



Esteem 11 Installer Guide

Please email support7@esteemsoft.com.my for technical support queries. In that message, please share your name, company name, and a brief description of enquiry

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June 2025

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1. Pre-Installation

A. Esteem Licensing

	NETWORK DONGLE LICENSE	STANDALONE DONGLE LICENSE	CLOUD LICENSE
LICENSE SERVER REQUIREMENT	User-hosted server on network.	None	None
ACCESSIBILITY	License available within network	License only available on client machine where it is currently activated	License available via internet
INTERNET REQUIREMENTS	<ul style="list-style-type: none">• Internet access required on server to activate license.• Network access/vpn required between server and client machines.	Internet access required to activate/deactivate license on client machine.	Internet access required to access the license. Client machines can continue to access license up to 4 hours offline.
LICENSE MANAGEMENT	License managed by external utilities on server	License managed by external utility on client machine.	License managed by external utility on third-party server
Installation Prerequisites Required	<ul style="list-style-type: none">• Esteem Network Manager• Senselock driver for 64 bit• Microsoft .Net Framework 4.7+• Visual C++ 2022 Redistributable x64• VectorDraw FileConvertor 4.0	<ul style="list-style-type: none">• Senselock driver for 64 bit• Microsoft .Net Framework 4.7+• Visual C++ 2022 Redistributable x64• VectorDraw FileConvertor 4.0	<ul style="list-style-type: none">• Senselock driver for 64 bit• Microsoft .Net Framework 4.7+• Visual C++ 2022 Redistributable x64• VectorDraw FileConvertor 4.0
Uninstallation Applications	Esteem User License Utility	Esteem User License Utility	None

Check out our website:

<https://www.esteemsoft.com>

Check out our Youtube Video(s):

[Esteem 11 Software in 25 minutes](#) | [Increased Performance](#) | [Increased Productivity](#) | [Increased Profit](#)




B. System Requirements

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

Operating System	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 (cannot be Windows 11 Insider Preview Build)
Processor	Basic: Intel Core TM i5 or equivalent 2.5 GHz processor Recommended: Intel Core TM i7 or equivalent 3.2+ GHz processor
Memory / RAM	Basic: 8GB Recommended: 32 GB or more
Graphics / Display card	Basic: NVIDIA GeForce 210 or equivalent 512 MB memory graphic card with Open GL 4 support Recommended: NVIDIA GeForce GTX1050 or equivalent 2GB memory graphic card with Open GL 4 support Note: Graphics cards may include integrated graphics card,
Disk Space	Basic: 3 GB Recommended: Recommended: 10% to 20% Free Disk Space
.Net Framework	.NET Framework Version 4.7 or later

Administrator Permission

You need administrative permissions to install. To verify in Windows, select Control Panel > User Accounts. Another option is that on your Windows non-admin accounts: you run your installer as administrator  Run as administrator .

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.

C. 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 or on your account at [Esteem Download Center](#). For your account login details, please WhatsApp us at [+603-8076 2788](tel:+603-80762788) or email us at support7@esteemsoft.com.my

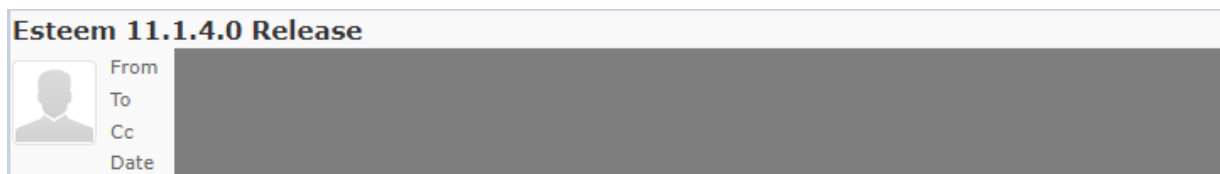


Figure: Esteem 11.x.x.x email example



Or use your account at [Esteem Download Center](#) to download your Esteem Installations and other Installation Prerequisites

Note:

- a) access to your account at [Esteem Download Center](#) are valid during your Esteem license software maintenance or subscription period.
- b) please use Microsoft Edge or Google Chrome browser for the downloads.
- c) To manage your Esteem related installation folder(s), please refer to this [link](#).

The screenshot shows the 'Esteem Downloads' page. On the left sidebar, 'Software Downloads' is highlighted with a green box. The main content area is titled 'Esteem Release' and contains a table with two columns: 'CLICK TO DOWNLOAD VERSION' and 'SOFTWARE'. The table lists two versions of Esteem 11: 11.1.99.0 and 11.1.97.0, both highlighted with green boxes.

CLICK TO DOWNLOAD VERSION	SOFTWARE
11.1.99.0	Esteem 11
11.1.97.0	Esteem 11

If you are installing Esteem Network license(s), please also download the **Esteem Network Manager from the [Esteem Download Center](#).**

Note: this is not required for standalone dongle and cloud subscription license(s). Esteem Network Manager is necessary for Esteem Network license(s), because would need to install

The screenshot shows the 'Esteem Downloads' page. On the left sidebar, 'Installation Prerequisites' is highlighted with a green box. The main content area is titled 'Installation Prerequisites' and contains a table with two columns: 'NAME' and 'CLICK TO DOWNLOAD VERSION'. The table lists three items: Dongle Driver (5.3.0.0), VectorDraw File Converter (4.0), and Esteem Network Manager (9.6). The version '9.6' for Esteem Network Manager is highlighted with a green box.

NAME	CLICK TO DOWNLOAD VERSION
Dongle Driver	5.3.0.0
VectorDraw File Converter	4.0
Esteem Network Manager	9.6



2. Installation

Installation for either Network Dongle License, Standalone Dongle License, Cloud License.

A. Network Installation Instructions

Please skip this step(s) using this [link](#), if you are not installing network dongle license(s).

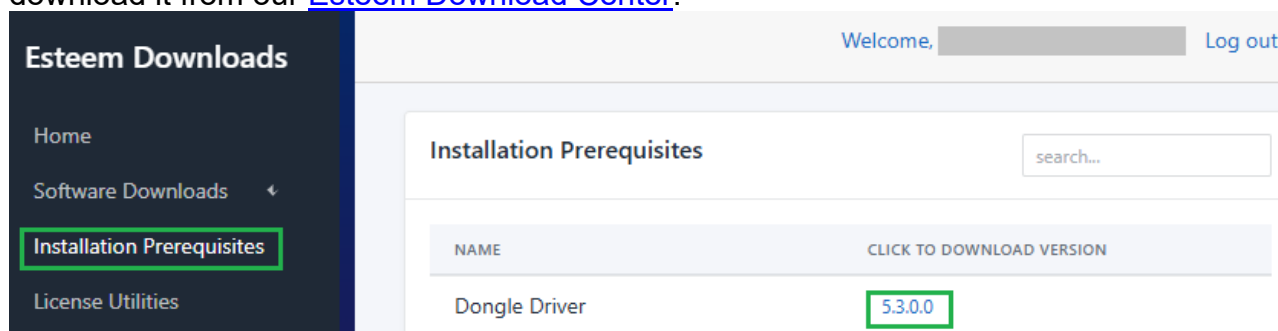
This instruction consists of two parts. Installation for:

1. Server's PC and
2. Client's PC

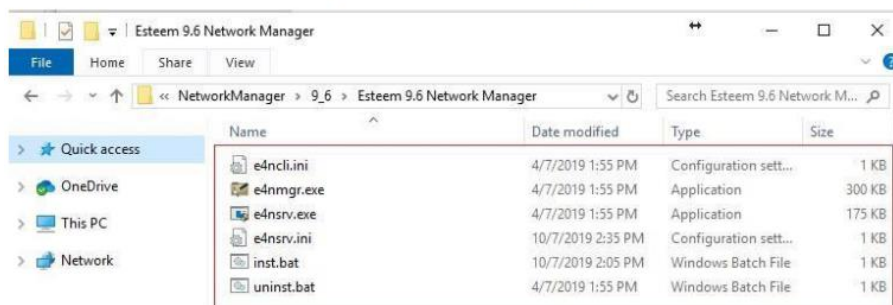
i. **Server's (Main) PC**

1. Install the senselock driver:

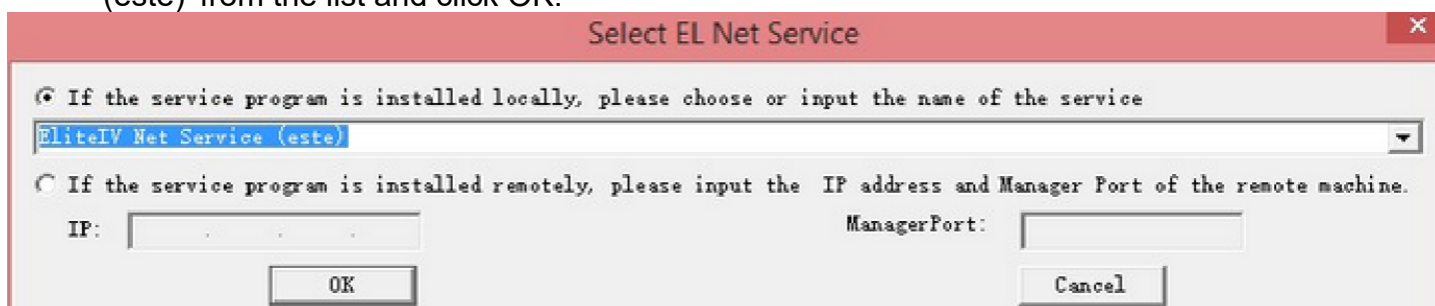
the senselock driver for 64-bit machine is located in the Prerequisites folder or you can download it from our [Esteem Download Center](#).




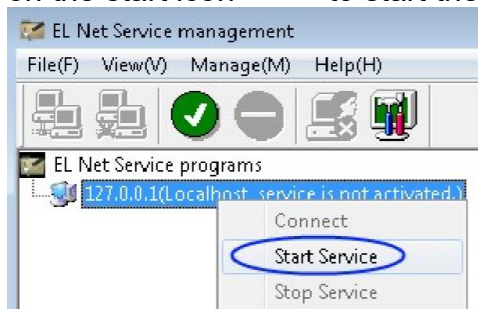
2. Plug in the network dongle into the server.
3. Copy the 'Esteem 9 Software Network Manager' folder into the server's computer
Note: It is recommended to copy your 'Esteem 9 Software Network Manager' folder to C:\Program Files or any other secure folder location(s) to avoid accidental deletion. Avoid placing the folder in temporary or user-specific locations (like the Desktop or Downloads folder)



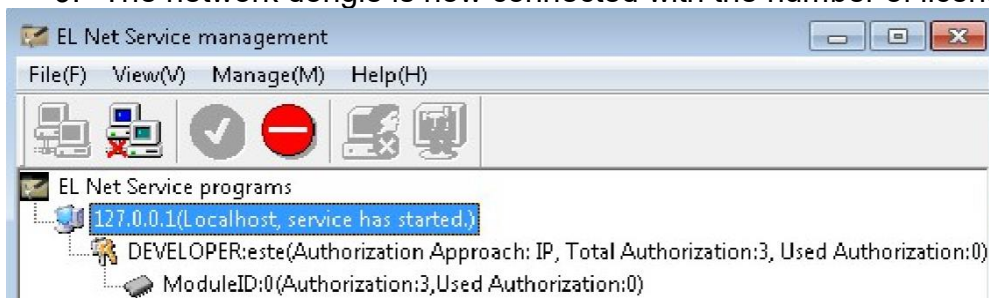
4. Inside this folder, double-click 'inst.bat' to install the network manager
5. Next, double-click the 'e4nmgr.exe' application to run the network manager
6. The 'Select EL Net Service' window will pop up. Select the network dongle 'EliteIV Net Service (este)' from the list and click OK.



7. Right-click on the '127.0.0.1(Localhost, service is not activated)' and select 'Start Service' or click on the start icon  to start the network service

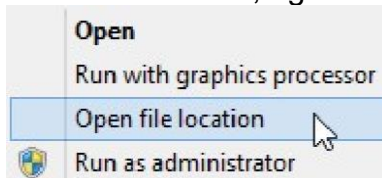


8. To connect the network service with the network dongle, right-click on the item again and select 'Connect'.
9. The network dongle is now connected with the number of licenses shown.





ii. Client (User's PC)

1. At client's PC, right-click on the Esteem shortcut icon and select 'Open File Location'



This will lead you to the installation folder. Right-click on file 'E4ncli.ini' and select Edit. Make changes to the HOSTADDR value depending on whether your user's pc is connected the server's computer network via either ethernet or wireless

Ethernet: make sure it is "localhost" (without the quotation marks)	Wireless: enter the ip address of the server (as per red highlighted) and then save the file
 <pre> File Edit Format View Help [NET_CONFIG] HOSTADDR=localhost TCPPORT=8000 UDPPORT=7900 DEVELOPERID=este </pre>	 <pre> File Edit Format View Help [NET_CONFIG] HOSTADDR= TCPPORT=8000 UDPPORT=7900 DEVELOPERID=este </pre>



Make changes to your client computer configuration setting to connect your user’s pc to the network of the server PC. Then you can install the Esteem application on your computer.

Note: the previous step(s) is only required if you are only installing Esteem network license(s). This is not applicable to standalone dongle and cloud subscription license(s).

