



Esteeem 11 Installer Guide

May 2025

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Please email 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	
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.

A. 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

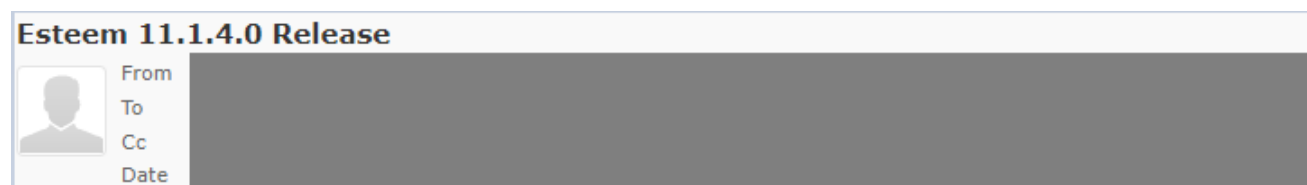


Figure: Esteem 11.x.x.x email example



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.

CLICK TO DOWNLOAD VERSION	SOFTWARE
11.1.99.0	Esteem 11
11.1.97.0	Esteem 11

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: Esteem 11.x.x.x Installation Folder

2. Prerequisite Dialog box

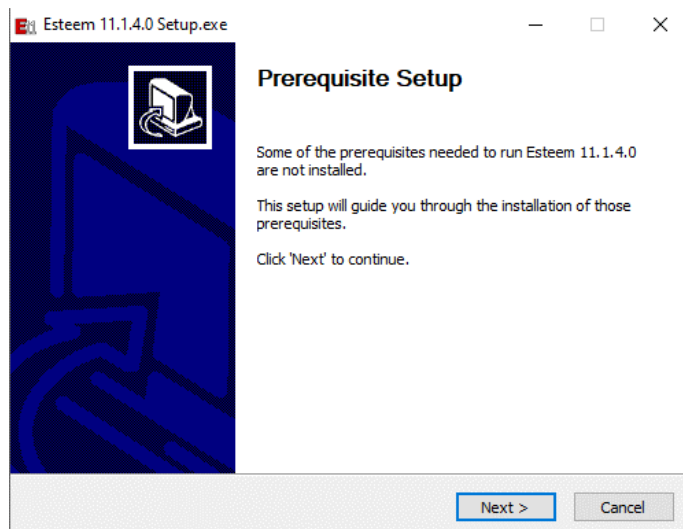
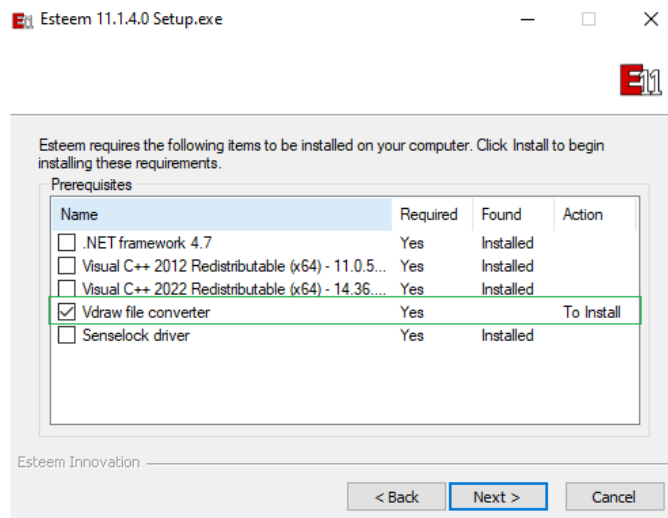


Figure: Prerequisite Setup

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



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.

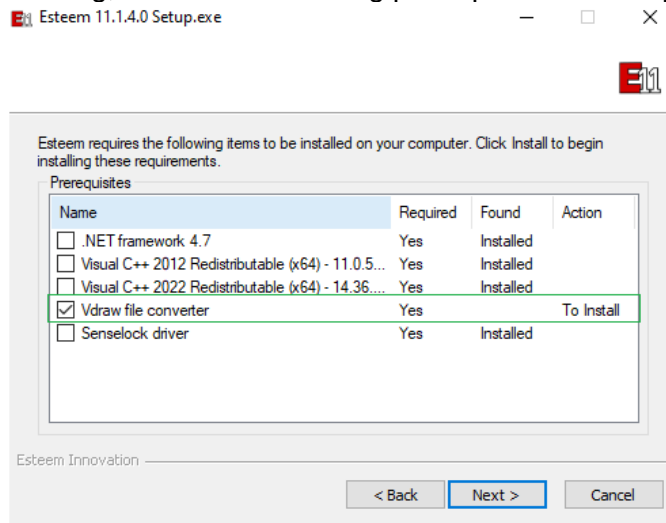



Figure: e.g. Esteem Prerequisite Dialog box (Tick uninstalled prerequisite)

You could also install the Esteem prerequisites through the 'Prerequisite Installers' enclosed in your Esteem 11 Installation Folder. If you could not find it in your mail inbox, please email 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 \(x64\)](#))

