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Esteem 11.0.240.0 and Network License Manager Checklist

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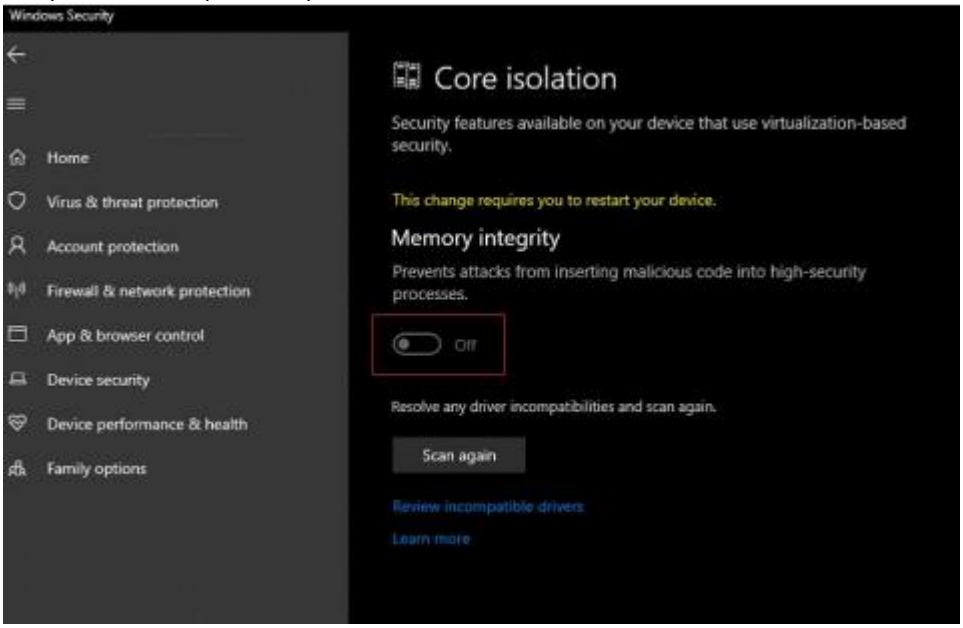
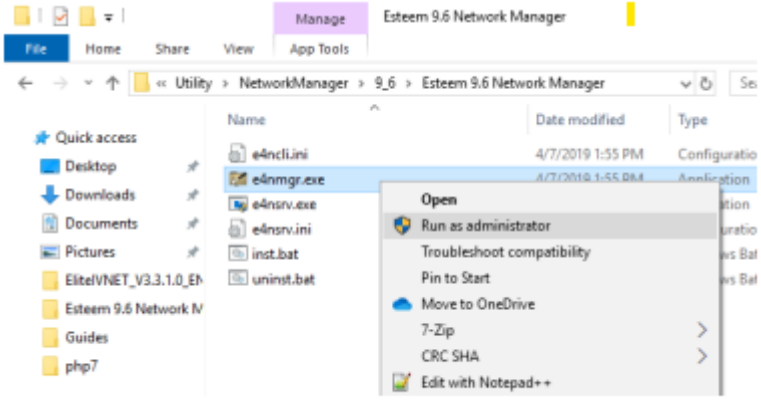
For Server Computer i.e. (Computer Hosting Network Dongle) Checklist

NETWORK LICENSE MANAGER INSTALLATION

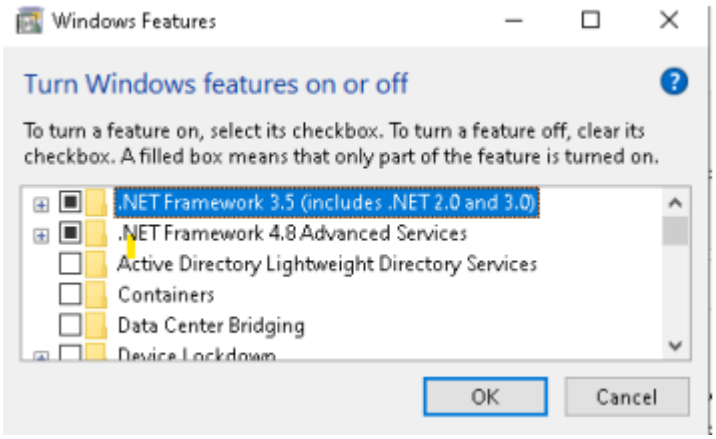
1. Copy the 'Esteem Network Manager' folder to Desktop (from usb or download link)
2. For Windows 10 and above, go to the Core isolation page by searching for "Core isolation" in windows search. Make sure memory integrity is turn off in Core isolation. Restart the computer if it was previously on and it is turn off now.