B. Esteem Installation on Windows

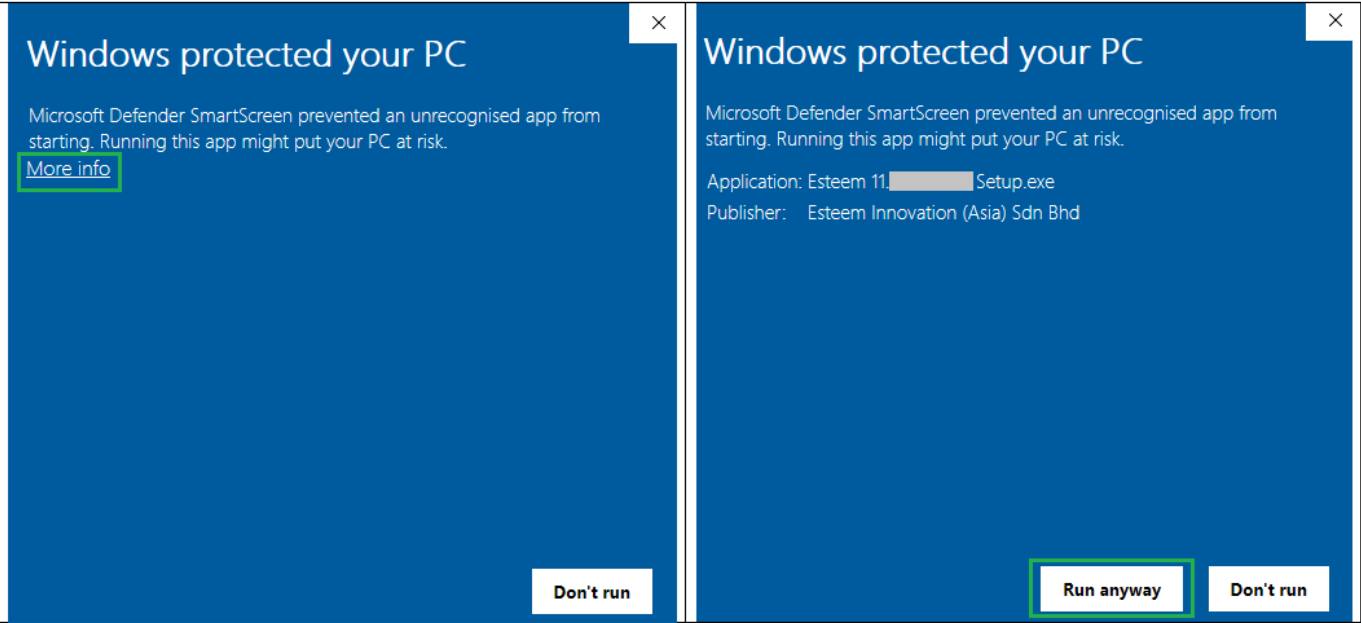
Applicable for Network dongle license, Standalone dongle, and cloud subscription.
Note: for Network dongle license – must also install a Esteem Network Manager application on the Server’s (Main) PC, please refer to this [link](#) for further instructions.

Using the downloaded Esteem 11 installation folder. Double click on the installer “Esteem 11.x.x.x Setup.exe” to start the installation wizard on the computer(s).

	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: Esteem 11.x.x.x Installation Folder

If prompted by your antivirus program e.g. Microsoft Defender Antivirus, please allow Esteem 11 installation to proceed.



C. Prerequisite Dialog box

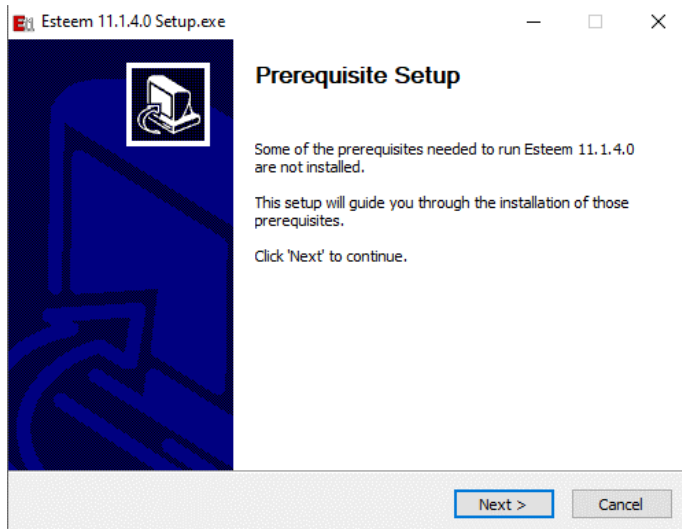
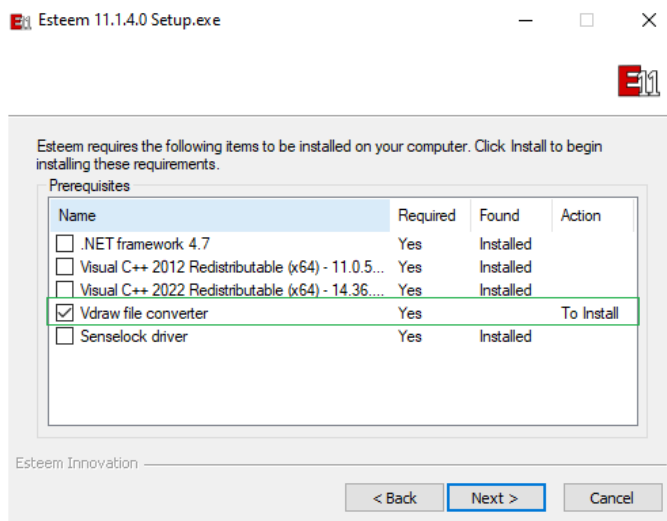


Figure: Prerequisite Setup

Pop-up message, will appear if the Esteem installer program detect Esteem prerequisite(s) are missing from your computer.



Prerequisites List

- Senselock driver for 64 bit
- Microsoft .Net Framework 4.7+
- Visual C++ 2012 Redistributable x64
- VectorDraw FileConvertor 4.0

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



Tick the uninstalled prerequisite

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.

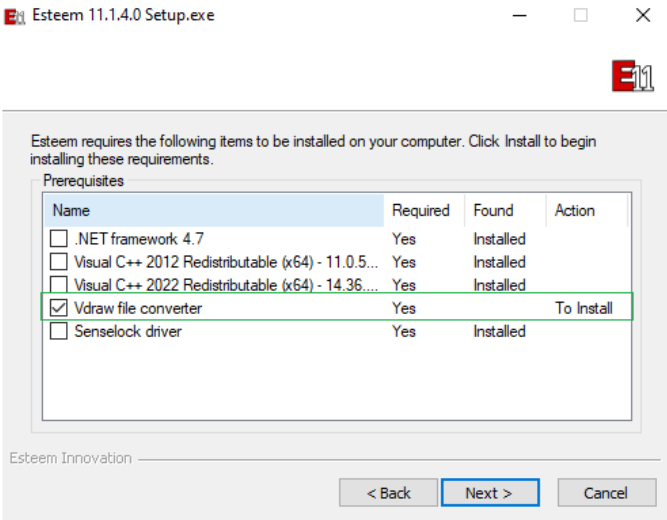



Figure: e.g. Esteem Prerequisite Dialog box (Tick uninstalled prerequisite)

You could also install the Esteem prerequisites through the 'Prerequisite Installers' enclosed in your Esteem 11 Installation Folder. Please email support7@esteemsoft.com.my, if you could not find it in your accompanying Esteem 11 installation folder,

(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 \(x64\)](#)

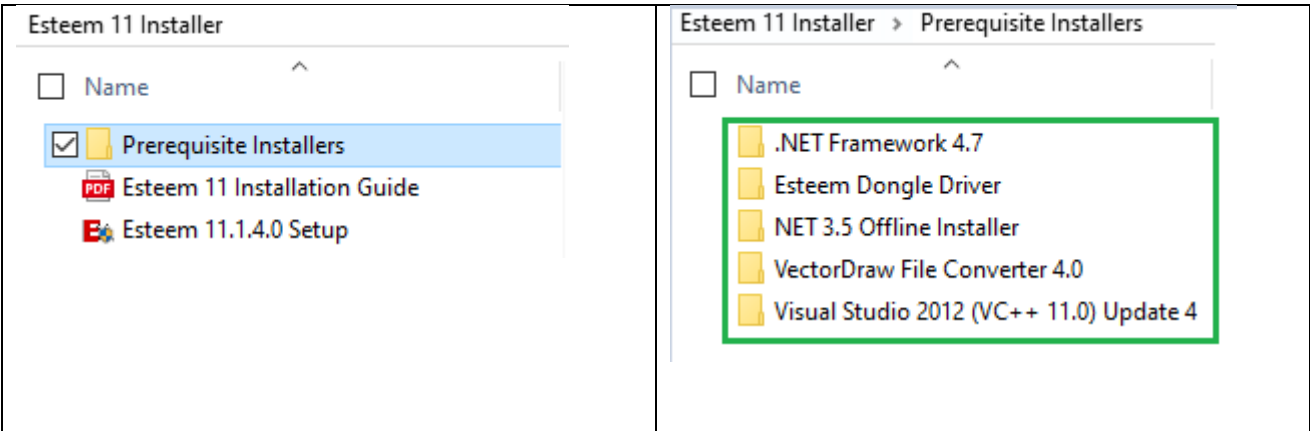


Figure:

Prerequisite Installers Folder

i. 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 attached below 🖱️)

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.

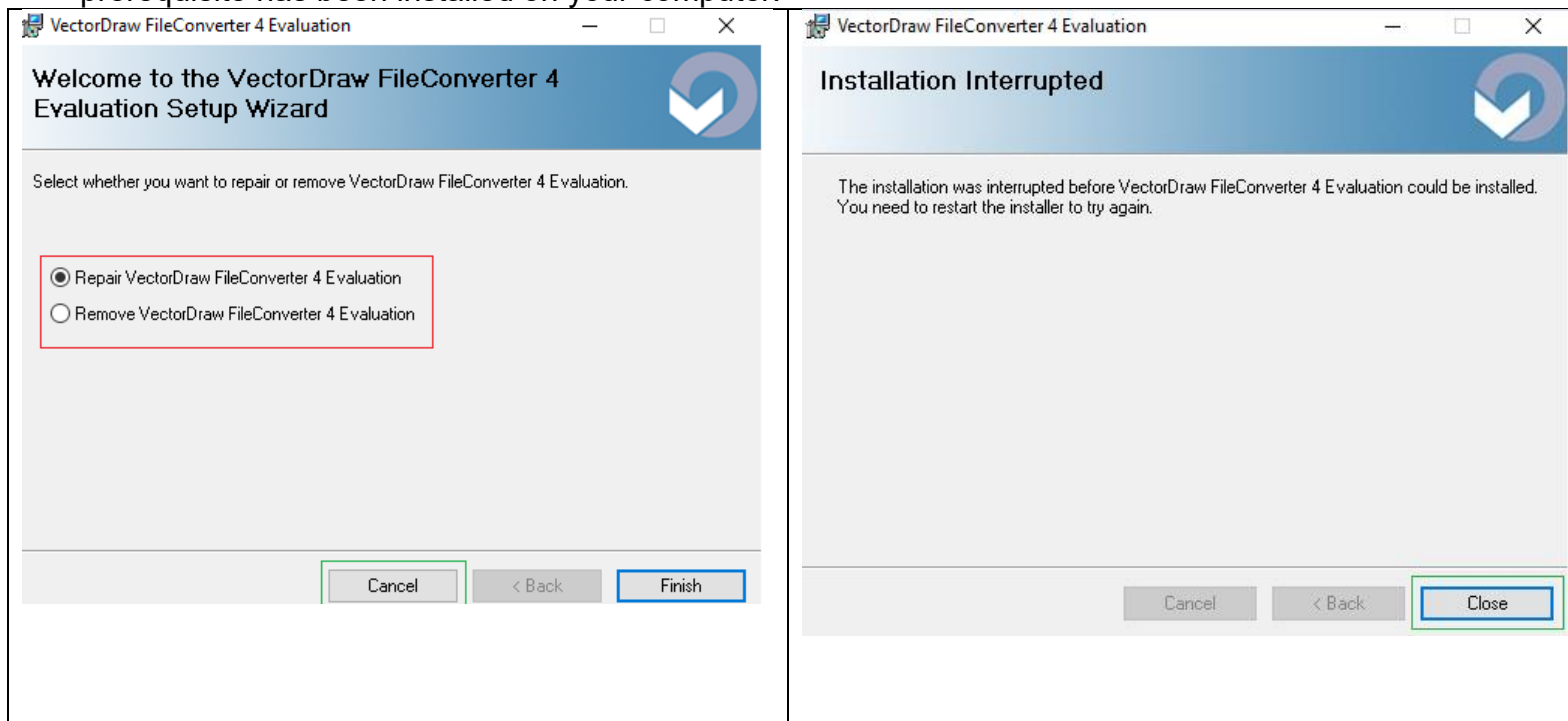


Figure: E.g. Repair or Remove Esteem [prerequisite] dialog box.

Note: the [prerequisite] might be different than what is shown. 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.

