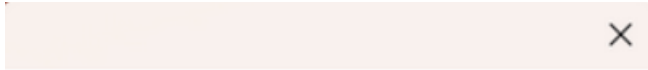# This machine is not licensed to run this software Error

Please email support7@esteemsoft.com.my for technical support queries   April 2025
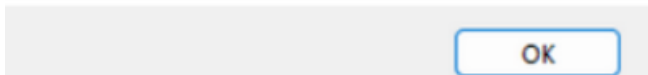
Error Type:

This machine is not licensed to run this software

Error possible cause:

Hostname/computer name changes

Solution:

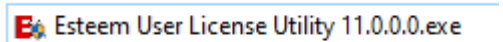Use Esteem User License Utility and click 'Reactivate' button

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

Steps to use the Esteem 11 User License Utility App:

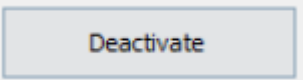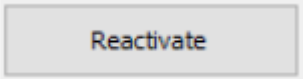1. Double click on 'Esteem User License Utility 11.0.0.0.exe '

2. Enter your username and serial key.

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

Esteem Release

search...

CLICK TO DOWNLOAD VERSION	SOFTWARE	RELEASE NOTES	RELEASE DATE	INSTALLER USERNAME & SERIAL KEY
11.1.97.0	Esteem 11	View	21 April 2025	View

3. Then there are two options:

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

b) Click the 'Reactivate' button [Reactivate] 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'
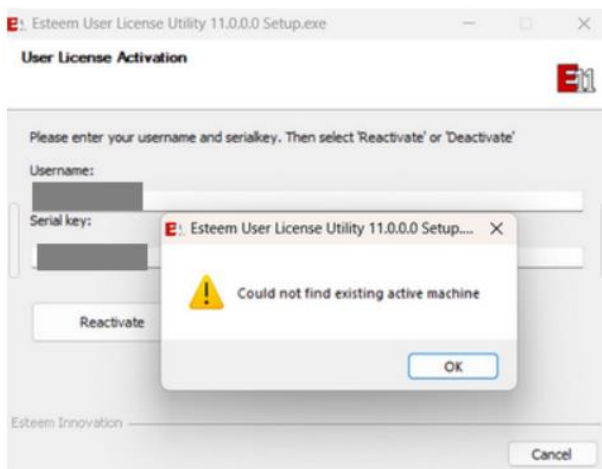
If harddisk was reformated / replaced, or motherboard was replaced

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)

Esteem Release

search...

CLICK TO DOWNLOAD VERSION	SOFTWARE	RELEASE NOTES	RELEASE DATE	INSTALLER USERNAME & SERIAL KEY
11.1.97.0	Esteem 11	View	21 April 2025	View

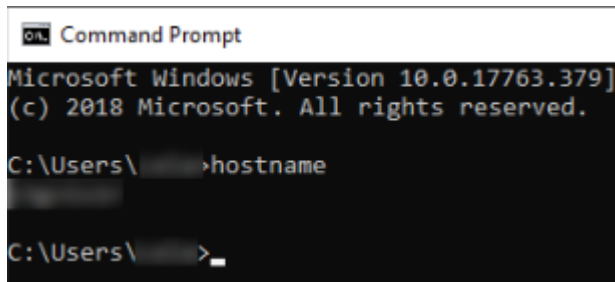Note: please refer to this link to reinstall the Esteem 11 on your computer

If 'Could not find existing active machine' error persist

Please email your Computer name and Windows UUID to us at support7@esteemsoft.com.my or WhatsApp us at +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:
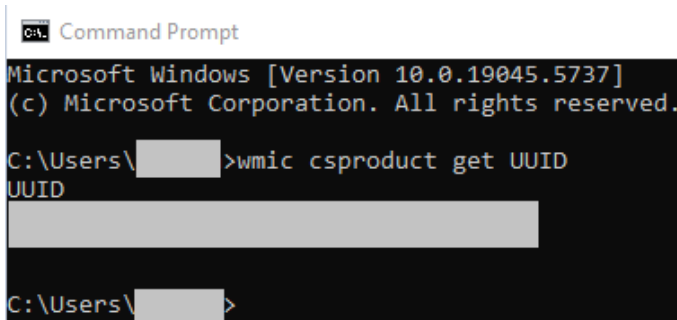
1. Enter the command to get your computer name: hostname

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