# Deactivate Virtualization and Hypervisor

A customer can check if they're inside a VM by opening the "**Turn Windows Features on or off**" dialog. On earlier versions of Windows you can find this in the Control Panel / Uninstall Programs, on the right hand side of the window.

On Windows 10 or 11, you can just Settings and type "Hyper-V" in the search box and it will pop-up in the list of options:
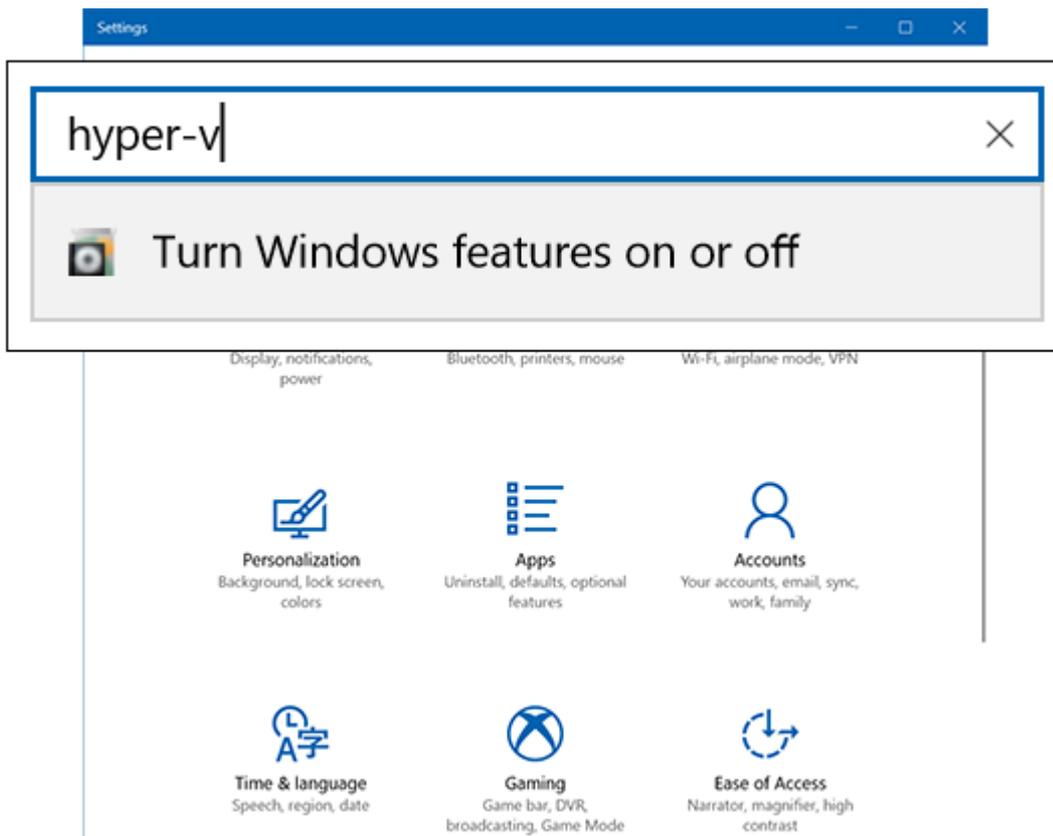
After clicking that, the "**Turn Windows features on or off**" dialog will appear. If any of the following nodes are checked, then the customer is inside a virtual machine:

- **Hyper-V Platform** (and its sub-nodes: Hyper-V Hypervisor and Hyper-V Services)
- **Virtual Machine Platform**
- **Windows Defender Application Guard** (a part of Microsoft's anti-virus product that runs apps in virtual machines)
- **Windows Hypervisor Platform** (Microsoft's partial-rebrand of Hyper-V)
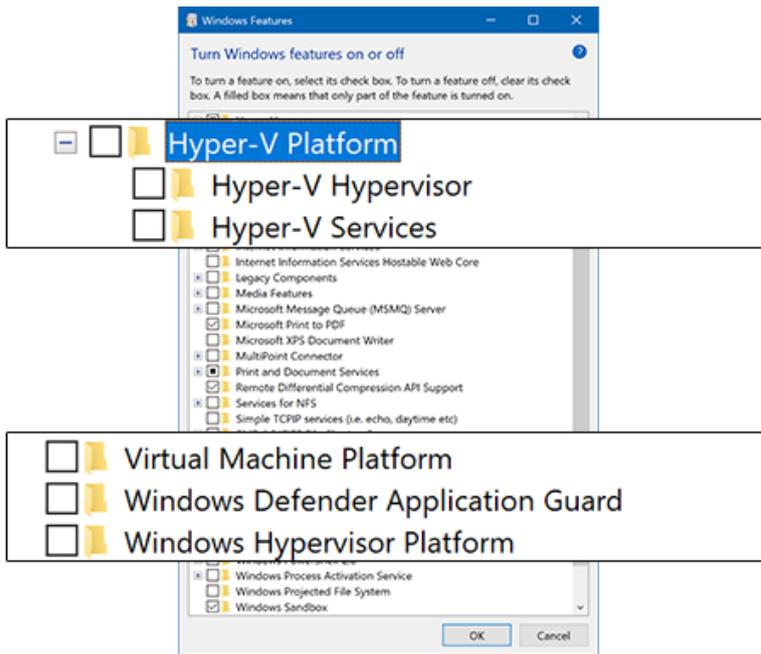
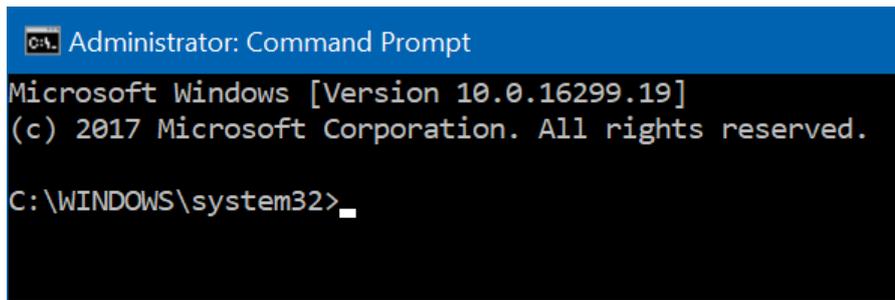# The user will need to uncheck all of those options.