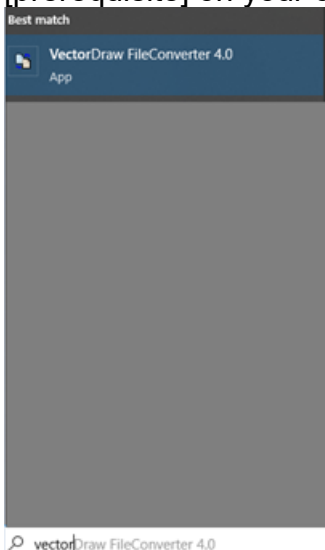


Figure: Windows search of the Esteem [prerequisite]



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

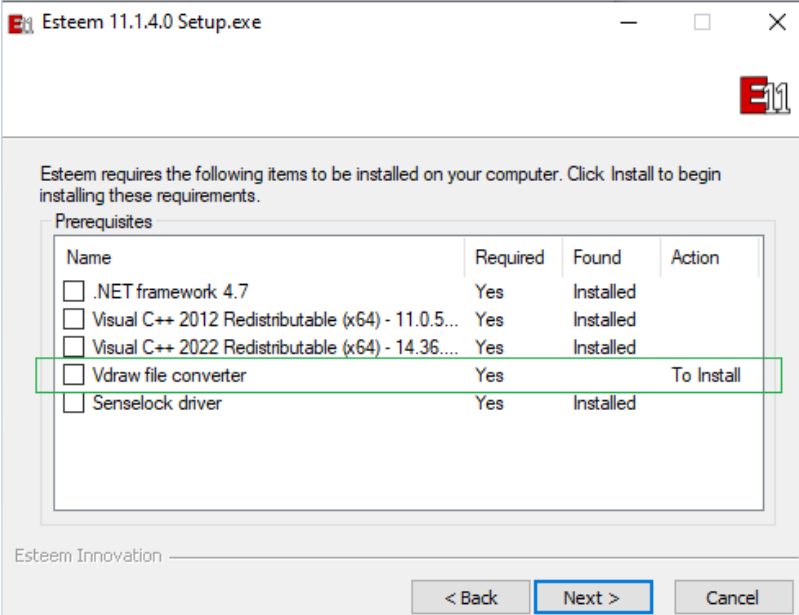


Figure: Esteem Prerequisite Dialog box (don't tick uninstalled prerequisite)

ii. 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 after agreeing to its EULA (end-user license agreement)
Note: the [prerequisite] installation could be different than what is shown, depending on what [prerequisite] are detected as missing by the Esteem installer program

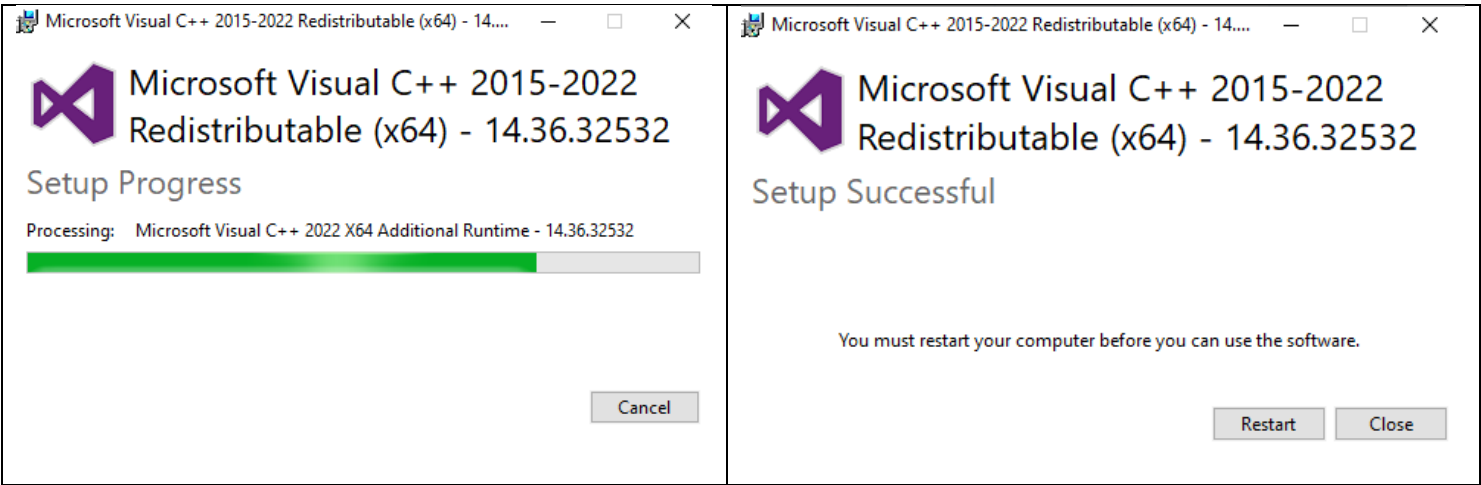


Figure: Visual C++ 2022 Redistributable (x64) ... Installation Bar Progress and its 'Setup Successful' dialog box.

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



D. 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. However, it is recommended to have at least 10% to 20% Free Space on your selected Disk.

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

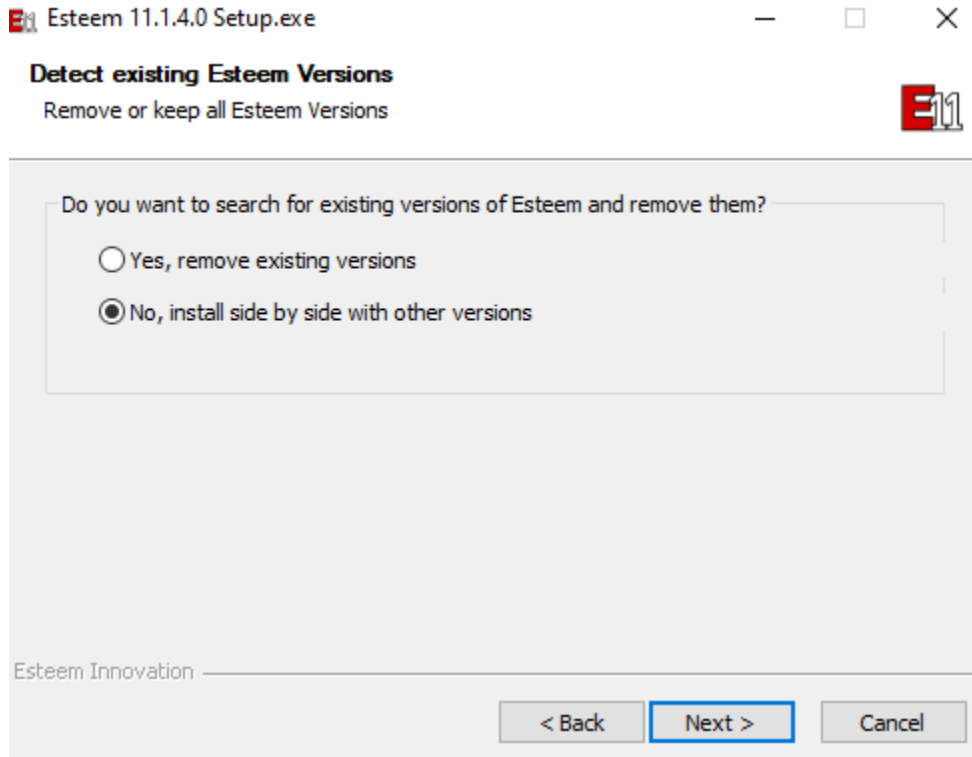


Figure: Dialog Box to remove existing Esteem version(s) or to install side by side with other [Esteem] versions

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

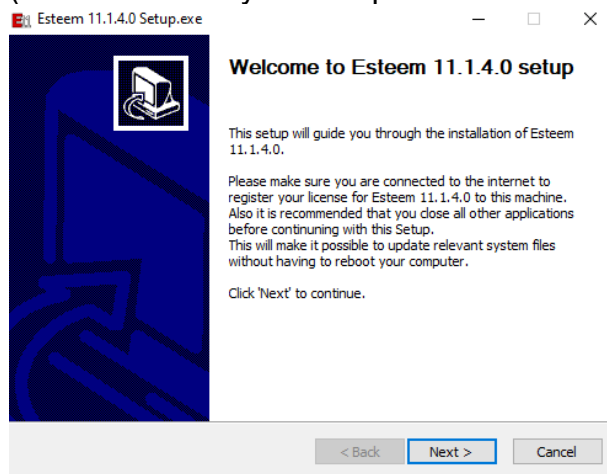


Figure: Dialog Box_Welcome to Esteem 11.x.x.x Setup



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.

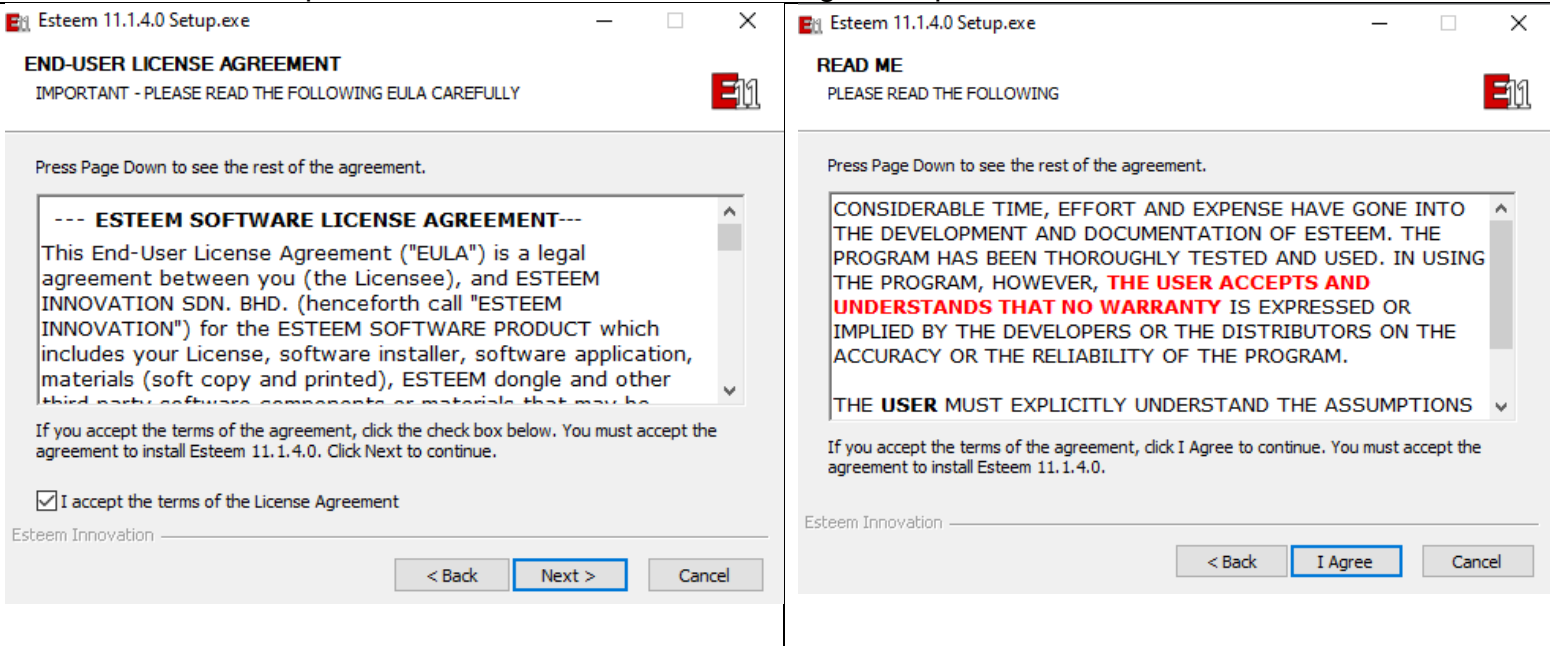


Figure: Dialog box for Esteem EULA (End-User License Agreement)



E. Esteem 11 Activation

Esteem License 11 Activation for either standalone dongle perpetual license(s) or Esteem cloud subscription license(s)

i. Esteem standalone/network dongle perpetual license(s)

Note:

- If you are also licensed Esteem cloud subscription license(s), you must also use your designated Installer Serial Username & Serial Key to use your Esteem cloud subscription license(s)
- For Esteem network manager server installation, please refer to this [link](#). For Esteem installation and activation on the client computer, please refer to this guide.

