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:

File Home Shar	e View			~
← → * ↑ <mark>.</mark> « N	letworkManager > 9_6 > Esteem 9.6 Net	work Manager 🛛 🗸 ひ	Search Esteem 9.6 Net	work M 🔎
	Name	Date modified	Туре	Size
🛛 📌 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 KE
This PC	属 e4nsrv.exe	4/7/2019 1:55 PM	Application	175 KE
= mare	e4nsrv.ini	10/7/2019 2:35 PM	Configuration sett	1 KE
Network	💿 inst.bat	10/7/2019 2:05 PM	Windows Batch File	1 KE
	💿 uninst.bat	4/7/2019 1:55 PM	Windows Batch File	1 KE

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.

🥘 e4nsrv.ini - Notepad		<u>111</u> 2		×
File Edit Format View Help				
[NET_CONFIG] TCPPORT=8000 UDPPORT=7900 MANAGERPORT=8100 MANAGERREFRESH=3000 REMOTEMANAGER=0 DEVELOPERID=este DEFAULT_PIN=7/95cbe03ff DEFAULT_TIMEOUT=600 BLACKLIST= WHITELIST=				~
	Windows	Ln 12, 0	Co 100%	6

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).

🖸 📙 🖛	Manage Esteem	9.6 Network Manager	+	- 0
File Home Shar	e View App Tools			
← → * ↑ 📘 « U	tility > NetworkManager > 9_6 > 1	Esteem 9.6 Network Manager 🛛 🗸 🗸 🗸	ن Search Esteem	9.6 Network M
	Name	Date modified	Туре	Size
📌 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	9/7/2019 9:40 PM	Configuration sett	1 KB
ight Network	💿 inst.bat	4/7/2019 1:55 PM	Windows Batch File	1 KB
	💿 uninst.bat	4/7/2019 1:55 PM	Windows Batch File	1 KB

Figure 3. inst.bat

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





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)

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

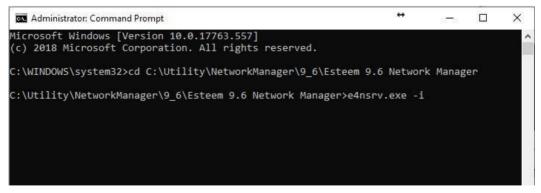


Figure 5. Use command 'e4nsrv.exe -i' to install

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



Figure 6. Installation successful using 'e4nsrv.exe -i' at command prompt

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.

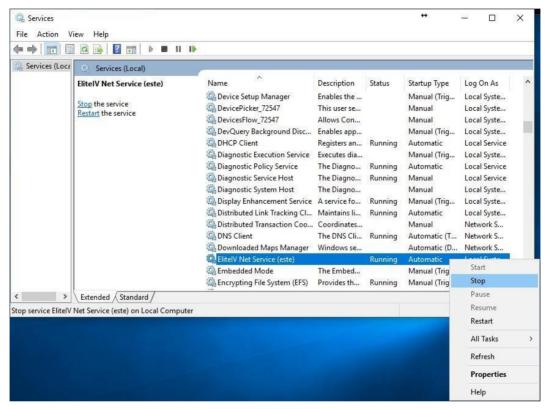


Figure 8. Select 'EliteIV Net Service (este)', right click on it, and select 'Stop' to stop the service.

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.

🖉 📙 🖛	Manage	Esteem 9.6 Network Manager			- 🗆
File Home Share	e View App Tools				
÷ → * ↑ 💁 « Ut	tility > NetworkManager	> 9_6 > Esteem 9.6 Network Manager	0	Search Esteem	9.6 Network M.
	Name	^ Date modified	Туре	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	300 KB
This PC	📑 e4nsrv.exe	4/7/2019 1:55 PM	Арр	lication	175 KB
= msrc	e4nsrv.ini	9/7/2019 9:40 PM	Con	figuration sett	1 KB
Intwork	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.

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

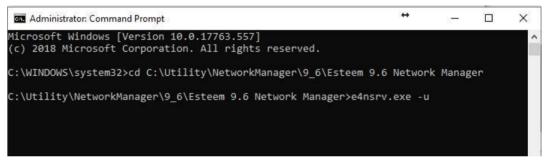


Figure 10. Use command "e4nsr.exe -u' at working directory set to Network Manager directory.

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

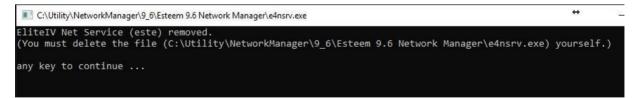


Figure 11. Successfully uninstalled network manager.