They'll also need to open command prompt with Administrative privileges:

1. Click the "Start button"
2. Type "cmd"
3. Right click "Command Prompt" and click "Run as administrator":
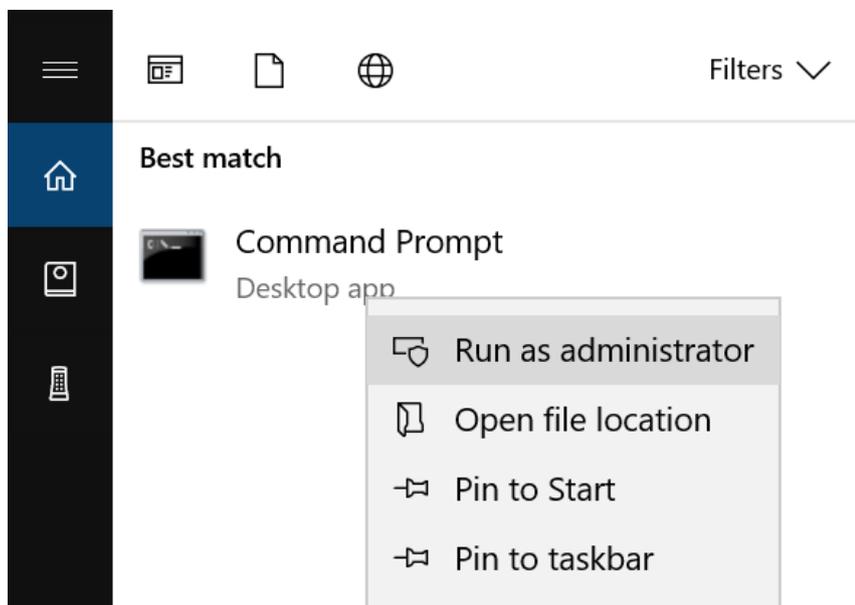
A "User Account Control" window will ask you if you want to proceed. Click "Yes".

4. Now you should have a command prompt window that, in the title bar" says "Administrator: Command Prompt":

Then run the following command:

```
bcdedit /set hypervisorlaunchtype off
```

After pressing "Enter" you should see "`The operation completed successfully.`". Now, just restart the machine.

If after unchecking them, running that command, restarting the machine, and then starting your app again and TurboActivate still says the customer is inside a virtual machine, then it's very likely they have Intel's hypervisor enabled in their BIOS. They'll need to disable it.

Disable the Virtualization in BIOS:

Restart the computer. As soon as you see the manufacturer's logo, press the key indicated on the screen to enter Setup or BIOS. The key you'll need to use varies by manufacturer and model. Keep pressing it over and over again until you enter the BIOS.

Here's a list of some of the most common setup keys by manufacturer:

- o Acer: F2 or DEL
- o ASUS: F2 or Del
- o Dell: F2 or F12
- o HP: ESC or F10
- o Lenovo: F2 or Fn + F2
- o Lenovo Desktops: F1
- o Lenovo ThinkPads: Enter + F1.
- o MSI: DEL for motherboards and PCs
- o Microsoft Surface Tablets: Press and hold the volume-up button.
- o Origin PC: F2
- o Samsung: F2
- o Sony: F1, F2, or F3
- o Toshiba: F2

Then, in the BIOS, you will have to look for the Virtualization. Depending on the computer, it can be in the **menu "System Configuration", "Security", "Advanced" or something like that**. Once the **Virtualization** has been found, you must **DISABLE** it.