Note: your username and serial key could also be found in your mail inbox or on your account at [Esteem Download Center](#)

CLICK TO DOWNLOAD VERSION	SOFTWARE	RELEASE NOTES	RELEASE DATE	INSTALLER USERNAME & SERIAL KEY
11.1.99.0	Esteem 11	View	25 April 2025	View
11.1.97.0	Esteem 11	View	21 April 2025	View

if you could not find it please WhatsApp us at [+603-8076 2788](#) or email at support7@esteemsoft.com.my

At the following installer 'Dongle Cloud License Option' page

After choosing Dongle on the installer 'Dongle Cloud License Option' page, enter your username and serial key in the respective textboxes. and then click 'Next'

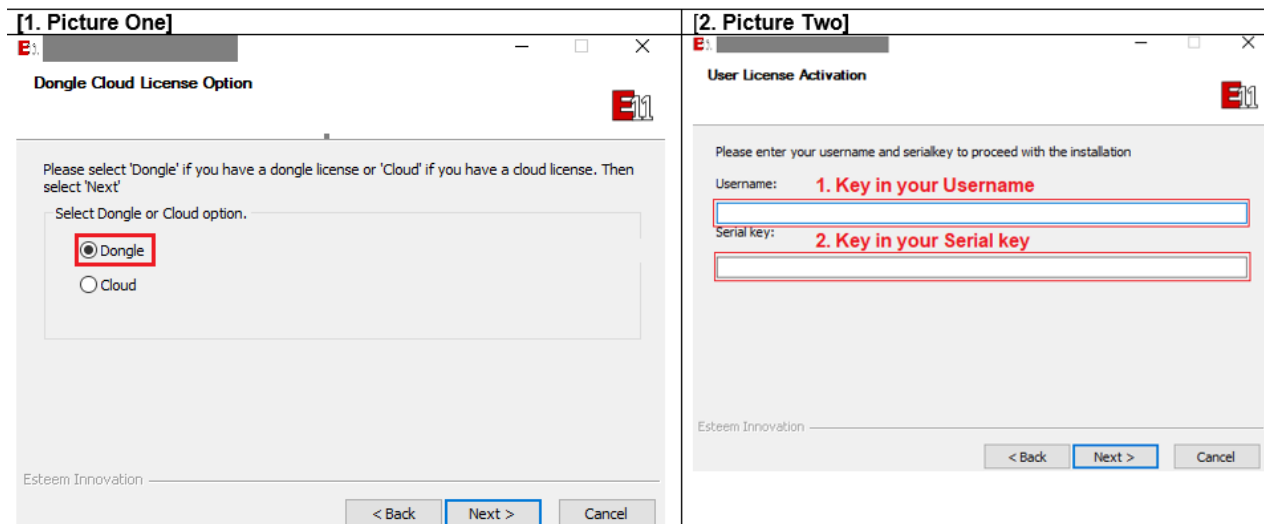

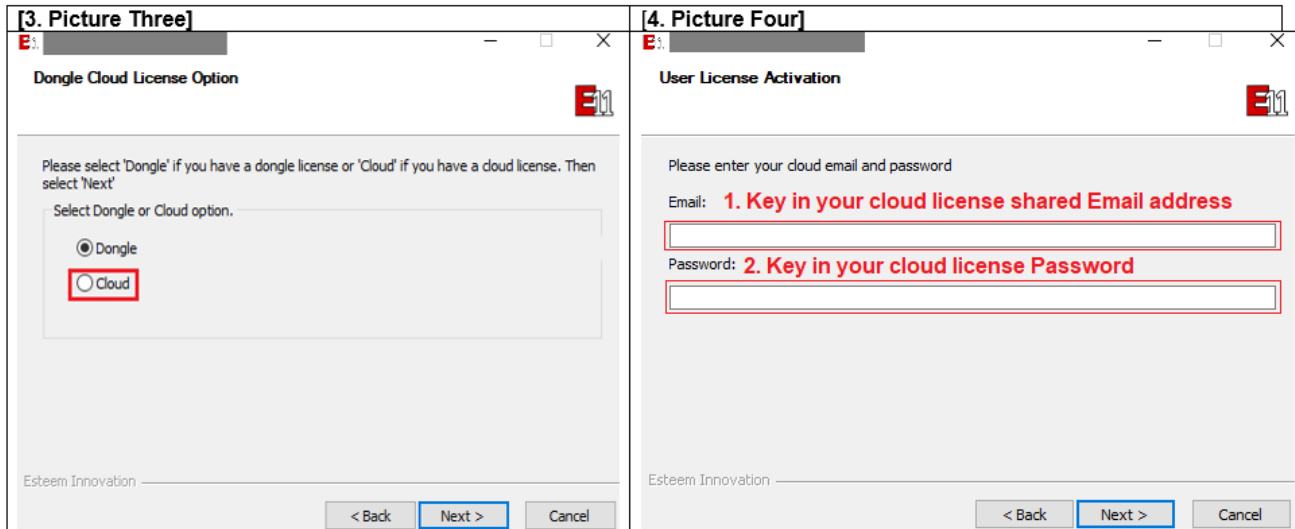


Figure: Username and Serial Key textbox
Internet connection is required for Esteem 11 activation.

ii. Esteem cloud subscription license(s)

Note: If you are only licensed Esteem cloud subscription license(s), you must use your designated Email & Password for your Esteem cloud subscription license(s) activation. If you could not find your cloud license login details, please WhatsApp us at [+603-8076 2788](https://www.whatsapp.com/business/profile/60380762788) or email at support7@esteemsoft.com.my

After choosing Cloud on the installer 'Dongle Cloud License Option' page, enter your Email and Password in the respective textboxes.  and then click 'Next'



 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)

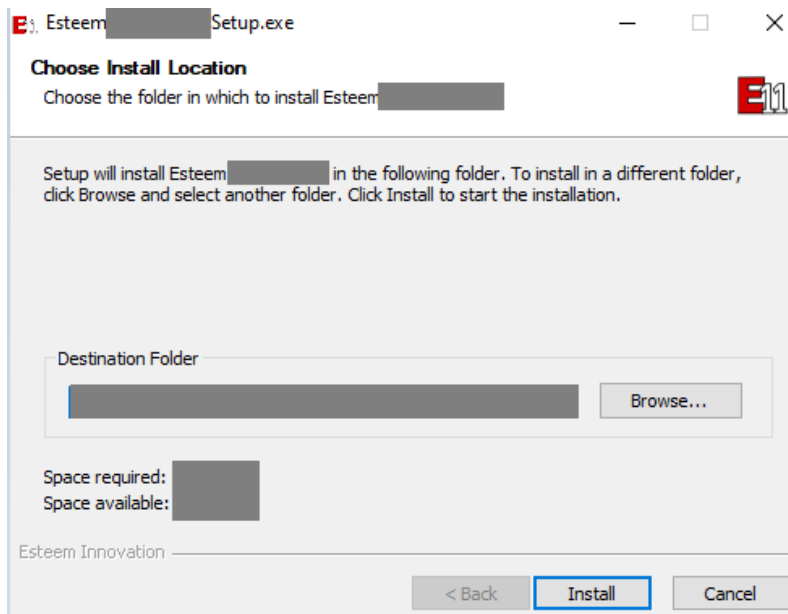


Figure: Esteem Installation Folder dialog box

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

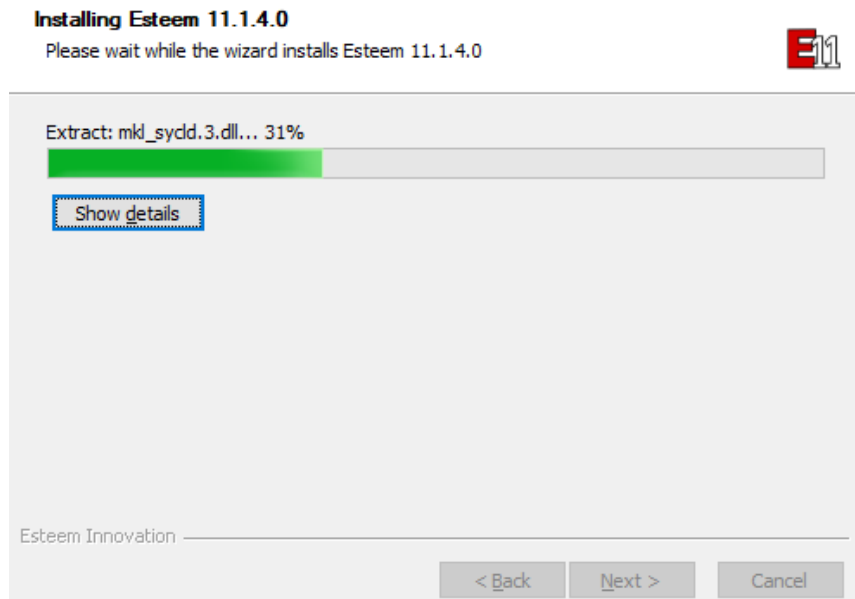


Figure: Esteem 11 Installation Bar Progress

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

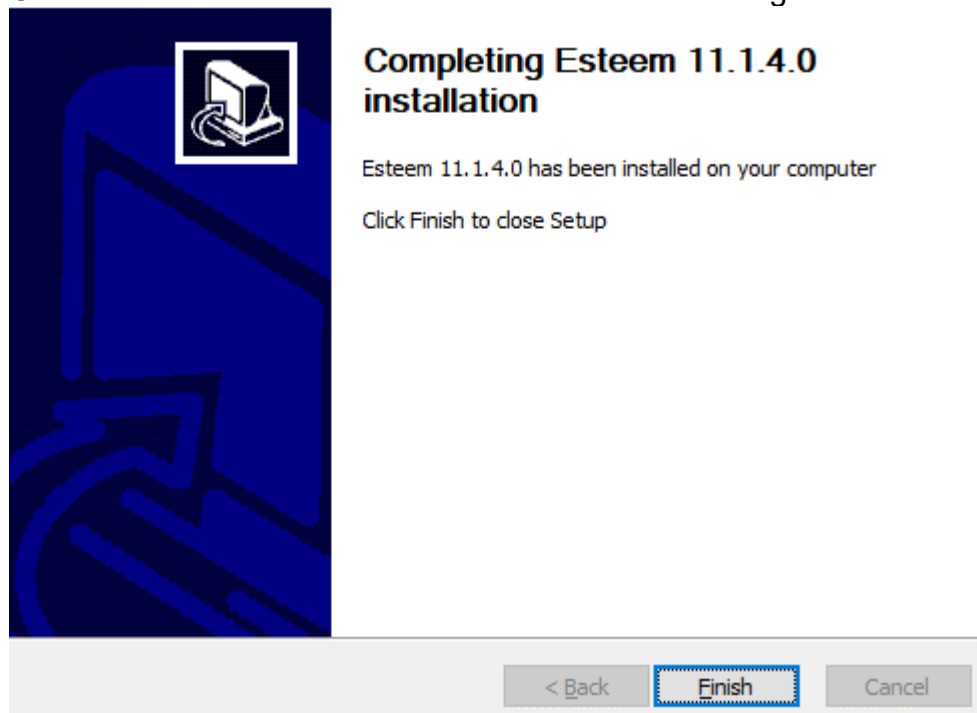


Figure: Esteem 11.x.x.x Installation Complete Dialog Box



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 version is attached to your computer.

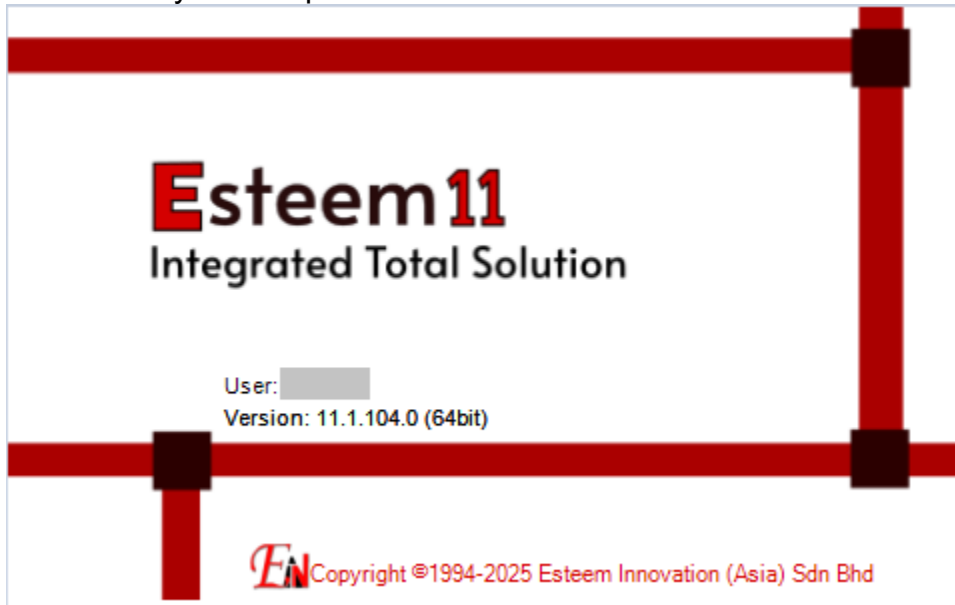


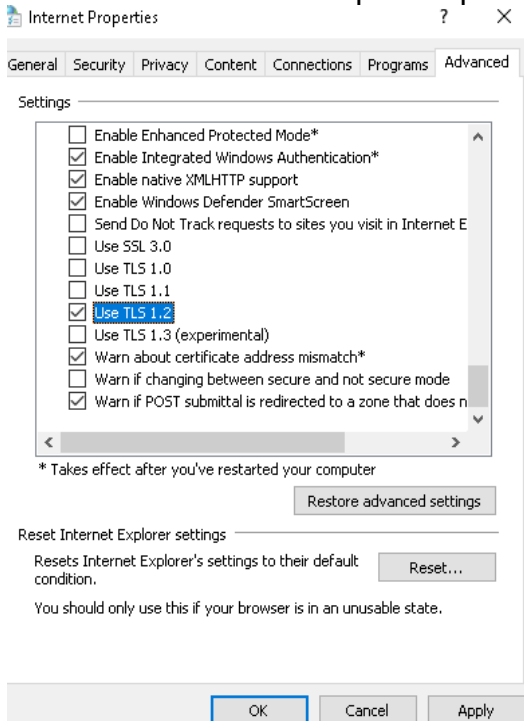
Figure: e.g. Esteem 11.x.x.x pop-up:

F. Troubleshooting

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

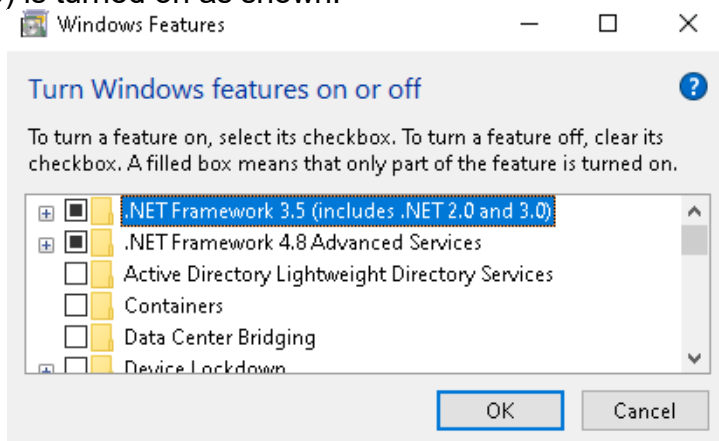
- i. **"Could not validate serial" error message at 'User License Activation' stage in installation wizard.**

