

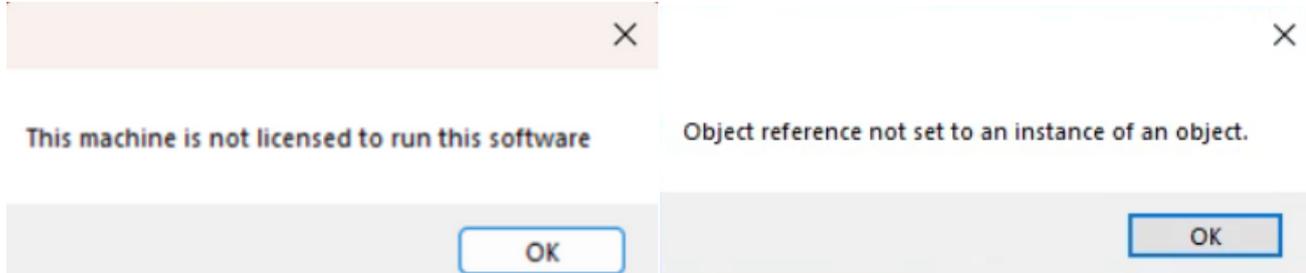


## This machine is not licensed to run this software Error

Please email [support7@esteemsoft.com.my](mailto:support7@esteemsoft.com.my) for technical support queries April 2025

### Error Type:

This machine is not licensed to run this software



### Error possible cause:

Hostname/computer name changes

### Solution:

Use Esteem User License Utility and click 'Reactivate' button

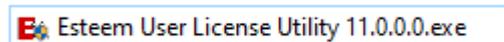
Download your Esteem User License Utility (as per red highlighted) from Esteem Download Center using this [link](#)

### License Utilities Downloads

NAME	CLICK TO DOWNLOAD VERSION
Esteem User License Utility	11.0.0.0

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.



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**

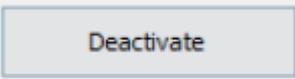
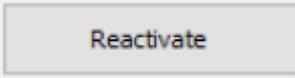


Your username and serial key could be found on your Esteem Download Center (as per red highlighted) using this [link](#).

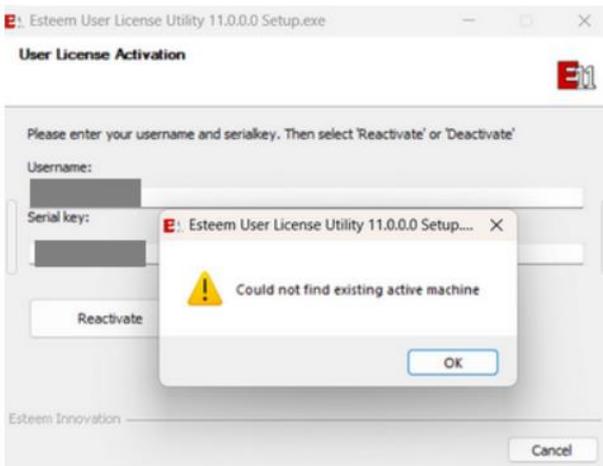
Estem Release search...

CLICK TO DOWNLOAD VERSION	SOFTWARE	RELEASE NOTES	RELEASE DATE	INSTALLER USERNAME & SERIAL KEY
<a href="#">11.1.97.0</a>	Esteem 11	<a href="#">View</a>	21 April 2025	<a href="#">View</a>

3. Then there are two options:

- a) Click the 'Deactivate' button  to uninstall any existing Esteem 11 and above versions and deactivate the Esteem 11 license for your active machine.
- b) 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.

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



**If harddisk was reformatted / replaced, or motherboard was replaced**

May try either of the following 2 steps  to resolve the issue:

1. Uninstall and reinstall the Esteem 11 version on your computer
2. Install the latest Esteem Integrated Total Solution Software

Esteem Integrated Total Solution Software installations could be downloaded from your account at [Esteem Download Center](#) (as per red highlighted)

Estem Release search...

CLICK TO DOWNLOAD VERSION	SOFTWARE	RELEASE NOTES	RELEASE DATE	INSTALLER USERNAME & SERIAL KEY
<a href="#">11.1.97.0</a>	Esteem 11	<a href="#">View</a>	21 April 2025	<a href="#">View</a>



Note: please refer to this [link](#) to reinstall the Esteem 11 on your computer

### If 'Could not find existing active machine' error persist

Please email your Computer name and Windows UUID to us at [support7@esteemsoft.com.my](mailto:support7@esteemsoft.com.my) or WhatsApp us at [+60380762788](tel:+60380762788) to check on our side; in that communication thread please also provide us your following details 📍

- 1) Name
- 2) Company name
- 3) Your Esteem license(s) username and serial key
- 4) Brief description of your inquiry/issue e.g. Attention Required: 'Could not find existing active machine' error persist

Note: to open command prompt please refer to this [link](#):

1. Enter the command to get your computer name: hostname

```
Command Prompt
Microsoft Windows [Version 10.0.17763.379]
(c) 2018 Microsoft. All rights reserved.

C:\Users\ >hostname
[redacted]

C:\Users\ >
```

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

```
Command Prompt
Microsoft Windows [Version 10.0.19045.5737]
(c) Microsoft Corporation. All rights reserved.

C:\Users\ >wmic csproduct get UUID
UUID
[redacted]

C:\Users\ >
```