ESTEEM INNOVATION (ASIA) SDN BHD (974803-A)



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Esteem Network Manager Installation and Uninstallation Manual for Esteem versions above 8.6

If you have any issues with following this document please email Esteem Support at support7@esteemsoft.com.

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1. Prerequisites

Copy Esteem 9.6 Network Manager folder from the installation CD to your computer Inside Esteem 9.6 Network Manager folder are the following files:

📙 🕑 📙 🖛 Esteem 9	9.6 Network Manager		+ –	ПX
File Home Shar	e View			~ (
← → * ↑ □ « N	letworkManager → 9_6 → Esteem 9.6 Net	twork Manager 🛛 🗸 ひ	Search Esteem 9.6 Ne	twork M 🔎
	Name	Date modified	Туре	Size
A Quick access	📓 e4ncli.ini	4/7/2019 1:55 PM	Configuration sett	1 KB
> 👩 OneDrive	🜠 e4nmgr.exe	4/7/2019 1:55 PM	Application	300 KB
This PC	🕞 e4nsrv.exe	4/7/2019 1:55 PM	Application	175 KB
	📓 e4nsrv.ini	10/7/2019 2:35 PM	Configuration sett	1 KB
> 📄 Network	inst.bat	10/7/2019 2:05 PM	Windows Batch File	1 KB
	💿 uninst.bat	4/7/2019 1:55 PM	Windows Batch File	1 KB

Figure 1. Network manager files

2. Installation

Important Note: if there is already an existing network manager installed, it needs to be uninstalled in order to perform the current installation. Refer to Section 3. on how to uninstall Esteem Network Manager.

Follow steps 2.1., 2.2. below to install network manager:

2.1. Check e4nsrv.ini settings

Open e4nsrv.ini with an editor e.g. notepad and make sure that DEVELOPERID=este.



Figure 2. DEVELOPERID=este in e4nsrv.ini

2.2. Install network manager

There are two ways to perform the network manager installation, running inst.bat or by using the command prompt with the command **"e4nsrv.exe -i".** Both these methods are described below.

i. Run inst.bat

- a. Go to Network Manager directory.
- b. Double left click on inst.bat. (Note: Do not right click on inst.bat and run as administrator).

I I I I File Home Share	Manage Esteem 9.6 N e View App Tools	letwork Manager		÷	- 0	
← → * ↑ 📙 « U	tility > NetworkManager > 9_6 > Esteer	n 9.6 Network Manager	5	Search Esteem	9.6 Network	M
	Name	Date modified	Тур	e	Size	
Vuick access	e4ncli.ini	4/7/2019 1:55 PM	Con	figuration sett	1 K	B
🕥 👧 OneDrive	🚰 e4nmgr.exe	4/7/2019 1:55 PM	App	lication	300 K	B
This PC	📷 e4nsrv.exe	4/7/2019 1:55 PM	App	lication	175 K	CΒ
	e4nsrv.ini	9/7/2019 9:40 PM	Con	figuration sett	1 K	B
🕥 💣 Network	💿 inst.bat	4/7/2019 1:55 PM	Win	dows Batch File	1 K	в
 OneDrive This PC Network 	💿 uninst.bat	4/7/2019 1:55 PM	Win	dows Batch File	1 K	СВ

Figure 3. inst.bat

Figure 4. below is displayed if installation using inst.bat is successful.



Figure 4. Installation successful after running inst.bat.

ii. Using Command Prompt

(Note: To perform steps a and b below refer to the respective Section 4.1. and Section 4.2. in Appendix)

- c. Open command prompt in administrator mode.
- d. Then change the working directory to the network manager directory i.e. the directory containing files shown in **Section 1**.
- e. Enter the command "e4nsrv.exe -i" in the command prompt shown in Figure
 5. below.



Figure 5. Use command 'e4nsrv.exe -i' to install

Figure 6. below is displayed if installation using command prompt is successful.





2.3. Installation errors

The following error shown in **Figure 7**. may be displayed when trying to perform step 2.2 i.e. installing the network manager. This means that the local service **"ElitelV Net Service (este)**" was not removed. Refer to **Section 3.3** on how to remove this service.



Figure 7. Error when trying to install network manager

3. Uninstallation

To uninstall the network manager follow steps 3.1., 3.2. and 3.3 below.