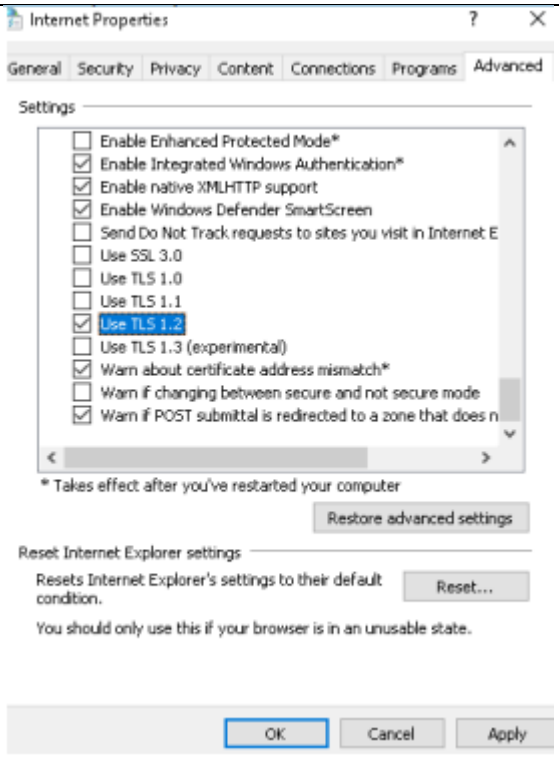


3. Navigate to the 'Esteem 9.6 Network Manager' sub folder and follow the steps below to install and start the Esteem Network License Manager service:
   a. Double click on "inst.bat" file, which will register the Esteem Network License Manager service.
   b. Right click on "e4nmgr.exe" file (which is the Network Manager app), then select "Run as administrator".



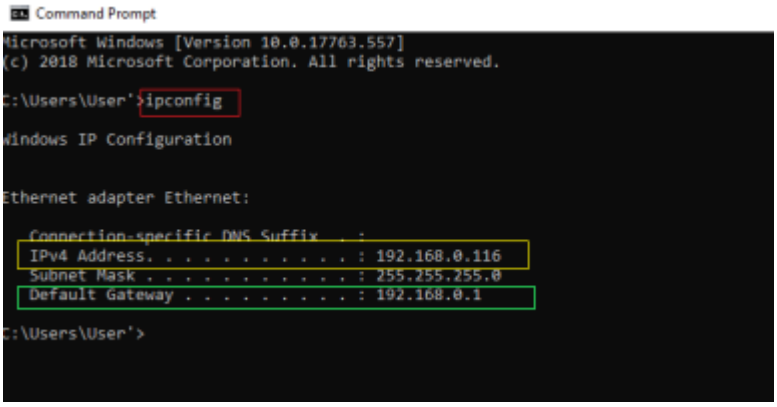
   c. In the "Select EL Net Service" dialog, select the "EliteIV Net Service (este)" from dropdown option and click "Ok".
   d. Plug in your Esteem 11 Network Dongle.
   e. In the Network Manager, select the "127.0.0.1(Localhost, service is not activated.)" then select the "green tick" icon at the top to start the Esteem Network License Manager service.

For Client Computer Checklist	
ESTEEM 11.0.240.0 INSTALLATION	
1. Windows search 'Windows Features' to open the Windows Features, make sure the following feature '.NET Framework 3.5 (includes .NET 2.0 and 3.0) is turned on as shown. Let Windows Update perform the update.  	
2. Navigate to the installer folder 'Esteem 11.0.240.0_CD>Esteem 11.0.240.0 Installer' and double click the Esteem 11.x.x.x Setup.exe to start installation.	
3. Enter the username and serial key given in the 'Installer Username and Serial Key.txt at the installer folder 'Esteem 11.0.240.0_CD>Esteem 11.0.240.0 Installer' or which was emailed to you.	
POSSIBLE ERROR ENCOUNTERED DURING INSTALLATION	
1. "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:	