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



- ii. **"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:

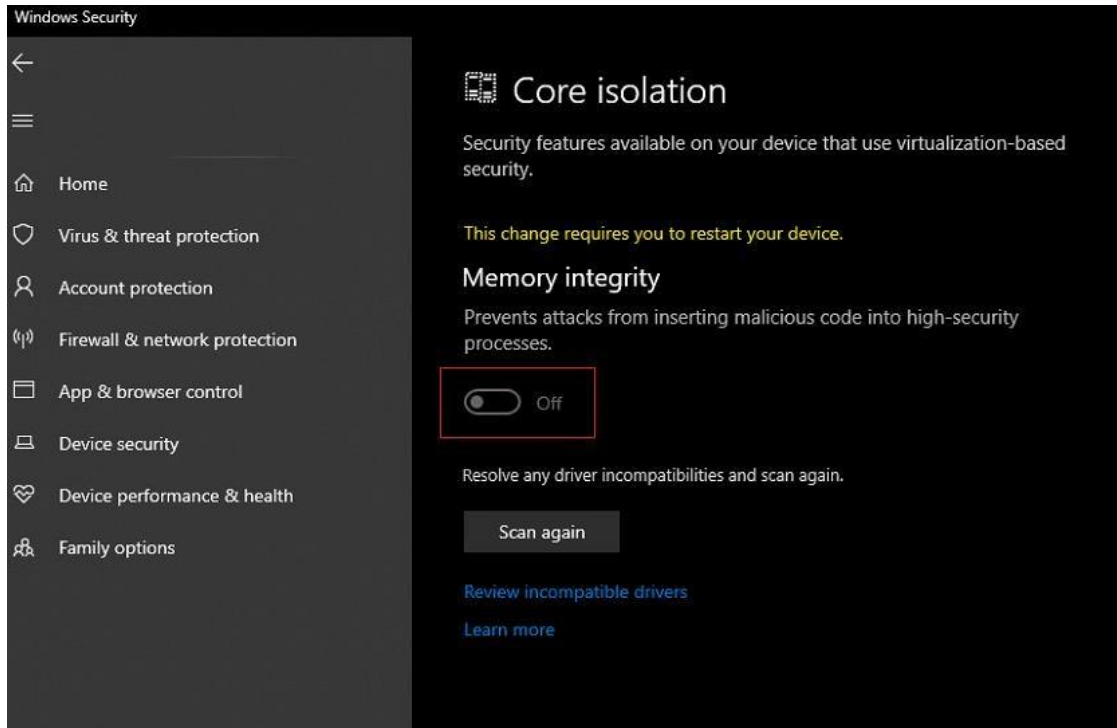




iii. **“Failed to install Senselock Elite series device driver. Failure Not enough system resources...”**

[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.





iv. Windows Installer Error “Another program is being installed...”


Windows Installer



Another program is being installed. Please wait until that installation is complete, and then try installing this software again.

OK

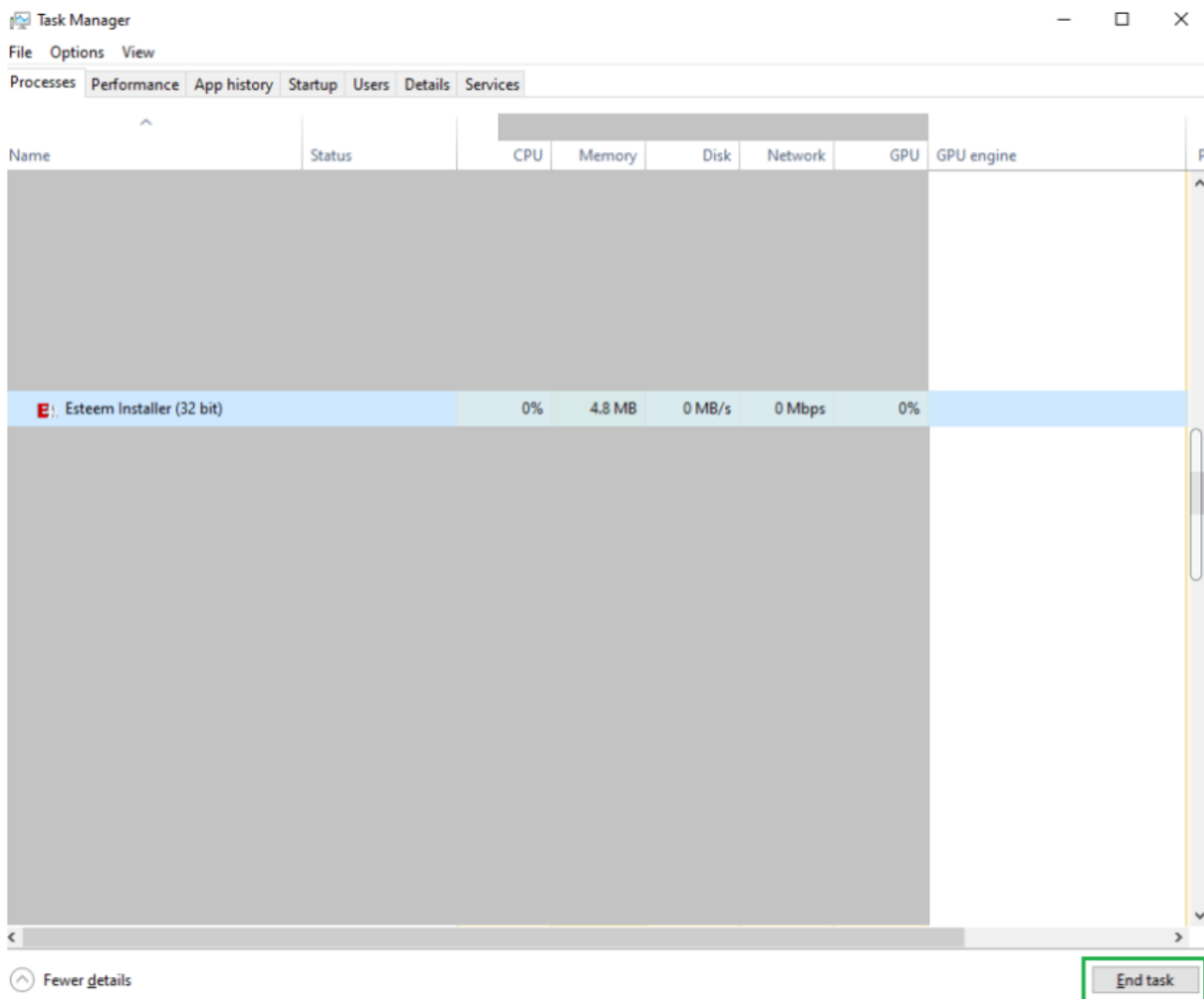
Reason:

Here are the known issues as per listed below 

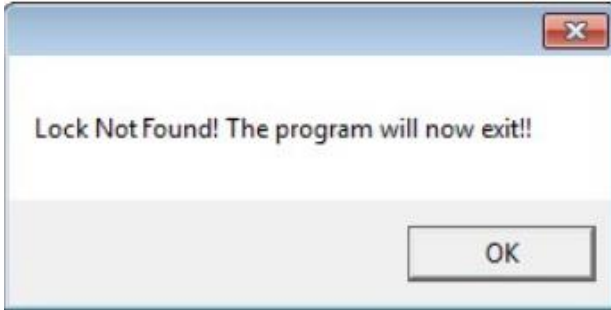
1. **Background Installations:** Windows may be silently installing updates or other software in the background, occupying the Installer service

Solution:

Resolve by doing the following: on your Windows Task Manager: select the application “Esteem Installer (32 bit)” under the Background Process, and then click “End task”. If the error persists or the “Esteem Installer” is not in the Background Process, try to “End Task” of other Installer application(s) that might be in the Background Process.



v. Lock Not Found! The program will now exist!



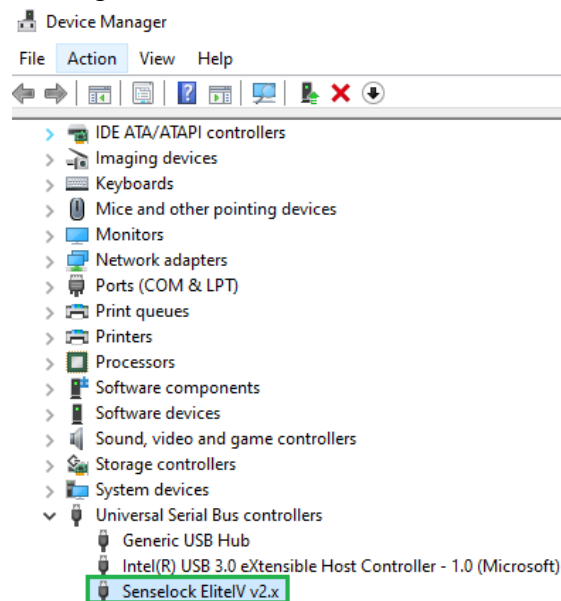
Reason:

Here are the known issues per listed below 📌:

1. The dongle is not attached properly. This is shown when you cannot find “Elite4 2.x” or “Senselock EliteIV v2.x” in your device manager (in your device manager it could be found either under “Other Devices”, “UniversalSerial Bus Controllers” or “Smart card readers”)

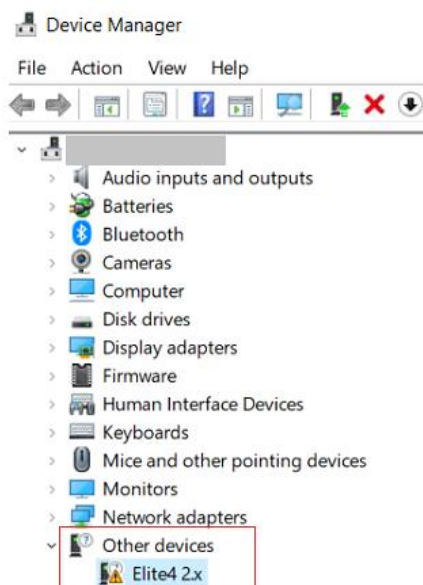
Solution:

Check that the the dongle is attached to an USB port. If already attached, please try the dongle on different USB port. After attaching, please check that your dongle is detected in the device manager.



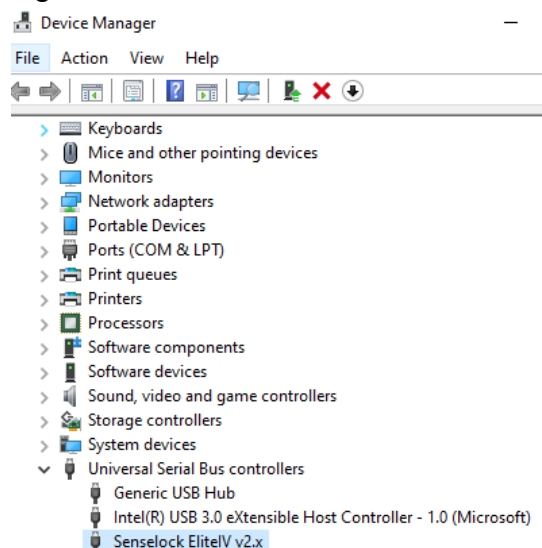
2. Dongle driver detected, but is not properly installed

Note: check in your device manager the dongle driver that is not properly installed. It would be detected as per attached below with the warning sign on your Device Manager probably under “Other Devices”, because it typically lists hardware components that Windows cannot automatically identify or doesn't have the appropriate drivers for. However, if it is not there, then it is under either “UniversalSerial Bus Controllers” or “Smart card readers”.

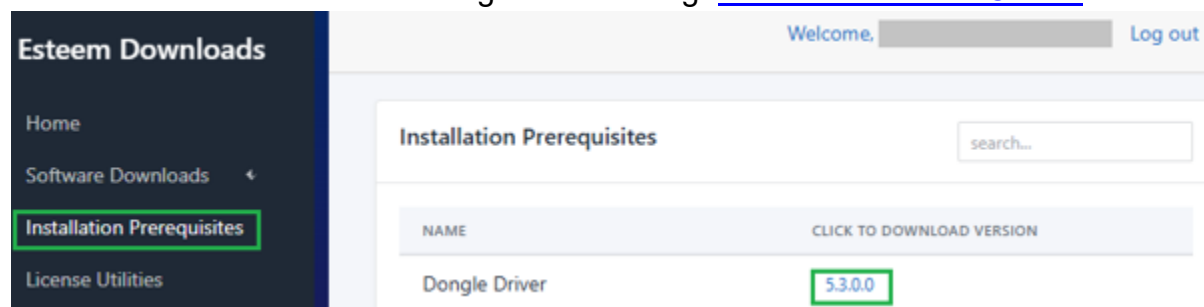


Solution:

Unplug and plug the dongle to another usb port. If this challenge persists. Reinstall the latest dongle driver and check that either Elite4 2.x” or “Senselock EliteIV v2.x” does not have warning sign next to it.



Download the latest Esteem Dongle Driver using [Esteem Download Center](#) and then install it.