- 3.1. Stop network service running Esteem Network Manager.
- a. Open local services (Refer to Appendix 4.3. on how to do this), and find ElitelV
 Net Service (este), shown in Figure 8.
- b. If its Status displays "Running", right click on it to open a drop down box and click"Stop" as shown in Figure 8.

Services (Lo	Ce O Services (Local)						
	EliteIV Net Service (este) <u>Stop</u> the service <u>Restart</u> the service	Name Device Setup Manager DevicePicker_72547 DevicesFlow_72547 DevQuery Background Disc DevQuery Background Disc Diagnostic Execution Service Diagnostic Execution Service Diagnostic Service Host Diagnostic System Host Display Enhancement Service Display Enhancement Service Distributed Link Tracking CL Distributed Transaction Coo DNS Client DNS Client DNS Client	Description Enables the This user se Allows Con Enables app Registers an Executes dia The Diagno The Diagno A service fo Maintains li Coordinates The DNS Cli Windows se	Status Running Running Running Running Running	Startup Type Manual (Trig Manual Manual (Trig Automatic Manual (Trig Automatic Manual Manual Manual Manual Manual Manual Automatic (T Automatic (D	Log On As Local Syste Local Syste Local Syste Local Syste Local Service Local Service Local Service Local Syste Local Syste Network S Network S	
		ElitelV Net Service (este)	The Embed	Running	Automatic Manual (Trig	Start	
		🍓 Encrypting File System (EFS)	Provides th	Running	Manual (Trig	Stop	
p service Elite	Extended Standard /	ter				Pause Resume Restart	
						All Tasks	
						Refresh	
						Properties	

Figure 8. Select 'ElitelV Net Service (este)', right click on it, and select 'Stop' to stop the service.

3.2. Uninstall network manager

There are two ways to uninstall the network manager, running uninst.bat or using the command "e4nsrv.exe -u" at command prompt.

i. Run uninst.bat

- a. Go to Network Manager Directory.
- b. Double left-click on uninst.bat shown in Figure 9.

<mark> </mark> 🖉 📙 🖛 I	Manage	Esteem 9.6 Network Manager		↔	22	
File Home Sha	re View App Tools					
← → * ↑ 📙 « I	Utility > NetworkManager	> 9_6 → Esteem 9.6 Network Manager	~ Ō	Search Esteen	n 9.6 Netw	vork M.
	Name	^ Date modified	Тур	e	Size	
📌 Quick access	📓 e4ncli.ini	4/7/2019 1:55 PM	Con	figuration sett		1 KB
oneDrive 🔊	e4nmgr.exe	4/7/2019 1:55 PM	App	lication	3	00 KB
This PC	属 e4nsrv.exe	4/7/2019 1:55 PM	App	lication	1	75 KB
± mar€	e4nsrv.ini	9/7/2019 9:40 PM	Con	figuration sett		1 KB
Network	inst.bat	4/7/2019 1:55 PM	Win	dows Batch File		1 KB
	🚳 uninst.bat	4/7/2019 1:55 PM	Win	dows Batch File		1 KB

Figure 9. uninst.bat

ii. Using Command Prompt

Refer to Section 4.1 and Section 4.2. on how to do steps a. and b. below.

- c. Open command prompt in administrator mode.
- d. Change working directory to Network Manager directory.
- e. Then type the command "e4nsrv.exe -u" at command prompt shown below in Figure 10.



Figure 10. Use command "e4nsr.exe -u' at working directory set to Network Manager directory.

Figure 11. below would be shown if the network manager was successfully uninstalled using both uninstallation methods above.



Figure 11. Successfully uninstalled network manager.

Figure 12. shows if the uninstallation was unsuccessful. This is because the network service is running. (See **Section 3.1.** to stop network service running before performing uninstallation)



Figure 12. Unsuccessful uninstallation

3.3. Remove network service

 Open Local Service (Refer to Appendix 4.3. on how to do this) and check if the "ElitelV Net Service (este)" service exists as shown in Figure 13. If it exists, it needs to be removed, otherwise skip this section as the uninstallation is done.