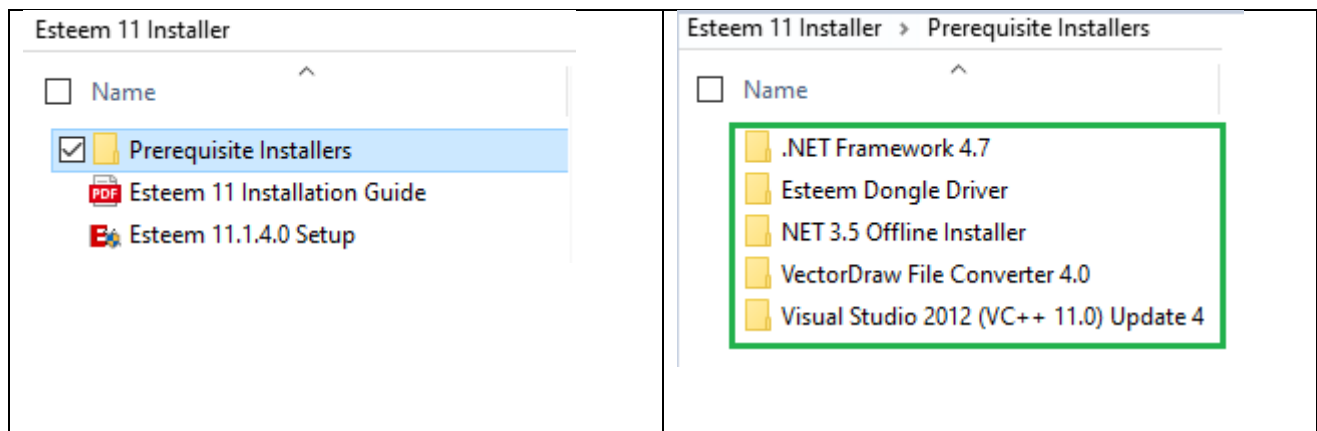


Figure: Prerequisite Installers Folder

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 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.

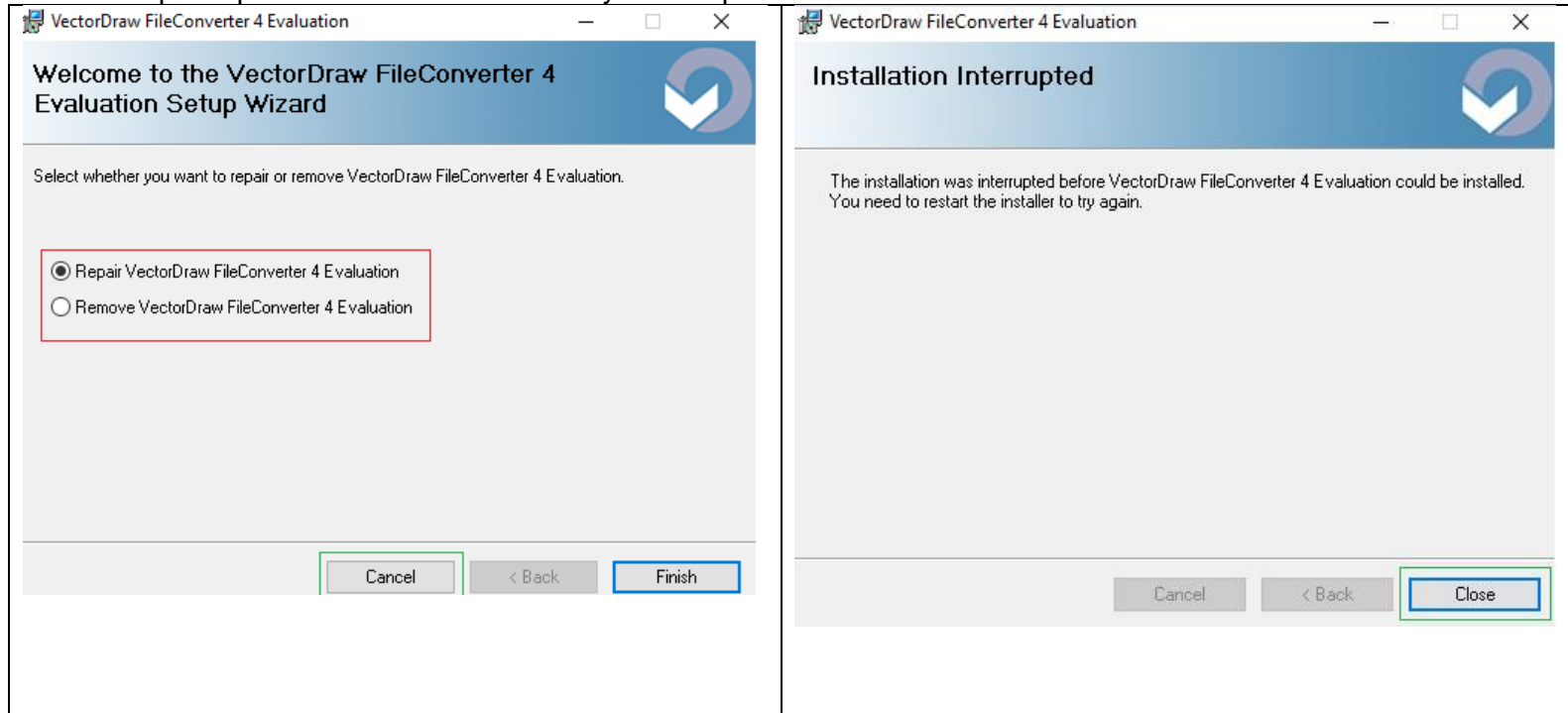


Figure: E.g. Repair or Remove Esteem [prerequisite] dialog box.