3. Current user account does not have administrator rights

Solution:

Use current account user that has administrator rights

If you are already logged in as an administrator:

- **Access Settings:** Open the Windows Settings app.
- **Navigate to Accounts:** Go to "Accounts" and then "Family & other users".
- **Select User:** Choose the user account you want to modify.
- **Change Account Type:** Select "Change account type" and then choose "Administrator" from the dropdown menu.
- **Confirm:** Click "OK" to save the changes.

If you are not logged in as administrator

Option 1: Enable the built-in Administrator account:

- **Open Command Prompt as Administrator:** Search for "cmd", right-click, and select "Run as administrator".
- **Enable the account:** Type `net user administrator /active:yes` and press Enter.
- **Restart your computer:** You should now see the built-in administrator account listed at the login screen.
- **Log in as Administrator:** Log in using the built-in administrator account.
- **Modify user account:** Follow the steps above to change the desired user account to administrator.
- **Disable built-in account:** After modifying the user account, it is recommended to disable the built-in administrator account again for security reasons using `net user administrator /active:no`.


Option 2: Use another administrator account:

- **Log in with another administrator account:**
If you have access to another administrator account, log in with that account.
- **Modify user account:**
Follow the steps above to change the desired user account to administrator.

If you are still encountering challenge(s) after following the recommended step to take, please email support7@esteemsoft.com.my for assistance. In that message, please share your name, company name, and a brief description of the challenge(s).

3. Uninstallation


Use the Windows control panel to uninstall Esteem software. If you are only using Esteem 11 standalone/network dongle, you would also need to deactivate the uninstalled Esteem software using

Esteem User License Utility 11.0.0.0.exe  Esteem User License Utility 11.0.0.0.exe. Deactivation is not required if you are only using Esteem cloud license(s)


- Sometimes, remnants of a previous installation remain on your system after you remove software through the Windows control panel. You must remove them before you can install new versions. In these cases, use the Microsoft Installation Troubleshooter, previously called Fix It, to remove the remnants.

A. Using Windows Control Panel to uninstall


- Open Control Panel (On the search bar use keyword e.g. uninstall or program > click either uninstall a program or Change or remove a program).

 uninstall - All Control Panel Items

← → ▾ ↑  > Control Panel > All Control Panel Items ▾ ↻ **uninstall**

 **Programs and Features**
Uninstall a program
Change or remove a program

- Select the Esteem Software version you want to uninstall (on the search bar use keyword e.g. esteem > right click the Esteem version you want to uninstall)

 esteem - Programs and Features


← → ▾ ↑  << All C... > Program... ▾ ↻ **esteem**

Control Panel Home



Uninstall or change a program

View installed updates

To uninstall a program, select it from the list and then click Uninstall, Change or Repair.

 Turn Windows features on or off

Organise ▾ Uninstall/Change

Name	Publisher	Version
 Esteem	ovation (Asia) Sdn. Bhd.	11.1.104.0
 Esteem	ovation (Asia) Sdn. Bhd.	1.1.0.0

Uninstall/Change

Uninstall/Change

- Click Uninstall
- Confirm and click Finish




- Restart if prompted.



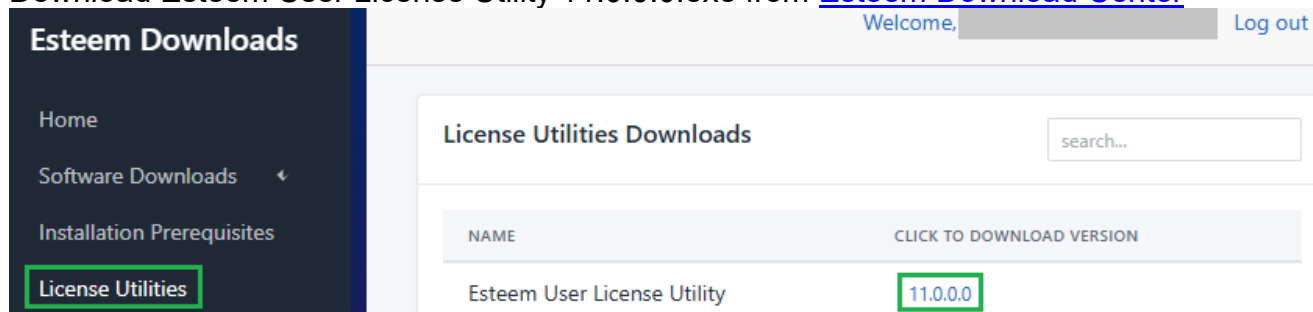
B. Deactivation

Important Note: Esteem 11 Deactivation is only valid if you also using Esteem 11 standalone/network dongle license(s). Please skip this step(s), if you are only licensed Esteem cloud license(s).


Use Esteem User License Utility 11.0.0.0.exe  Esteem User License Utility 11.0.0.0.exe to deactivate and/or reactivate your Esteem 11 installation(s) on your Windows computer.

Note:

Download Esteem User License Utility 11.0.0.0.exe from [Esteem Download Center](#)



Steps to use the Esteem 11 User License Utility App:

1. Double click on 'Esteem User License Utility 11.0.0.0.exe' 
2. Enter your username and serial key.

Note: username and serial key could be found in [Esteem Download Center](#) under Software Downloads group.

Please enter your username and serialkey. Then select 'Reactivate' or 'Deactivate'

Username: **1. Key in your username**

Serial key: **2. Key in your serial key**


3. Click the 'Deactivate' button to deactivate any existing Esteem 11 and above versions from your computer(s).

Note: Deactivating all your Esteem 11 application(s) from your computer, would release the Esteem 11 application(s) to be available for installation on your other computer(s).



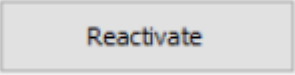
C. Reactivation

Important Note: Esteem 11 Reactivation is only valid if you also using Esteem 11 standalone/network dongle license(s) and your computer hostname has changed. Please skip this step(s), if you are only licensed Esteem cloud license(s).

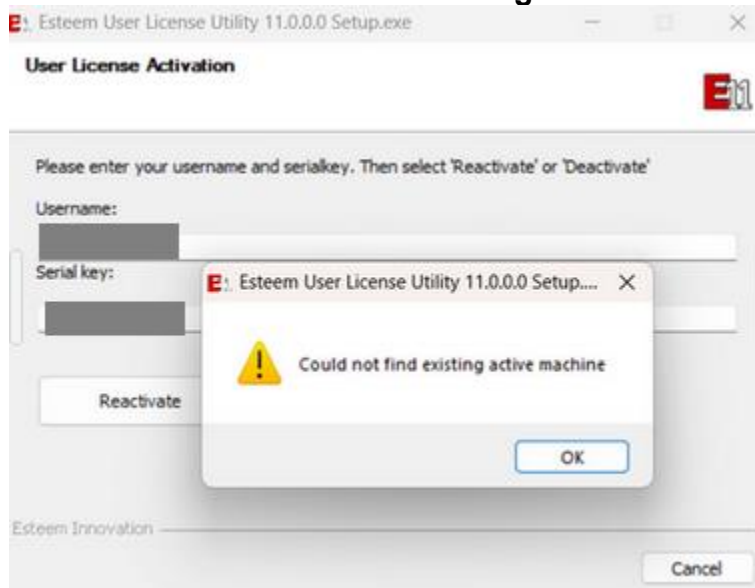
Use Esteem User License Utility 11.0.0.0.exe  Esteem User License Utility 11.0.0.0.exe to deactivate and/or reactivate your Esteem 11 installation(s) on your Windows computer.

Steps to use the Esteem 11 User License Utility App for Reactivation:

1. Double click on 'Esteem User License Utility 11.0.0.0.exe '

2. Click the 'Reactivate' button  to get a new license if hostname changes for your active machine, to resolve 'This machine is not licensed to run this software' error message on Esteem 11 startup


3. **If the error 'Could not find existing active machine' appears when click 'Reactivate'**



2. Please provide your Computer name and also your Windows UUID for [us](#) to check on our side:
3. On your windows computer, open Command Prompt and enter the following commands to get your Computer name and also your Windows UUID.

Note: to open command prompt please refer to the following [article](#):


Enter the command to get your computer name:
hostname

 Administrator: Command Prompt

```
Microsoft Windows [Version 10.0.19045.5965]
(c) Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>hostname
```

Enter the command to get your Windows uuid command:
wmic csproduct get UUID

 Administrator: Command Prompt

```
Microsoft Windows [Version 10.0.19045.5965]
(c) Microsoft Corporation. All rights reserved.

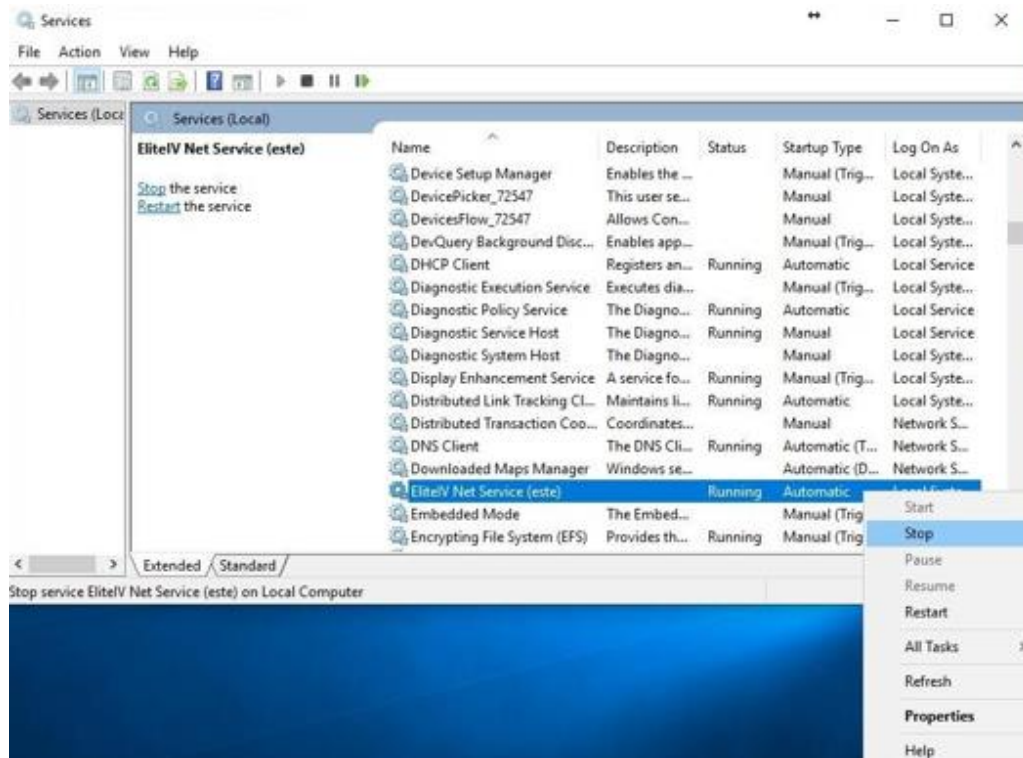
C:\WINDOWS\system32>wmic csproduct get UUID
```



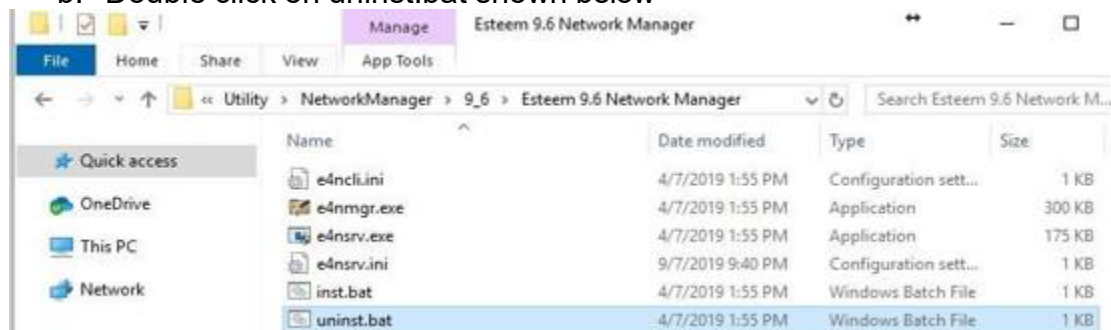
D. Esteem Network Manager Uninstallation

Important Note: Only applicable for Server's (Main) PC uninstallation, to uninstall Esteem application on the Client (User's PC), please refer to this [link](#).

1. Stop network service running the Esteem Network Manager
2. Open local services, and find **EliteIV Net Service (este)**
3. If its Status displays “Running”, right click on it to open a dropdown box and click “Stop” as shown.



