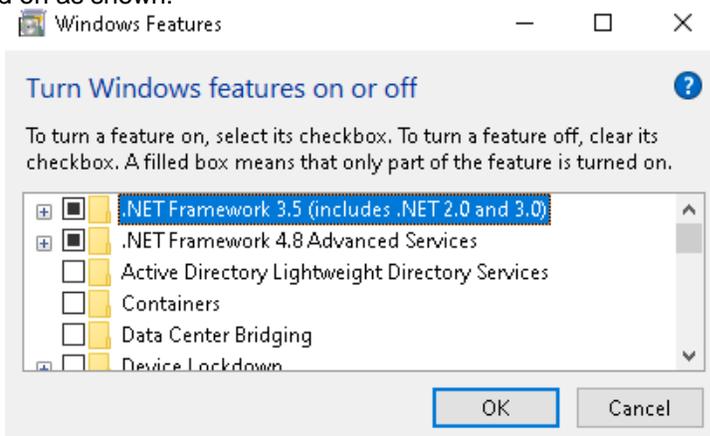
### A. "Could not validate serial" error message at 'User License Activation' stage in installation wizard.

**Solution:** In Internet Properties please make sure 'Use TLS 1.2' is turned on as shown:



### B. "This setup requires the .NET Framework version 3.5" in the "VectorDraw FileConverter 4 Evaluation" popup dialog:

**Solution:** In Windows Features, please make sure the following feature '.NET Framework 3.5 (includes .NET 2.0 and 3.0)' is turned on as shown:

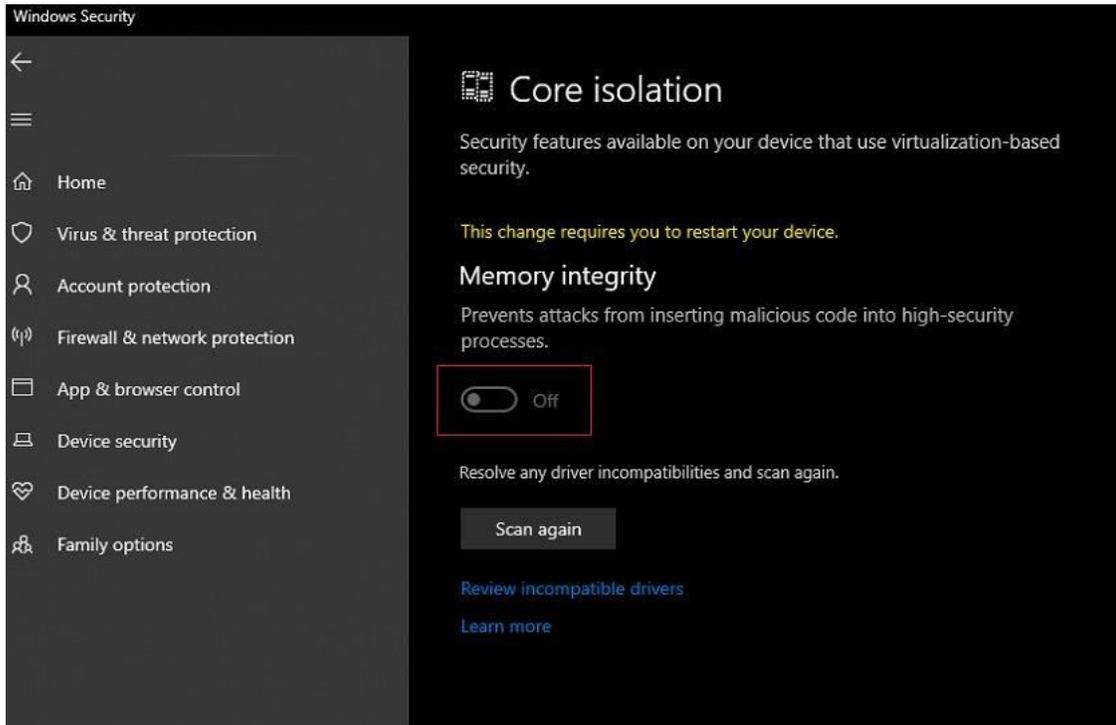




C. “Failed to install Senselock Elite series device driver. Failure Not enough system resources...”

[Note: this issue has been resolved in the latest senselock driver, accessible exclusively for Esteem license(s) whose software maintenance are subscribed to as of January 2024 or later]

**Solution:** Go to the Core isolation page by searching for "Core isolation" in windows search. Make sure memory integrity is turn off in Core isolation. Restart the computer if it was previously on and it is turn off now.



If you are still encountering the issue after following the recommended step to take, please email [support7@esteemsoft.com.my](mailto:support7@esteemsoft.com.my) for assistance.