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.

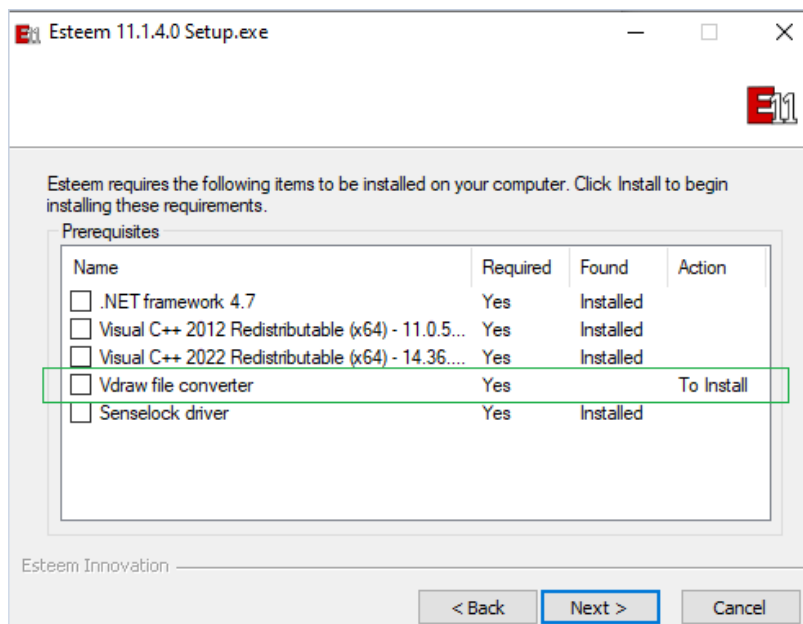


Figure: Esteem Prerequisite Dialog box (don't tick uninstalled prerequisite)

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 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

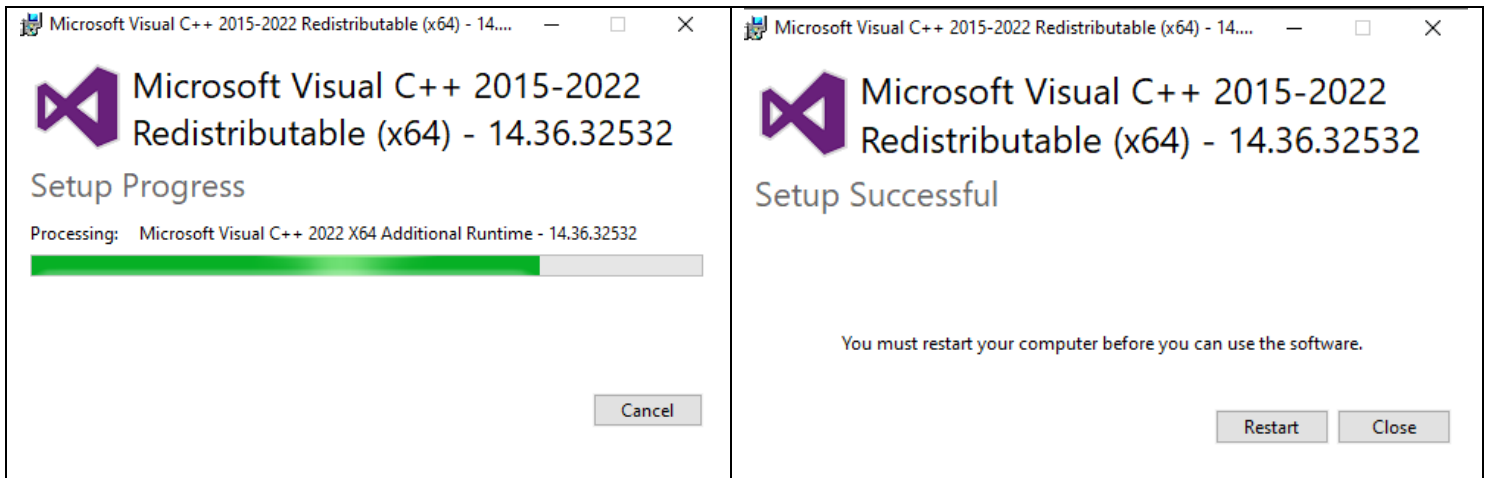


Figure: Visual C++ 2022 Redistributable (x64) ... Installation Bar Progress and its 'Setup Successful' dialog box.