Internet Properties
General
Security
Privacy
Content
Connections
Programs
Advanced
Settings
Enable Enhanced Protected Mode*
Enable Integrated Windows Authentication*
Enable native XMLHTTP support
Enable Windows Defender SmartScreen
Send Do Not Track requests to sites you visit in Internet E
Use SSL 3.0
Use TLS 1.0
Use TLS 1.1
Use TLS 1.2
Use TLS 1.3 (experimental)
Warn about certificate address mismatch*
Warn if changing between secure and not secure mode
Warn if POST submittal is redirected to a zone that does n
* Takes effect after you've restarted your computer
Restore advanced settings
Reset Internet Explorer settings
Resets Internet Explorer's settings to their default condition.
Reset...
You should only use this if your browser is in an unusable state.
OK
Cancel
Apply

TROUBLESHOOT OPENING ESTEEM USING NETWORK LICENSE CHECKLIST

1. Client computer needs to be in the same local area network (LAN) as the Server computer with the network dongle.
2. Type in 'ipconfig' at command prompt of the server (network dongle computer) and take note of the IPv4 Address and Default Gateway:



3. Type in ipconfig at computer prompt of the client computer with the Esteem software installed and check if Default Gateway matches with the server which means they are in the same LAN.

4. To check that the server and client computer can connect to each other.
   At command prompt, ping the server ip address from the client computer.
   Likewise ping the client ip address from the server.

A successful connection is shown below:

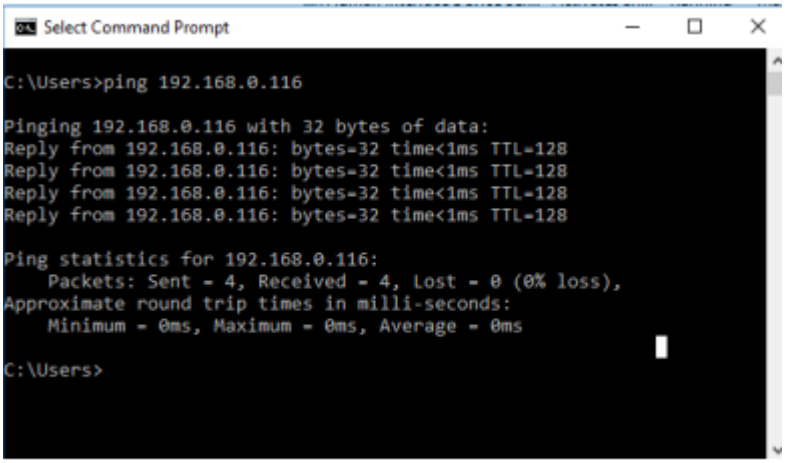


Figure 33. Successful ping to computer 192.168.0.116

An unsuccessful connection is shown below:

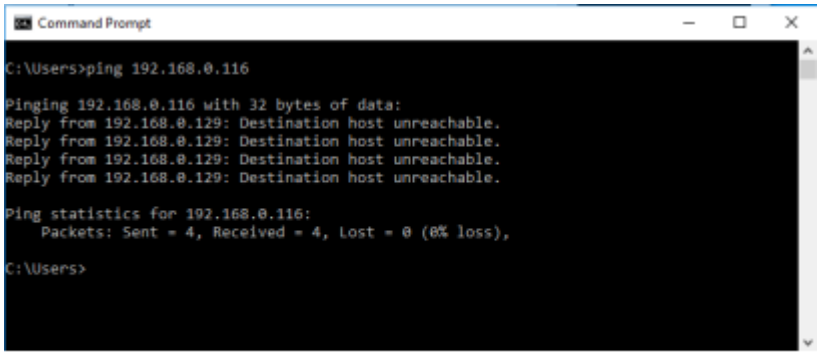


Figure 34. Unsuccessful ping to computer 192.168.0.116

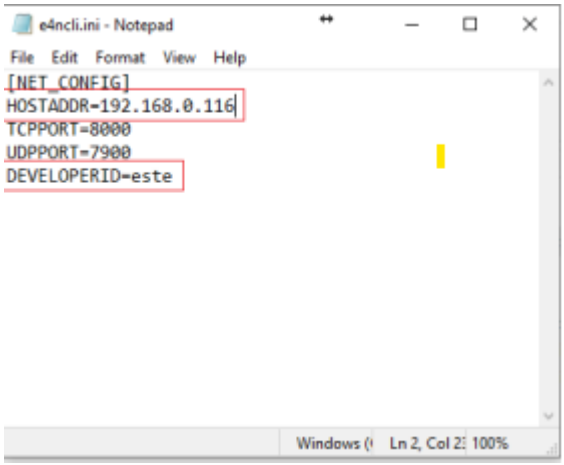
If there was an unsuccessful connection try to set the firewall rule s to allow Esteem network service e4nsrv.exe (located in your Network Manager directory) with the properties:

- Inbound rule
- TCP & UDP protocol with TCP port set to default 8000 and UDP port set to default 7900

On the client, you may need to configure the firewall rule to allow Esteem application, Esteem.exe with the properties:

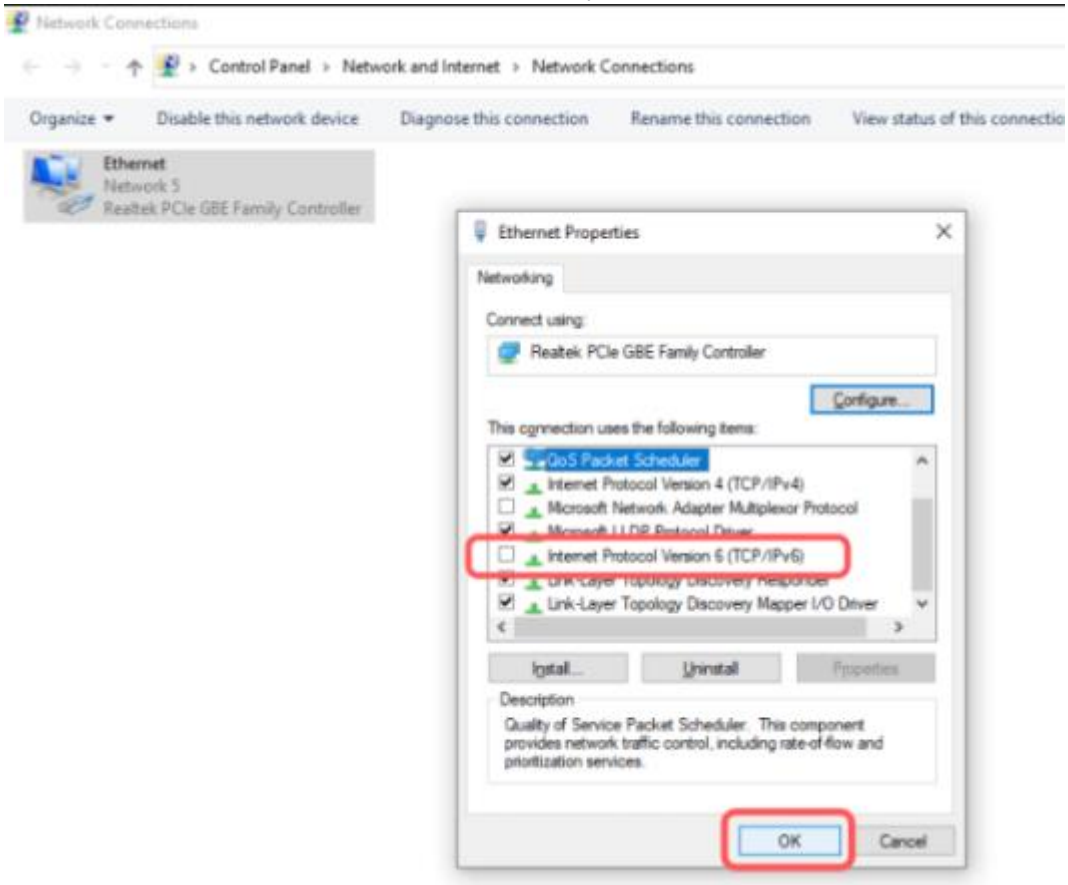
- Outbound rule
- TCP & UDP protocol set to default 8000 and UDP port set to default 7900

5. If the client and server can ping each other but the software cannot open.
   5.1. Open the 'e4ncli.ini' file at the Network Manager folder and set the HOSTADDR in E4ncli.ini to the server IP address



   5.2. Copy the e4ncli.ini file to the installation directory of Esteem application (To go to the installation directory right click on the Esteem application shortcut at Desktop and select 'Open file location')

TEAMVIEWER ERROR CODE: WAIT FOR CONNECT FAILED

Solution to try on client computer:

Untick Internet Protocol Version 6 for Ethernet/Wifi at Network Connections