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.

ervices (Loca	Services (Local)						
E	itelV Net Service (este)	Name	Description	Status	Startup Type	Log On As	
		Device Setup Manager DevicePicker_83b66 DevicesFlow_83b66 DevicesFlow_83b66	Enables the This user se Allows Con		Manual (Trig Manual Manual	Local Syste Local Syste Local Syste	
		DevQuery Background Disc DHCP Client Diagnostic Execution Service	Enables app Registers an Executes dia	Running	Manual (Trig Automatic Manual (Trig	Local Syste Local Service Local Syste	
		Diagnostic Policy Service	The Diagno	Running	Automatic	Local Service	
		Diagnostic Service Host Diagnostic System Host	The Diagno The Diagno	Running Running	Manual Manual	Local Service Local Syste	
		Display Enhancement Service		,	Manual (Trig	Local Syste	
		Oistributed Link Tracking Cl Oistributed Transaction Coo		Running	Automatic Manual	Local Syste Network S	
		DNS Client Downloaded Maps Manager	The DNS Cli Windows se	Running	Automatic (T Automatic (D		
		ElitelV Net Service (este)			Automatic	Local Syste	٦
		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

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.



Figure 14. Command prompt's working directory is C:WINDOWS\system32.

ii. Type the command, 'sc delete "ElitelV 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. 'EliteIV 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 □ Run as administrator Image: Second - in t Image: Second - in t -t= Image: Second - in t -t= Pin to Start Image: Second - in t -t= Pin to taskbar
	 uninstall-snippets.cmd - in tools 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)
2	1. Cmd
	오 🖽 🤮 🚍 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 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.

→ * ↑ 📙 « I	Jtility > NetworkManager > 9_6 > Est	teem 9.6 Network Manager 🗸 ල් Seard	ch Esteem 9.6 Network M
	Name	Date modified Type	Size
Quick access	e4ncli.ini		1 KB
OneDrive	e4nmgr.exe	Open	800 KB
This PC	e4nsrv.exe	Print	175 KB
I This PC	e4nsrv.ini	Edit	1 KB
Network	💿 inst.bat	Move to OneDrive	1 KB
	💿 uninst.bat	7-Zip	> 1 КВ
		CRC SHA	>
		Edit with Notepad++	
		Scan with ESET Endpoint Secu	rity
		Advanced options	>
		년 Share	
		Open with	>
		Restore previous versions	
		Send to	>
		Cut	
		Сору	
		Create shortcut	
		Delete	
		Rename	
		Properties	

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.

File Home Shar $\leftarrow \rightarrow \checkmark \uparrow \square \ll U$	e View Itility > NetworkManager > 9_6 >	steem 9.6 Network Manager 👽 🗸 Search Esteem 9.6 Net
🖈 Quick access	Name	Date modified Type Size
OneDrive	🗟 e4ncli.ini 🜠 e4nmgr.exe	e4ncli.ini Properties X
💻 This PC 💣 Network	e4nsrv.exe e4nsrv.ini inst.bat uninst.bat	General Security Details Previous Versions e4ncli.ini
		Type of file: Configuration settings (.ini) Opens with: Image: Change
		Location: C:\Utility\Network Manager\9_6\Esteem 9.6 Networ Size: 80 bytes (80 bytes) Size on disk: 0 bytes

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.

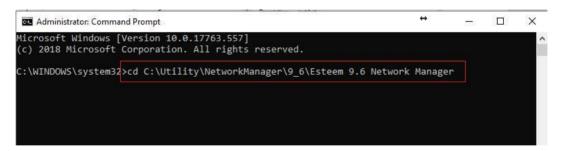


Figure 22. Typing the command to navigate to Network Manager directory

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

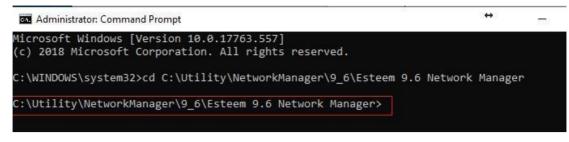


Figure 23. The Network Manager directory is now the working directory in command prompt.

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.

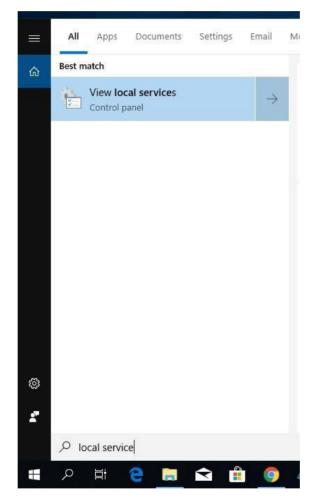


Figure 24. Search for 'local services'