	IÞ				
ces (Loca 🔍 Services (Local)					
EliteIV Net Service (este)	Name	Description	Status	Startup Type	Log On As
	Device Setup Manager	Enables the		Manual (Trig	Local Syste
	DevicePicker_83b66	This user se		Manual	Local Syste
	DevicesFlow_83b66	Allows Con		Manual	Local Syste
	DevQuery Background Disc	Enables app		Manual (Trig	Local Syste
	DHCP Client	Registers an	Running	Automatic	Local Service
	Diagnostic Execution Service	Executes dia		Manual (Trig	Local Syste
	Diagnostic Policy Service	The Diagno	Running	Automatic	Local Service
	A Diagnostic Service Host	The Diagno	Running	Manual	Local Service
	Diagnostic System Host	The Diagno	Running	Manual	Local Syste
	Display Enhancement Service	A service fo		Manual (Trig	Local Syste
	Distributed Link Tracking Cl	Maintains li	Running	Automatic	Local Syste
	Distributed Transaction Coo	Coordinates		Manual	Network S
	DNS Client	The DNS Cli	Running	Automatic (T	Network S
	Downloaded Maps Manager	Windows se		Automatic (D	Network S
	ElitelV Net Service (este)			Automatic	Local Syste
	Embedded Mode	The Embed		Manual (Trig	Local Syste
	Encrypting File System (EFS)	Provides th		Manual (Trig	Local Syste

Figure 13. EliteIV Net Service (este) service highlighted in red

i. Open command prompt under administrator mode (refer Section 4.1. in Appendix).
 Important Note: Make sure the working directory is 'C:\WINDOWS\system32' in command prompt as shown below.





ii. Type the command, 'sc delete "EliteIV Net Service (este)" ' into the command prompt as shown in Figure 15. below and Enter.



Figure 15. Command to remove "EliteIV Net Service (este)" from local services

The following **Figure 16**. would be displayed when local service EliteIV Net Service (este) is successfully removed.



Figure 16.Successfully removed EliteIV Net Service (este).

If you encounter the following error shown in **Figure 17**., it means the local service **'ElitelV Net Service (este)**' was already removed. So the uninstallation was successful.



Figure 17. 'ElitelV Net Service (este)' service cannot be removed as it does not exist.

4. Appendix

4.1. Opening command prompt in administrator mode.

Figure 18. below shows how to open command prompt in administrator mode.

≡	All Apps Documents Settings Email More
ŵ	Best match
	Command Prompt 3. →
	Apps Control Run as administrator Image:
	 uninstall-snippets.cmd - in tools Node.js command prompt x86 Native Tools Command Prompt for VS 2017
	 x64_x86 Cross Tools Command Prompt for VS 2017 Photos (2+)
\$\$ •	Documents (1+) Settings (1) 1. , Cmd
	오 밝 🤮 🔚 숙 🔒 🧔 🥥

Figure 18. How to open command prompt under administrator mode.

The steps below describes Figure 18. above

- 1. Type "cmd" in the search dialog.
- 2. Right click on "Command Prompt". This will display a drop down box
- 3. Click "Run as administrator" to open the command prompt

After following the steps in **Figure 19**, a command prompt would open with the current working directory set as **'C:\WINDOWS\system32'** (highlighted in red below, see **Figure**

*	s s		×
			Î
		↔	↔

17).

Figure 19. Command prompt under administrator mode with 'C:\WINDOWS\system32' as working directory highlighted in red.

4.2. Change working directory of command prompt to Network Manager directory.

- 1. Get the Network manager directory location.
 - a. Go to Network Manager directory.
 - b. Right click on any of the files to open a drop down box and click 'Properties', shown in **Figure 20.** below.



Figure 20. How to open properties windows

c. In the Properties>General>Location, copy the full path name which is highlighted in blue in Figure 21. This full path name will be used in the next step.



Figure 21. Getting the full path name of Network Directory.

- 2. Set working directory of command prompt to Network Manager directory i.e. the directory containing files shown in **Section 1.**
 - a. Open your command prompt (refer to Section 4.1.)
 - In the command prompt, type in 'cd', follow by a space, and then paste the full path name obtained in step 1c.

So that finally, the command is:

"cd C:\Utility\NetworkManager\9_6\Esteem 9.6 Network Manager" as shown below in Figure 22.

Important Note: The general command is "cd **{location}**". Paste and replace the **{location}** with your full path name of your network manager directory as it may be different from the example used in this document.



Figure 22. Typing the command to navigate to Network Manager directory

c. Finally, press "Enter" to change the working directory shown below in Figure 23.



Figure 23. The Network Manager directory is now the working directory in command prompt.

4.3. Open up local services dialog

a. First, search for local services in the search dialog. Click on "View local services" shown in Figure 24. below.



Figure 24. Search for 'local services'