

# **Esteem 11 Installer Guide**

#### Feb 2024

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Please email <u>support7@esteemsoft.com.my</u> 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			
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 Basic: NVIDIA GeForce 210 or equivalent 512 MB memory graphic care			
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,		
Disk Space	3 GB		
.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 > 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.

Esteem 11.1.4.0 Release				
	From			
	То			
	Cc			
	Date			

#### 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

Esteem 11.1.4.0 Setup.exe		-		×
	Prerequisite Setup			
	Some of the prerequisites needed to ru are not installed.	un Esteen	n 11.1.4.0	
	This setup will guide you through the ir prerequisites.	nstallation	of those	
	Click 'Next' to continue.			
				0101010101010
	Nex	t >	Cance	el

Figure 2.1: Prerequisite Setup

Tick the uninstalled prerequisite (as per green highlighted in figure 2.2 $\frac{1}{2}$ )

\_

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. Esteem 11.1.4.0 Setup.exe X

Esteem requires the following items to be installed on yo installing these requirements. Prerequisites Name	our computer Required Yes	Click Install Found Installed	to begin
Visual C++ 2012 Redistributable (x64) - 11.0.5	Yes	Installed	
Visual C++ 2022 Redistributable (x64) - 14.36	Yes	Installed	
Vdraw file converter	Yes		To Install
Senselock driver	Yes	Installed	
Esteem Innovation	Parale T	Neut	

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 <u>support7@esteemsoft.com.my</u>.) (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. <u>.Net</u> <u>Framework</u> and <u>Visual Studio C++ Redistributable (x64)</u>

Esteem 11 Installer	Esteem 11 Installer > Prerequisite Installers
Name ^	□ Name
Prerequisite Installers Esteem 11 Installation Guide Esteem 11.1.4.0 Setup	<ul> <li>.NET Framework 4.7</li> <li>Esteem Dongle Driver</li> <li>NET 3.5 Offline Installer</li> <li>VectorDraw File Converter 4.0</li> <li>Visual Studio 2012 (VC++ 11.0) Update 4</li> </ul>

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.

VectorDraw FileConverter 4 Evaluation - 🗆 🗙	WectorDraw FileConverter 4 Evaluation − ×
Welcome to the VectorDraw FileConverter 4 Evaluation Setup Wizard	Installation Interrupted
Select whether you want to repair or remove VectorDraw FileConverter 4 Evaluation.	The installation was interrupted before VectorDraw FileConverter 4 Evaluation could be installed. You need to restart the installer to try again.
Repair VectorDraw FileConverter 4 Evaluation	
Remove VectorDraw FileConverter 4 Evaluation	
Cancel < Back Finish	Cancel < Back Close

**Figure 2.4**: E.g. Repair or Remove Esteem [prerequisit] 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.

Esteem requires the follo	wing items to be installed on yo	ur computer	. Click Instal	l to begin
Prerequisites				
Name		Required	Found	Action
.NET framework 4	1.7	Yes	Installed	
Visual C++ 2012 F	Redistributable (x64) - 11.0.5	Yes	Installed	
Visual C++ 2022 F	Redistributable (x64) - 14.36	Yes	Installed	
Vdraw file convert	ter	Yes		To Install
Senselock driver		Yes	Installed	

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

谢 Microsoft Visual C++ 2015-2022 Redistributable (x64) - 14 □ ×	影 Microsoft Visual C++ 2015-2022 Redistributable (x64) - 14 ー ロ ×
Microsoft Visual C++ 2015-2022 Redistributable (x64) - 14.36.32532	Microsoft Visual C++ 2015-2022 Redistributable (x64) - 14.36.32532
Setup Progress	Setup Successful
Processing: Microsoft Visual C++ 2022 X64 Additional Runtime - 14.36.32532	
	You must restart your computer before you can use the software.
Cancel	Restart Close

**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 Exterm 11.1.4.0 Setup.exe -				
Detect existing Esteem Versions Remove or keep all Esteem Versions		-11		
Do you want to search for existing versions of Esteem and remove them?				
○ Yes, remove existing versions				
● No, install side by side with other versions				
Esteem Innovation	Ca	ncel		

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) Et Esteem 11.1.4.0 Setup.exe -  $\Box$  ×

Welcome to Esteem 11.1.4.0 setup
This setup will guide you through the installation of Esteem 11.1.4.0.
Please make sure you are connected to the internet to register your license for Esteem 11.1.4.0 to this machine. Also it is recommended that you close all other applications before continuing with this Setup. This will make it possible to update relevant system files without having to reboot your computer. Click 'Next' to continue.
< Back Next > Cancel

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.

