

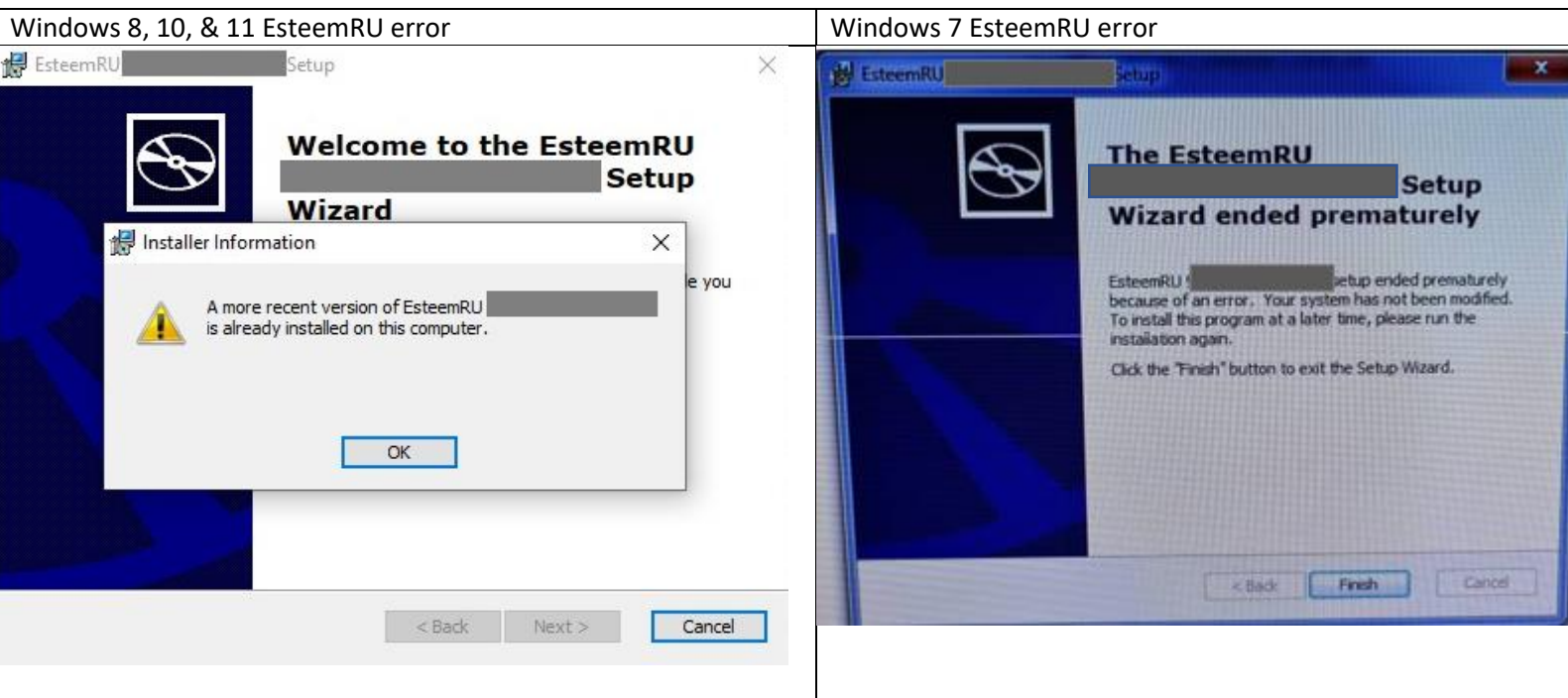


Manual_Fix EsteemRU Error ("A more recent version of EsteemRU... is already installed on this computer")

June 2024

For further assistance, please contact us at
support7@esteeemsoft.com.my

If issues (as per pictures below 🖱️) occur:



**Figure 1. Pop-up warning message box
(Note: the grey out area is your EsteemRU unique ID.)**

Windows 8, 10, & 11:

Please follow the following instructions below:

1. Go to add or remove programs.

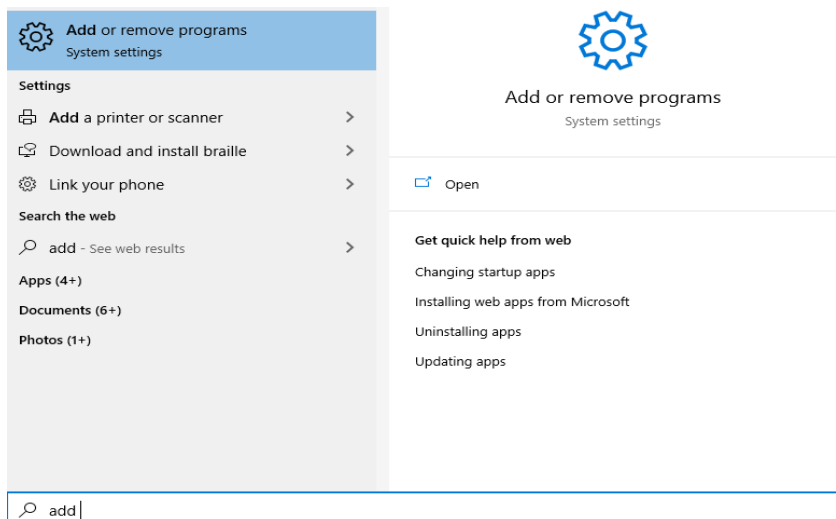


Figure 2: Add or remove program



2. Uninstall Esteem RU

[1] Key in EsteemRU

[2] Navigate to EsteemRU

[3] Click Uninstall

Apps & features

Apps & features

[Optional features](#)

[App execution aliases](#)

Search, sort and filter by drive. If you would like to uninstall or move an app, select it from the list.

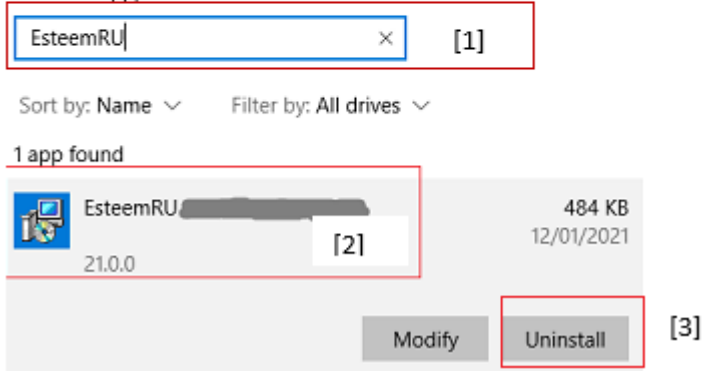


Figure 3: Esteem RU in Apps & features

3. Then repeat the steps of installing your timer extension as per instruction notes enclosed in the Timer Update email.

e.g.

Attached herewith is the timer package for your further action to extend your Esteem 11 eLock/Dongle (S/N: [redacted]) until 30 April 2021.

Please follow these simple steps to download and install the timer extension package:

1. Download and save the file [redacted] to your desktop.
Password: [redacted]
Link valid until 30 April 2021
2. Plug in your Esteem 11 eLock/Dongle (S/N: [redacted])
3. Inside the folder, double-click the "[redacted].pkg.msi" to start the installation.
4. Installation is complete, your eLock is extended until 30 April 2021.

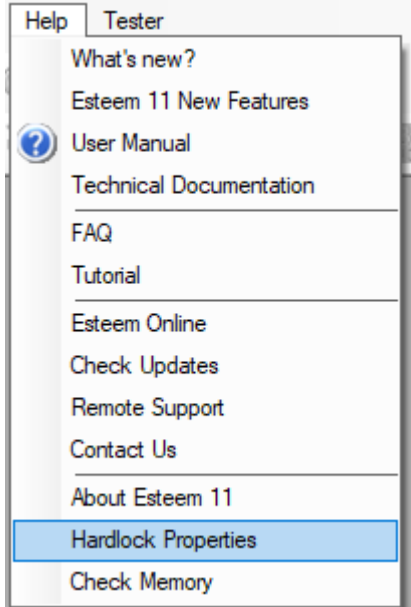
Note: Please acknowledge receipt of this email.


**Figure 4: Email Example of Esteem Timer Update Package
(Note: The grey out area are confidential information)**


For Windows 7 please refer to this [link](#) to uninstall a program (in this case your previous Esteem RU) from the computer.



4. Check that the timer package has been successfully installed and thus extended. On your Esteem toolbar go to Help > Hardlock Properties.



 In the Hardlock Properties, check that the expiry date value is as expected

 Hardlock Properties

Property	Value
Software	
Software Version	
Features	
Code Practices	
Max Floor	
Expiry Date	
Incarnation ID	
Hardlock ID	
User	

If the issue persist after using all these listed steps, please email support7@esteemsoft.com.my or whatsapp us at +60 3-8076 2788.
Note: Please share your name, company name, and your Hardlock ID.