4. Then Run “uninst.bat”
 - a. Go to Network Manager Directory.
 - b. Double click on uninst.bat shown below



4. Manage your Software

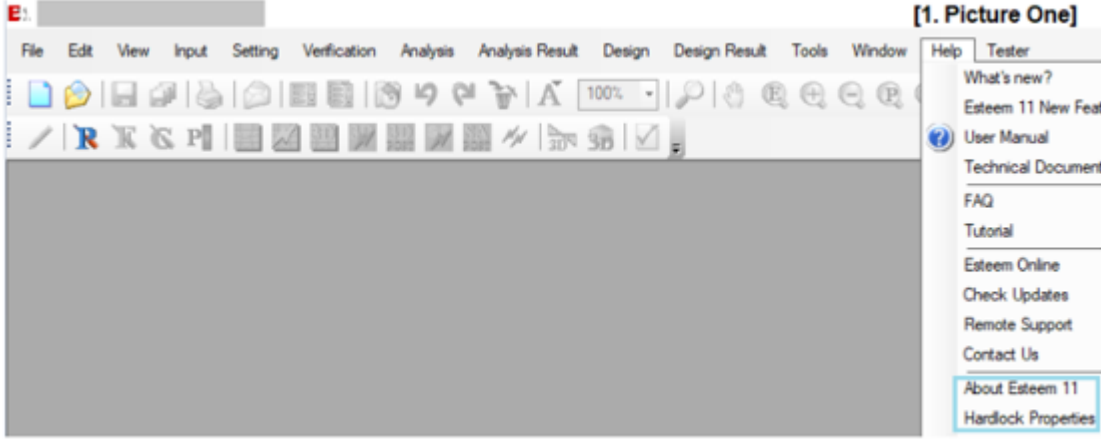
View your Esteem Software License Information

You can monitor current license information for each of your Esteem Integrated Software Package on your Esteem application.

Find license information on your Esteem application (as per red highlighted in Picture Two and Picture Three)

e.g. To access this information (on your Esteem toolbar go to Help > Hardlock Properties or go to Help > About Esteem 11 as per blue highlighted in Picture One)

[1. Picture One]

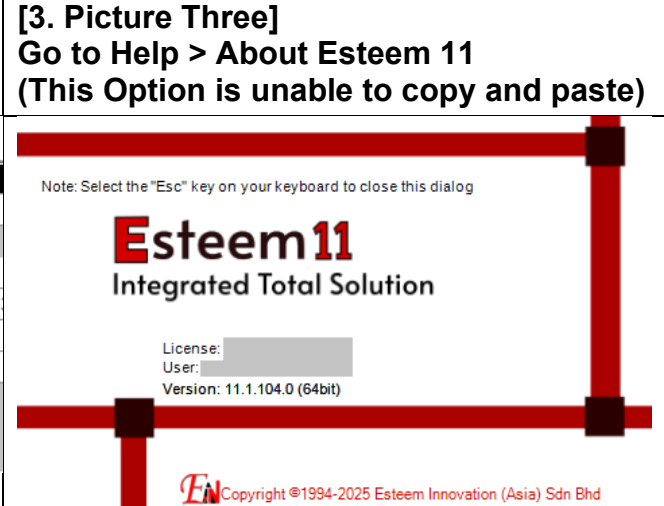


[2. Picture Two]
Go to Help > Hardlock Properties
(This Option can copy and paste)

Hardlock Properties

Property	Value
Software	Esteem Integrated
Software Version	Esteem11
Features	Archi_Ver2, P_Delta, Revitt, Raft, QS, Seismic, Stage_Construction
Code Practices	BS8110_85, BS8110_97, CP65_99, IS456_2000, ACI_99, AS3600_01, NZS3101_95, NZS
Max Floor	No Limit
Expiry Date	1/31/2026 12:00:00 AM
Incarnation ID	
Hardlock ID	
User	


[3. Picture Three]
Go to Help > About Esteem 11
(This Option is unable to copy and paste)



Note: Select the "Esc" key on your keyboard to close this dialog

Esteem11
Integrated Total Solution

License: [Redacted]
User: [Redacted]
Version: 11.1.104.0 (64bit)

 Copyright ©1994-2025 Esteem Innovation (Asia) Sdn Bhd



A. Esteem Download Center

Use [Esteem Download Center](#) to download the latest Esteem Integrated Total Solution Software(s), Esteem Installation Prerequisites, and Esteem User License Utility

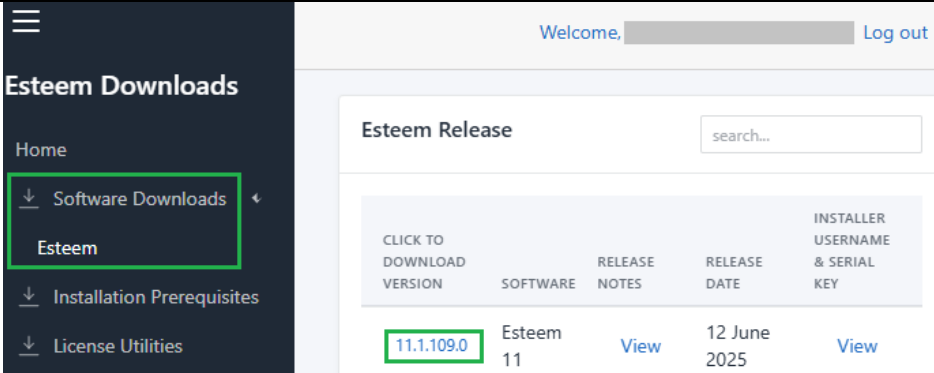
View Release notes, and Installation & serial key.

Have not registered for [Esteem Download Center](#)? Please WhatsApp us at [+603-8076 2788](#) or email support7@esteemsoft.com.my.

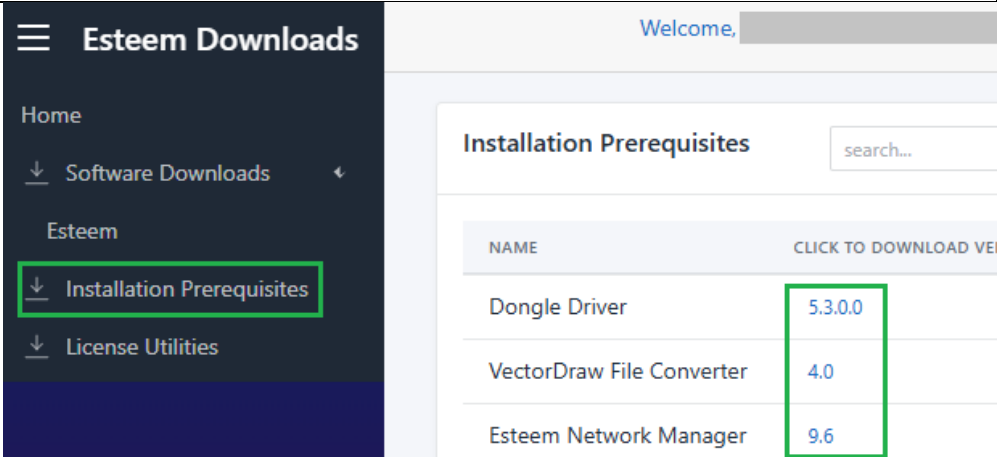
Note: access to your account at [Esteem Download Center](#) are valid during your Esteem license software maintenance or subscription period.

To unzip the file, please refer to this [link](#).

Esteem Integrated Total Solution Software(s)

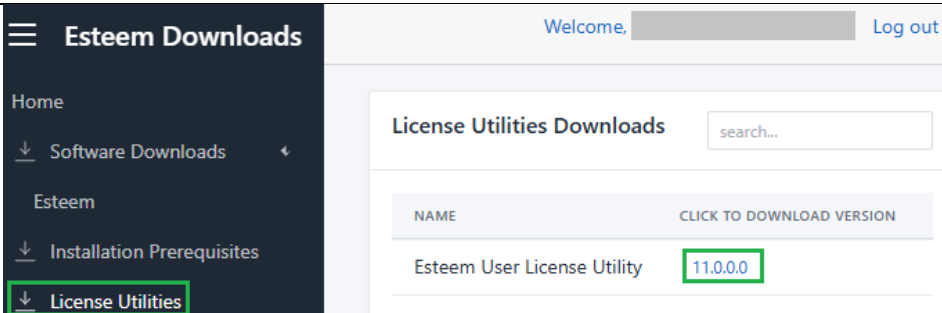
Description	License Type	Screenshot
Esteem Integrated Total Solution Software	Standalone Dongle, Network Dongle, Cloud Subscription	

Esteem Installation Prerequisites

Description	License Type	Screenshot
Dongle Driver;	Standalone Dongle, Network Dongle	
VectorDraw File Converter	Standalone Dongle, Network Dongle, Cloud Subscription	
Esteem Network Manager	Network Dongle	



License Utilities

Description	License Type	Screenshot				
Esteem User License Utility	Standalone Dongle, Network Dongle	 The screenshot shows the 'Esteem Downloads' web interface. On the left is a dark sidebar with a menu: 'Home', 'Software Downloads', 'Esteem', 'Installation Prerequisites', and 'License Utilities' (which is highlighted with a green box). The main content area has a header with 'Welcome, [username]' and a 'Log out' link. Below this is a 'License Utilities Downloads' section with a search bar. A table lists the available utilities: <table><tr><th>NAME</th><th>CLICK TO DOWNLOAD VERSION</th></tr><tr><td>Esteem User License Utility</td><td>11.0.0.0</td></tr></table> The version '11.0.0.0' is also highlighted with a green box.	NAME	CLICK TO DOWNLOAD VERSION	Esteem User License Utility	11.0.0.0
NAME	CLICK TO DOWNLOAD VERSION					
Esteem User License Utility	11.0.0.0					



B. Esteem Online Resources Center

Use [Esteem Online Resources Center](#) to download the latest Esteem Revit Add-in Installers.

Have not registered for [Esteem Online Resources Center](#)? Please WhatsApp us at [+603-8076 2788](#) or email support7@esteemsoft.com.my.

Note: access to your account at [Esteem Online Resources Center](#) are valid during your Esteem license software maintenance or subscription period.

Esteem Revit Add-In Installation

Dec 20, 2024 — by Esteem

Esteem Revit Add-In Installers

Revit Add Ins compatible with Esteem version 11.1.14.0 and above:

[Revit Add In 25.0.9.0](#)

[Download](#)

Important Note: Make sure to have Revit installed, before installing the Esteem Revit Add-In . You will need to install the Esteem Revit Add-In Version which correspond to your Revit Version.

RevitExport 22.0.4.0 Installer				
	Name	Date modified	Type	Size
	Prerequisites	12/04/2022 11:47	File folder	
	ndp48-x86-x64-allos-enu	19/11/2020 22:44	Application	114,630 KB
	Setup RevitExport_2022 22.0.4.0	12/04/2022 11:45	Application	2,065 KB
	zygs	12/04/2022 11:45	Windows Installer ...	1,337 KB
	zygs.x64	12/04/2022 11:45	Windows Installer ...	1,337 KB
	zygs1	12/04/2022 11:45	Cabinet File	497 KB

Note:

Esteem Innovation is an Autodesk authorized developer. Please refer to this [link](#) for further information

5. FAQ

Post-Installation

2. When I double-click on Esteem application, the program is not launched.

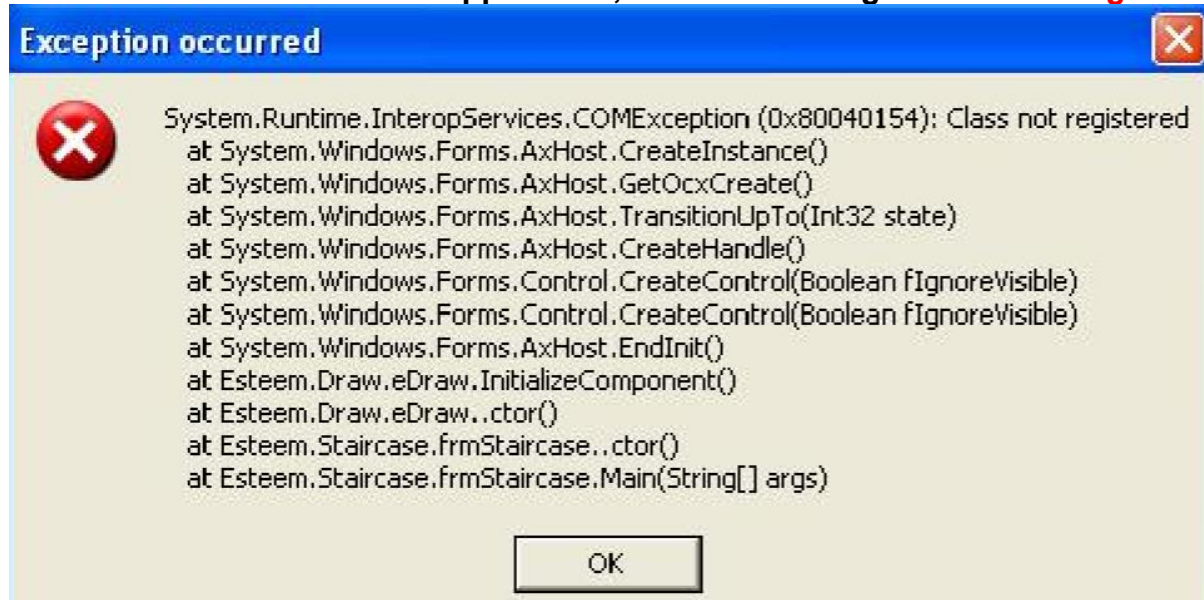
The dongle might not be detected on the current USB port. Unplug the dongle and try on another USB port

3. When I click on an Esteem application, an error message pops up saying that "**hard lock cannot be found**"

First, check whether your dongle is attached to your pc/computer, if not, then attached the correct dongle.

If the problem persists, then perhaps your dongle is not connected properly to your USB port. Try reconnecting it again.

4. When I click on an Esteem application, an error message "**Class not registered**" appears

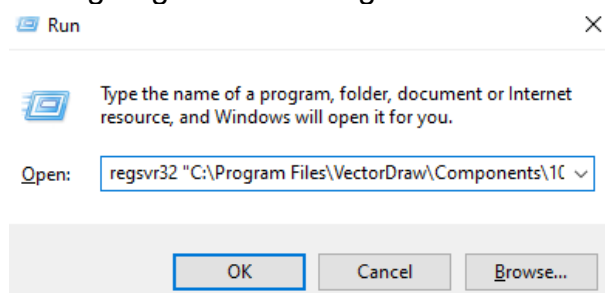


This challenge is due one of the application components not properly registered. During installation: all components must be installed and properly registered. Sometimes, some components are not properly installed, thus causing this error message to appear.