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



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. 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

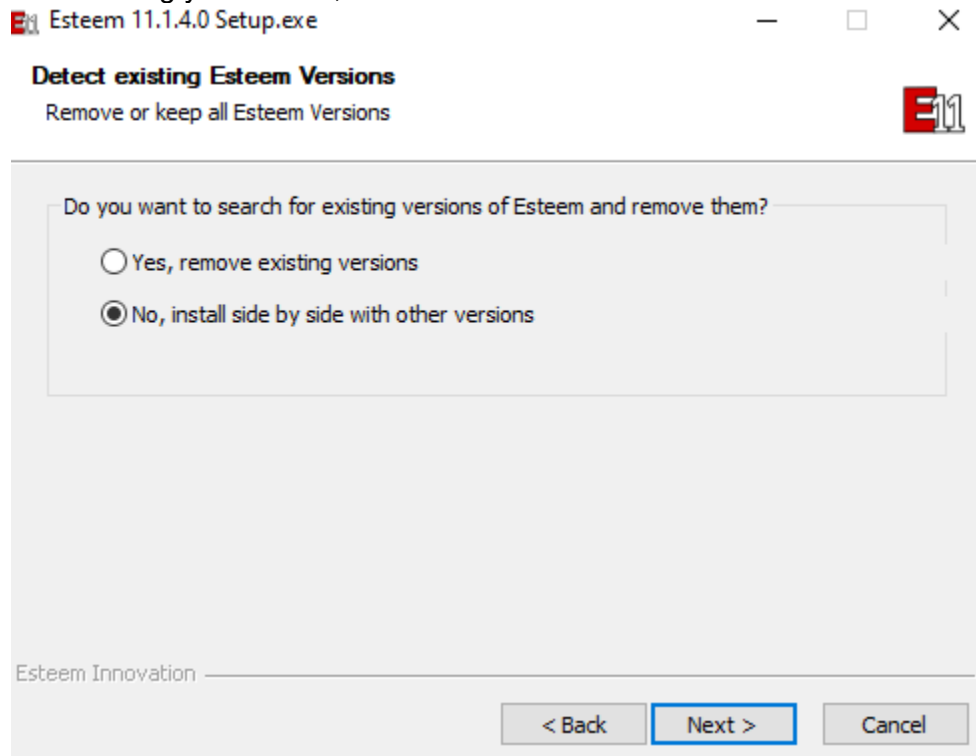


Figure: Dialog Box to remove existing Esteem version(s) or to install side by side with other [Esteem] versions

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

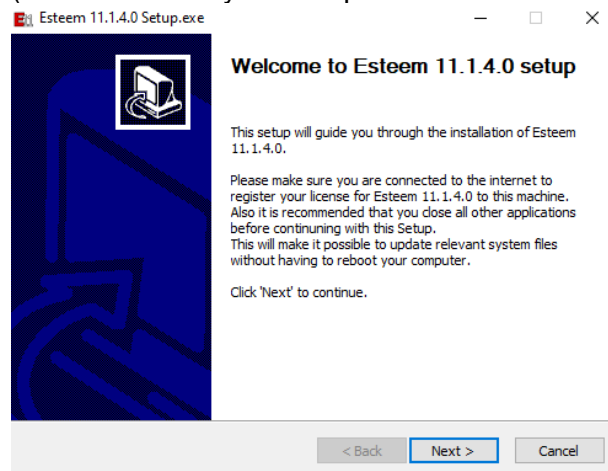


Figure: Dialog Box_Welcome to Esteem 11.x.x.x Setup



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.