En Esteem 11.1.4.0 Setup.exe — 🗌 >	C Ett Esteem 11.1.4.0 Setup.exe — — X
END-USER LICENSE AGREEMENT IMPORTANT - PLEASE READ THE FOLLOWING EULA CAREFULLY	READ ME PLEASE READ THE FOLLOWING
Press Page Down to see the rest of the agreement.         ESTEEM SOFTWARE LICENSE AGREEMENT         This End-User License Agreement ("EULA") is a legal agreement between you (the Licensee), and ESTEEM INNOVATION SDN. BHD. (henceforth call "ESTEEM INNOVATION") for the ESTEEM SOFTWARE PRODUCT which includes your License, software installer, software application, materials (soft copy and printed), ESTEEM dongle and other         If you accept the terms of the agreement, dick the check box below. You must accept the agreement to install Esteem 11.1.4.0. Click Next to continue.         I accept the terms of the License Agreement         Esteem Innovation            ABack       Next >	Press Page Down to see the rest of the agreement.         CONSIDERABLE TIME, EFFORT AND EXPENSE HAVE GONE INTO         THE DEVELOPMENT AND DOCUMENTATION OF ESTEEM. THE         PROGRAM HAS BEEN THOROUGHLY TESTED AND USED. IN USING         THE PROGRAM, HOWEVER, THE USER ACCEPTS AND         UNDERSTANDS THAT NO WARRANTY IS EXPRESSED OR         IMPLIED BY THE DEVELOPERS OR THE DISTRIBUTORS ON THE         ACCURACY OR THE RELIABILITY OF THE PROGRAM.         THE USER MUST EXPLICITLY UNDERSTAND THE ASSUMPTIONS         If you accept the terms of the agreement, dick I Agree to continue. You must accept the         agreement to install Esteem 11.1.4.0.

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. Esteem 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 support?@esteemsoft.com.my

Internet connection is required for Esteem 11 activation.

User License Activation				20
Please enter your username and serialk	ey to proceed with the in:	stallation		
Username:				
				1. Enter your username
Seriai key:				
				2. Enter your serial key
steem Innovation				
	< Back	Next >	Cancel	

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)

<b>₽</b> 3, Esteem	Setup.exe				—		×
Choose Instal Choose the fo	I Location Ider in which to insta	all Esteem					-11
Setup will insta dick Browse ar	all Esteem ad select another fo	in the follo	owing folder. T stall to start the	o install in a e installatio	a differe n.	nt folder	,
Destination F	Folder	_	_		Brow	/se	
Space required Space available	d: e:						
Esteem Innovatio			< Back	Insta	ill	Can	cel

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)

Please wait while the wizard installs Esteen	m 11.1.4.0		-11
Extract: mkl_sydd.3.dll 31%			
Show details			
Esteem Innovation			
	< <u>B</u> ack	<u>N</u> ext >	Cancel

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:

General	Security	Privacy	Content	Connections	Programs	Advanced
Setting	s					
	Enable     Enable     Enable     Enable     Enable     Enable     Enable     Use 5:     Use TI     Use TI     Use TI     Use TI     Warn     Warn     Warn	e Enhance a Integrat a native XI a Windows Do Not Tra 51.30 .51.0 .51.1 .51.2 .51.3 (ex about cer if changin if POST su	d Protecte ed Window MLHTTP su s Defender ack reques perimental tificate ado g between Jomittal is r	d Mode* Is Authentication pport SmartScreen ts to sites you dress mismatch secure and no edirected to a	visit in Inter visit in Inter * t secure mo zone that d	net E de oes n
<						>
* Ta	akes effect	after you	've restart	ed your compu	ter	
				Restore	advanced s	ettings
Reset I	internet Ex	plorer set	tings ——			
Rese cond	ets Internel lition.	t Explorer'	s settings	to their default	Res	et
You	should only	use this i	f your brov	vser is in an un	usable state	*.
			Ok	( Ca	ancel	Apply

**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:

💽 Windows Features 🦳 🗆					
Turn W	/indows features on or off			?	
To turn a checkbox	feature on, select its checkbox. To turn <. A filled box means that only part of tl	a feature of ne feature is	f, clear its turned on	ì.	
	.NET Framework 3.5 (includes .NET 2.0 .NET Framework 4.8 Advanced Service	) and 3.0) s		^	
	Active Directory Lightweight Directory Containers	/ Services			
	Data Center Bridging Device Lockdown			~	
		OK	Cance	:1	



# 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 subsribed to as of Janauary 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.

Winc	lows Security	
ຍ ∥ ↑	Home	Security features available on your device that use virtualization-based security.
0	Virus & threat protection	This change requires you to restart your device.
R	Account protection	Memory integrity
(1))	Firewall & network protection	Prevents attacks from inserting malicious code into high-security processes.
	App & browser control	Off Off
므	Device security	
S	Device performance & health	Resolve any driver incompatibilities and scan again.
ቋ	Family options	Scan again
		Review incompatible drivers
		Learn more

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