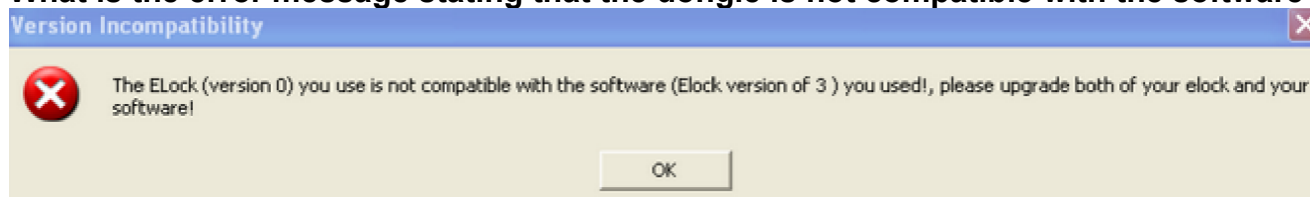
Solve this challenge by first restarting your computer and click on the Esteem application again. If this challenge persists, then it is likely that the vdpro.ocx is at fault. Thus, manually register class by

- On your Windows search bar type "run" (without the quotation marks) then type egsvr32 <path to vdpro.ocx>.

E.g. regsvr32 "C:\Program Files\VectorDraw\Components\1039\Ansi\vdpro.ocx"



5. What is the error message stating that the dongle is not compatible with the software?



This means that the dongle is outdated already. To use the latest Esteem application, please exchange the older dongle with us. Contact our designated person Joshua through WhatsApp [+601-10702137](https://wa.me/60110702137) or email joshuationg@esteemsoft.com.my

6. There are two identical icons with the name "Setup," which should I click/choose?

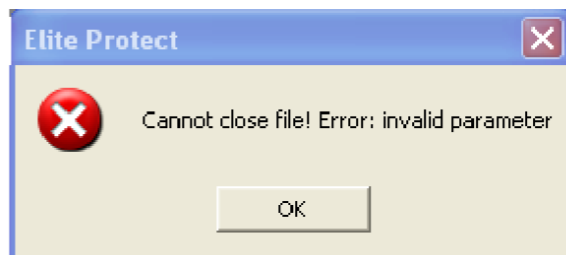
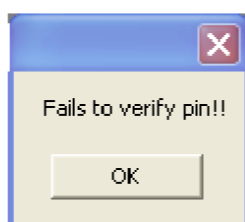
Click the one which has a smaller size. Check the file size by right clicking on that file, choose properties->general. Look for the size.

7. During installation: there are no two identical icons with the name "Setup." There is "Setup" with Esteem application icon on it, and another file with the name "%AppName% %versionNumber% %releaseType%" with the normal Windows Installer icon on it. Which one should I click/choose?

The installation icons were enhanced. To setup your Esteem application, click on "Setup". This will ensure that the application and its accompanying prerequisites are properly installed. If "%AppName %versionNumber% %releaseType%" is clicked/chosen, the Esteem application will only be installed, without its accompanying prerequisites.

8. When I start your application, a dialog box with the string "Directory doesn't exist" pop up.

Sometimes when the Esteem application is clicked, a series of unexpected dialog box(s) will pop up in the following sequences (left to right):



This is because of the dongle driver challenge. Solve this challenge by unplugging all the attached dongle(s) and plug back only the one that is needed for running the Esteem application

9. How can I tell if Microsoft .NET Framework is installed on my computer?

Installing Microsoft .NET Framework does not add an entry to your Add/Remove Programs dialog on your Control Panel. The only way to check if the Microsoft .NET Framework is installed is to check the following registry setting in the Registry Editor:

- Key Name: Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\NET Framework Setup\NDP\v3.5
- Value: SP
- Data Type: REG_DWORD

The SP value data informs you whether .NET Framework has been installed. E.g., if the SP value is 0, then no .NET Framework is installed. If the value is 1, then the .NET Framework is installed

10. My computer has a nVidia OpenGL driver error which seems unrelated.

When you click on Esteem applications, the following message pops up



Solution: you must install the latest version of nVidia driver which is used by your graphic card on your pc. It is unclear why such challenge(s) occurs.

11. I installed your prerequisites successfully, however, when I tried to install Esteem application, an error message e.g. "prerequisites missing" still occur. How to solve this?

The reason this error occurred may be due to the "missing" prerequisites may have been installed on your computer of different versions. Consequently, the windows installer may reference the wrong prerequisites, when it installs the Esteem application.

Solution: uninstall all prerequisites' versions and reinstall the Esteem application again. Uninstall the prerequities by going to Control Panel > Add/Remove Program, remove all the prerequisites

Disclaimer: Please check whether other applications other the Esteem application depend on the different prerequisites' versions

12. Error HRESULT: 0xc8000222 occurred when install Microsoft .Net Framework:

This may occur if the temporary folder of Windows Update has been corrupted. You may refer to the following step(s) below to solve this error:

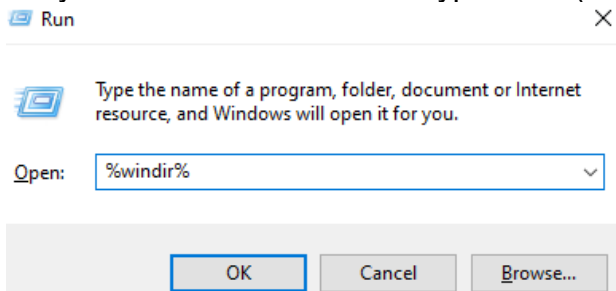
- Use your Windows command prompt as administrator. Please run the following command i.e. "net stop WuAuServ" (without the quotation marks) in the opened command prompt.

Administrator: Command Prompt

```
Microsoft Windows [Version 10.0.19045.5965]
(c) Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>net stop WuAuServ
```

- On your Windows search bar type "run" (without the quotation marks) > type: %windir% > press OK.



- In the opened folder, rename the folder SoftwareDistribution to Sdold.
 - Use your Windows command prompt as administrator. Please run again the following command i.e. "net stop WuAuServ" (without the quotation marks) in the opened command prompt.
 - Try to install Microsoft .Net Famework
- 13. What should I do if the information needed cannot be found here? Contact us. Read [Contact Esteem](#) for further details.**



6. Contact Esteem

Esteem Innovation is the leading provider of reinforced concrete structure design solutions in Malaysia. Engineers, consultants, government departments, and academic institutions turn to our software for the latest integrated analysis, design, and detailing with costing solutions.

Official website: <https://www.esteemsoft.com>

Official support email: support7@esteemsoft.com.my

Official WhatsApp: [+603-8076 2788](https://wa.me/60380762788)

Office hours: Monday to Friday 8:30 AM to 5:30 PM (GMT +8) except public holidays

Malaysia

Esteem Innovation (Asia) Sdn Bhd [201201001279 (974803-A)]
7A Jalan Kenari 10,
Bandar Puchong Jaya,
47100 Puchong, Selangor, Malaysia

Office Tel/WhatsApp: [+603-8076 2788](https://wa.me/60380762788)

Office Fax: +603-8076 2677

Singapore

Esteem Innovation Pte Ltd (200008042C)
138 Robinson Road #02-26,
Singapore 068906

Office Tel: +65-6408 9667

Office Fax: +65-6399 3699

A. Esteem Pricing and Maintenance

Esteem Innovation professional sales staff is ready to answer your sales questions Monday to Friday 8:30 AM to 5:30 PM (GMT +8) except public holidays.

Contact your sales representative to hear about the latest products, training, upgrade options and prices, and more. If you have technical question(s) or challenge(s), please contact Technical Support and we will get back to you within 24 working hours.

Contacting your Esteem Sales Representative

Malaysia

Mobile/WhatsApp: [+60-111-070-2137](https://wa.me/601110702137) (Joshua Tiong, Sales Executive)

Email: joshuationg@esteemsoft.com.my

Singapore

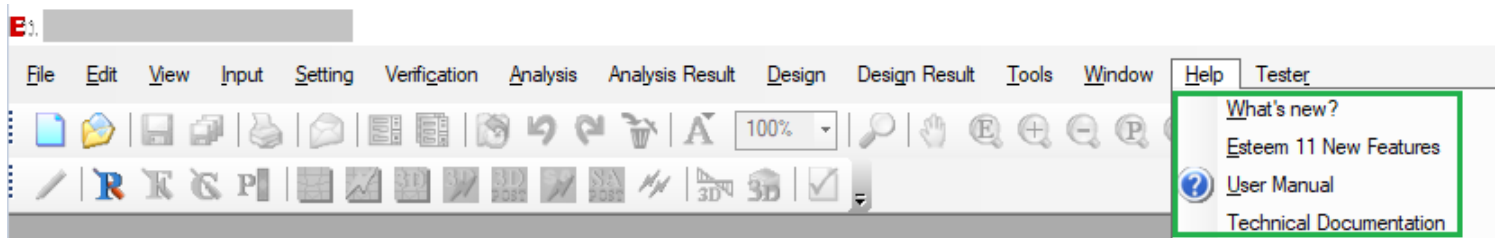
Mobile/WhatsApp: [+65 9338 8092](https://wa.me/6593388092) (Zen Tan)

In your message, please include your name, company name, contact number, and a brief description of your enquiry, to ensure that your request is handled promptly.



B. Technical Support

On your Esteem application: online and print documentation are provided to enable you to work independently and for self-help.



Have technical question(s) that you cannot find the answer with our provided online resources? please contact our Technical Support department.

Esteem technical support is covered under Esteem license software maintenance(s), which is renewable with a paid subscription/software maintenance renewal.

Esteem Software Maintenance benefits include:

Dedicated technical support, including remote support via Esteem TeamViewer 12.

Esteem TeamViewer 12 can be downloaded from [Esteem Download Center](#).

(Have technical enquiries? Please email us at support7@esteemsoft.com.my or WhatsApp us at [+603-8076 2788](tel:+603-80762788))

Software updates and upgrades to enhance the stability and performance of your Esteem software.

Complimentary online training resources to help you maximize productivity with Esteem Integrated Total Solution Software.

15-Day Emergency Cloud License: As a contingency plan, this temporary license ensures uninterrupted access to Esteem software in case your company encounters issues with its Esteem dongle(s). This allows you to maintain seamless operations while we work to resolve the issue with your physical dongle. When necessary, license duration will be extended based on the severity of the issue or unexpected delays in resolution.

We provide technical support for the following that you might encounter 🙋

1. Esteem installation/access and
2. Esteem modeling, analysis, design, detailing, and costing solution



Information to Provide

When contacting Technical Support via phone or email, please provide the following information below 📌 for the fastest possible service:

i. Esteem Installation and Access

- Your name, company name, and phone number
- Esteem software version
- Types of operating system
- A brief description of the current challenge(s) that you are encountering
- Exact wording of any messages displayed when you encountered the problem (a screenshot would be helpful)
- Steps taken to resolve your current challenge(s)
(Only Recommended if you have done that and to have a quicker troubleshooting)
- Please also email us the following folder, if they can be found:
e.g. "C:\Documents and Settings\User\Application Data\Esteem\Esteem ULOCK>Error"

ii. Esteem Modeling, Analysis, Design, Detailing, and Costing Solution

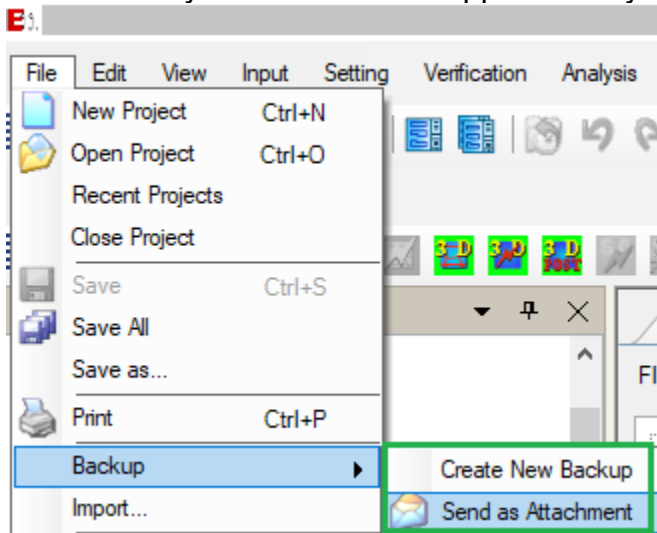
- Company name
- Brief description of your inquiry/issue
- Your zipped Esteem backup file regarding your challenge/issue (without analysis/design) to support7@esteemsoft.com.my.

To share your zipped Esteem backup file 📌

On your Esteem toolbar, go to File>Backup>Send as Attachment and select "No" when the "Backup Options" dialog box appears.

Note: Send as Attachment function might not work if your pc does not have a default email application. If you encounter this challenge: please use the Create New Backup option instead. Once the backup file has been saved, you can manually attach it to an email using your preferred email.

You can set your default email application by using your Windows in-build Settings application.



Modes of Support

Get our supports, list of FAQs, etc. at

Official website: <https://www.esteemsoft.com>

Official Email: support7@esteemsoft.com.my

Official WhatsApp: [+603-8076 2788](https://wa.me/60380762788)