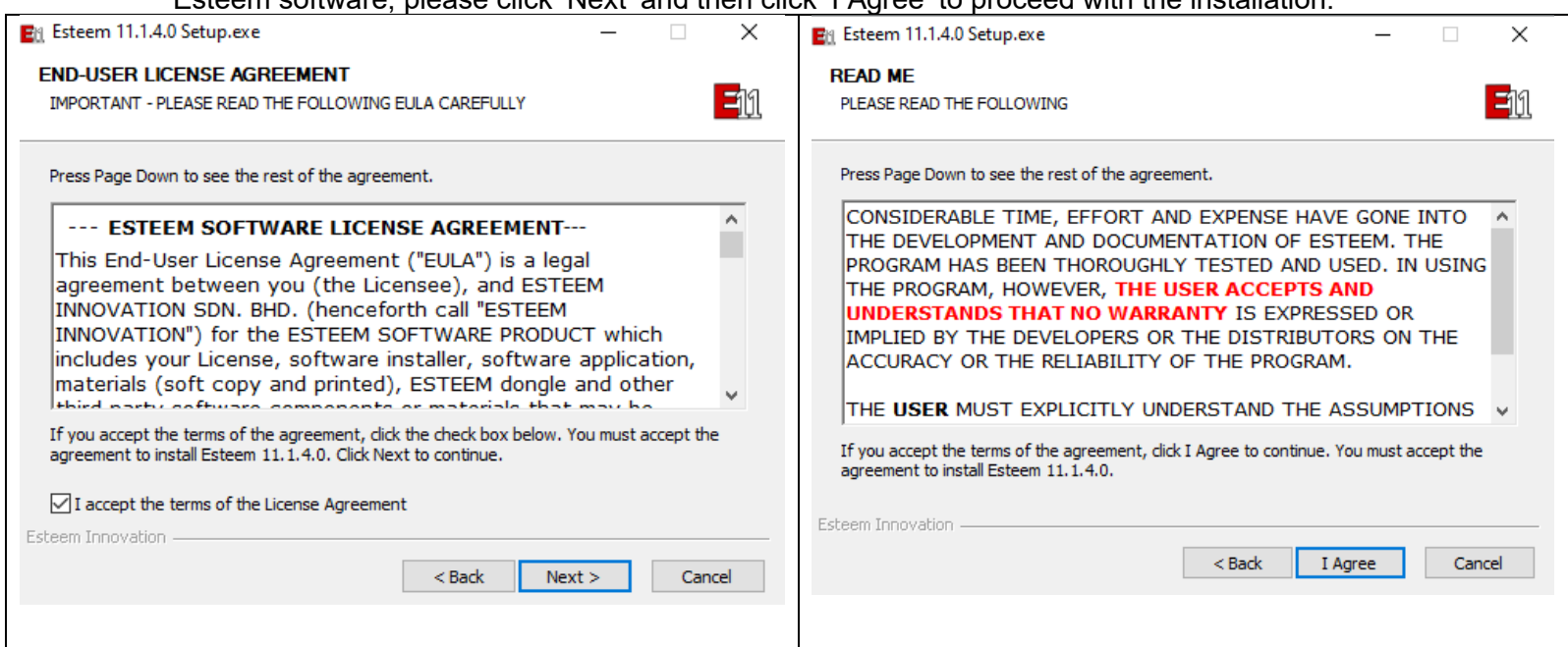


Figure: Dialog box for Esteem EULA (End-User License Agreement)



4. **Esteem 11 Activation**

At the following installer 'Dongle Cloud License Option' page

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

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

Note:

- a) 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)
- b) 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

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'

[1. Picture One] shows the 'Dongle Cloud License Option' dialog. It has a title bar with 'E11' and a close button. The main text says 'Please select 'Dongle' if you have a dongle license or 'Cloud' if you have a cloud license. Then select 'Next''. Below this is a section 'Select Dongle or Cloud option.' with two radio buttons: 'Dongle' (selected) and 'Cloud'. At the bottom are buttons '< Back', 'Next >', and 'Cancel'.

[2. Picture Two] shows the 'User License Activation' dialog. It has a title bar with 'E11' and a close button. The main text says 'Please enter your username and serialkey to proceed with the installation'. Below this are two text boxes: 'Username:' with the instruction '1. Key in your Username' and 'Serial key:' with the instruction '2. Key in your Serial key'. At the bottom are buttons '< Back', 'Next >', and 'Cancel'.

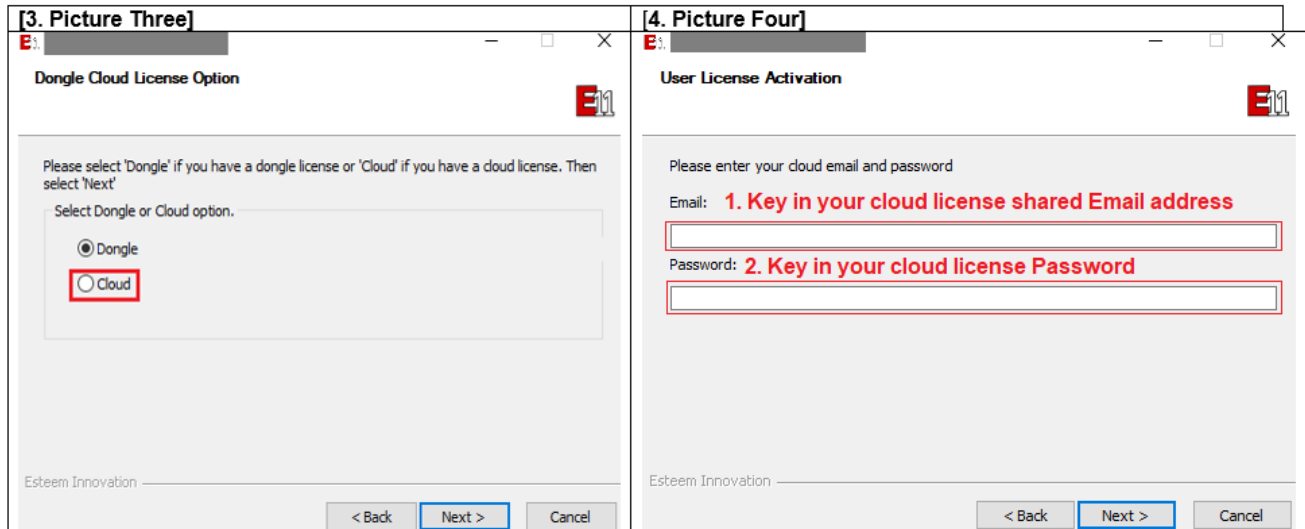
Figure: Username and Serial Key textbox



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 to use your Esteem cloud subscription license(s). if you could not find your cloud license login details, please WhatsApp us at [+603-8076 2788](https://www.whatsapp.com/business/contact?phone=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)

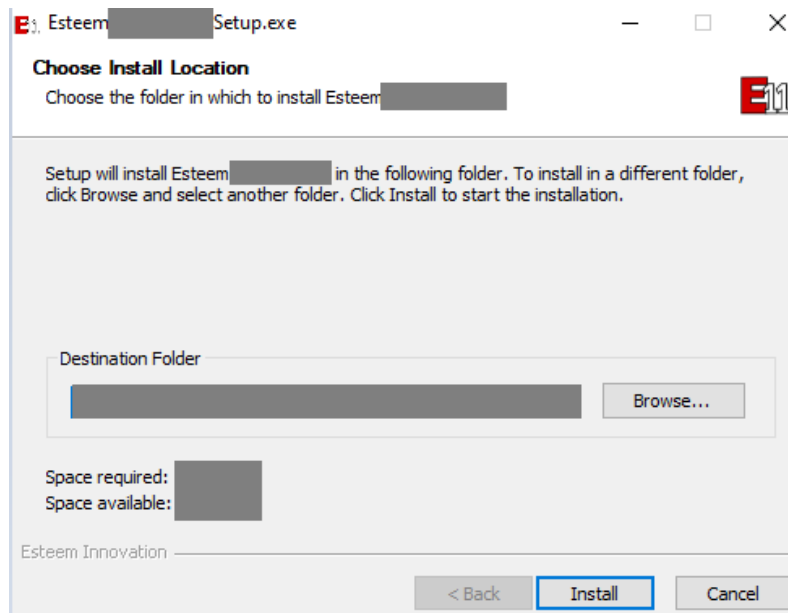
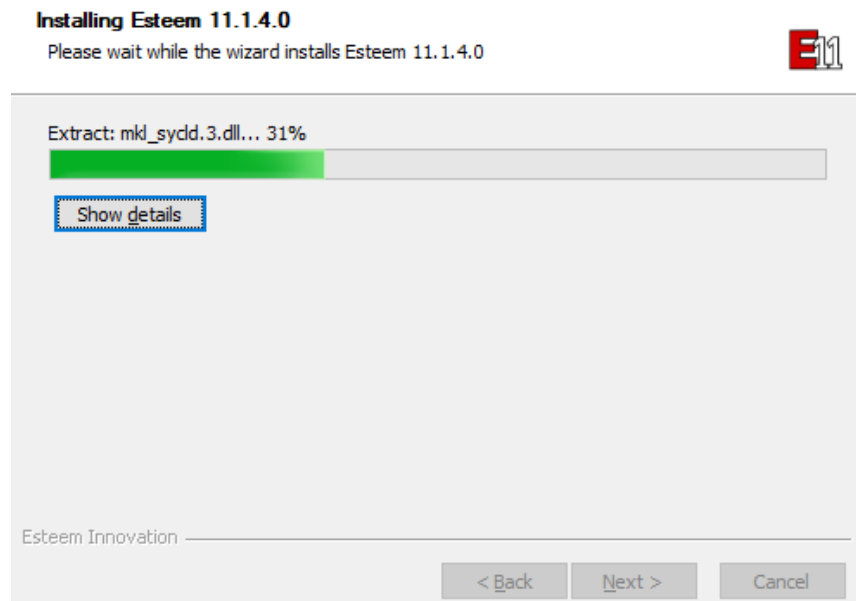


Figure: Esteem Installion Folder dialog box

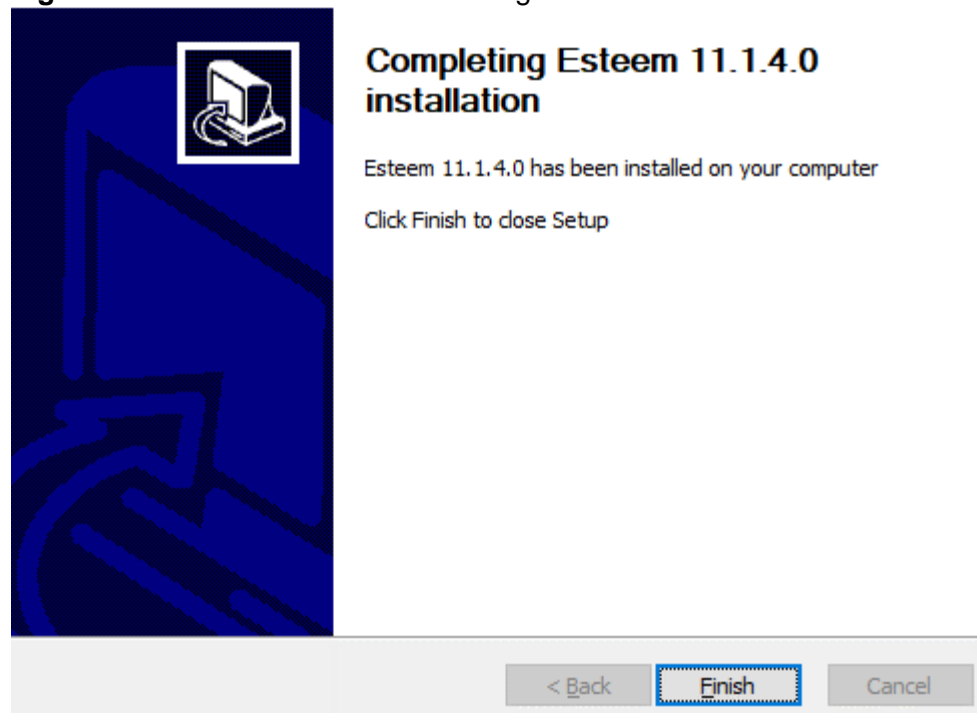


Wait for the Esteem 11.x.x.x software installation process to be completed .



(Note: the installation process might take a few minutes)

Figure: Esteem 11 Installation Bar Progress



Click 'Finish' after the Esteem 11.x.x.x Installation Process 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 is attached to your computer.

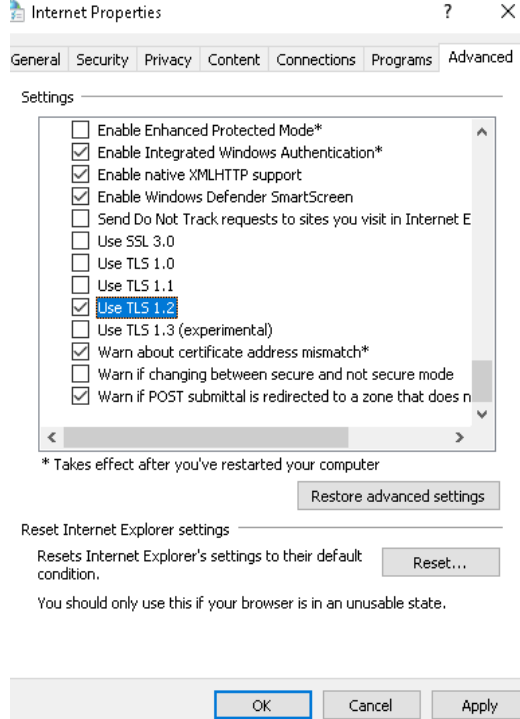


Figure: e.g. Esteem 11.x.x.x pop-up.Errors Encountered During Installation:

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

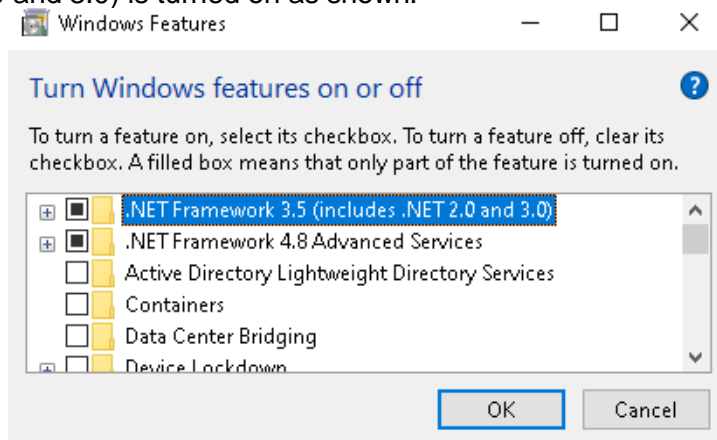
i. **"Could not validate serial"** error message at 'User License Activation' stage in installation wizard.

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:

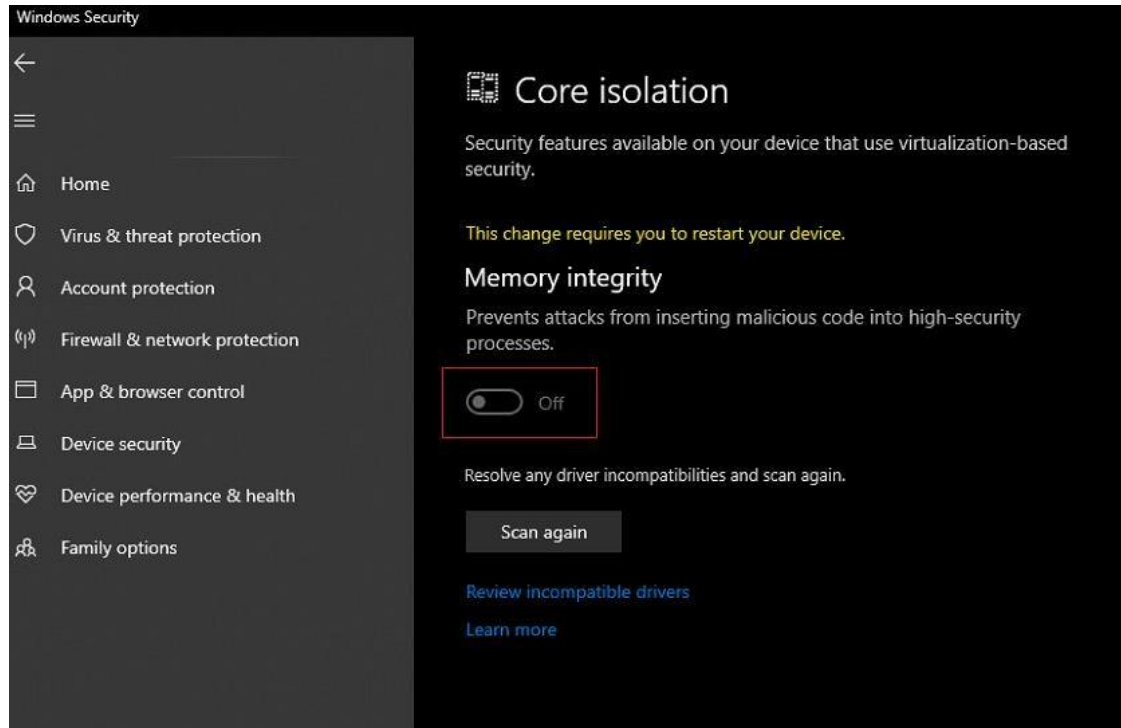
Solution: In Windows Features, please make sure the following feature '.NET Framework 3.5 (includes .NET 2.0 and 3.0)' is turned on as shown:



- 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]

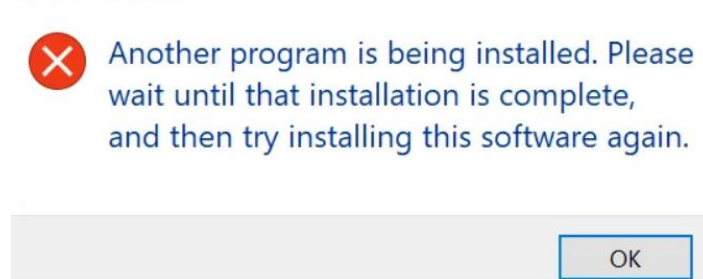
Solution: Go to the Core isolation page by searching for "Core isolation" in windows search. Make sure memory integrity is turn off in Core isolation. Restart the computer if it was previously on and it is turn off now.



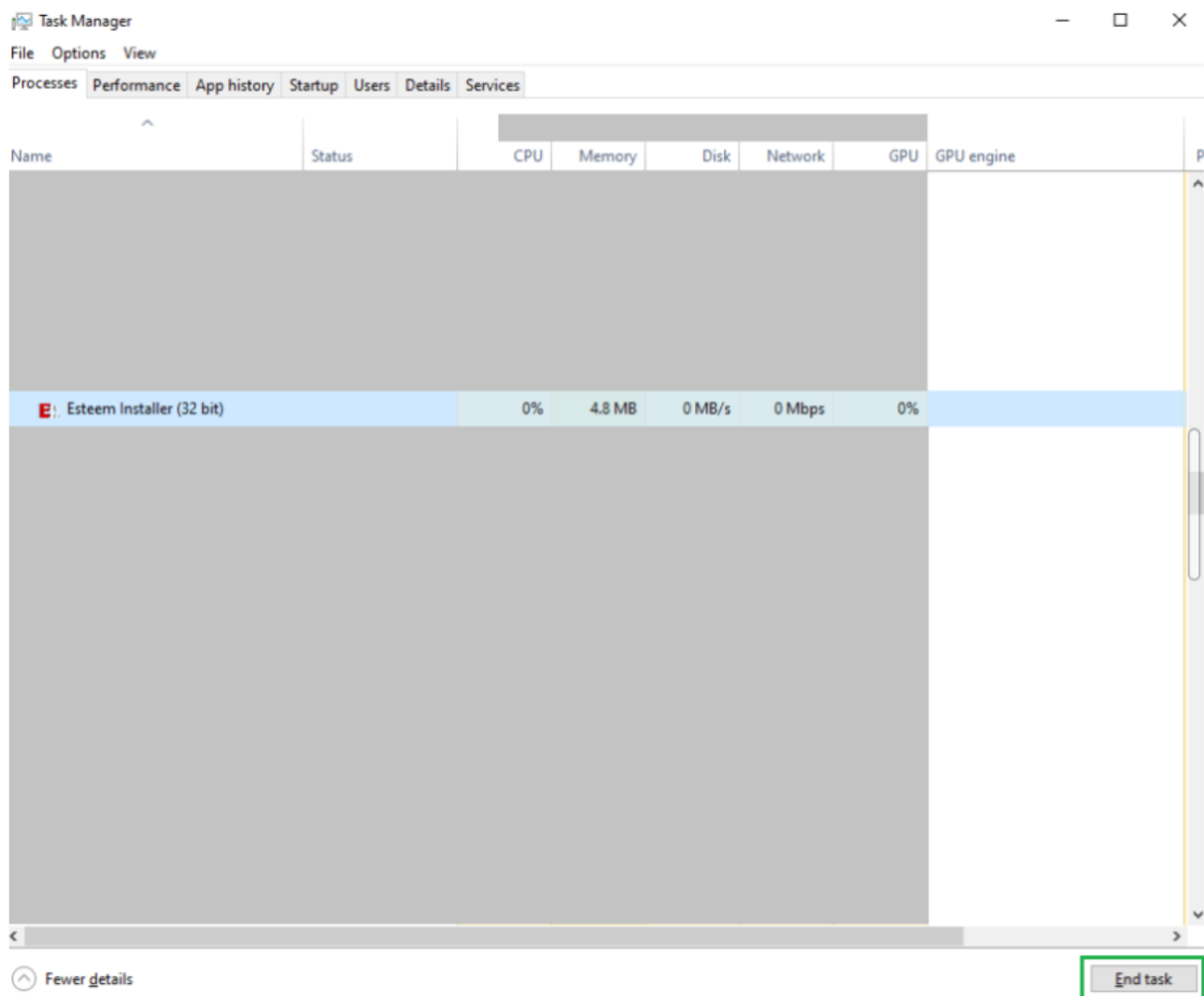


iv. Windows Installer Error “Another program is being installed...”

Windows Installer



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 still persist or the “Esteem Installer” is not in the Background Process, try to end the task of other Installer



application(s) that might be in the Background Process.

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