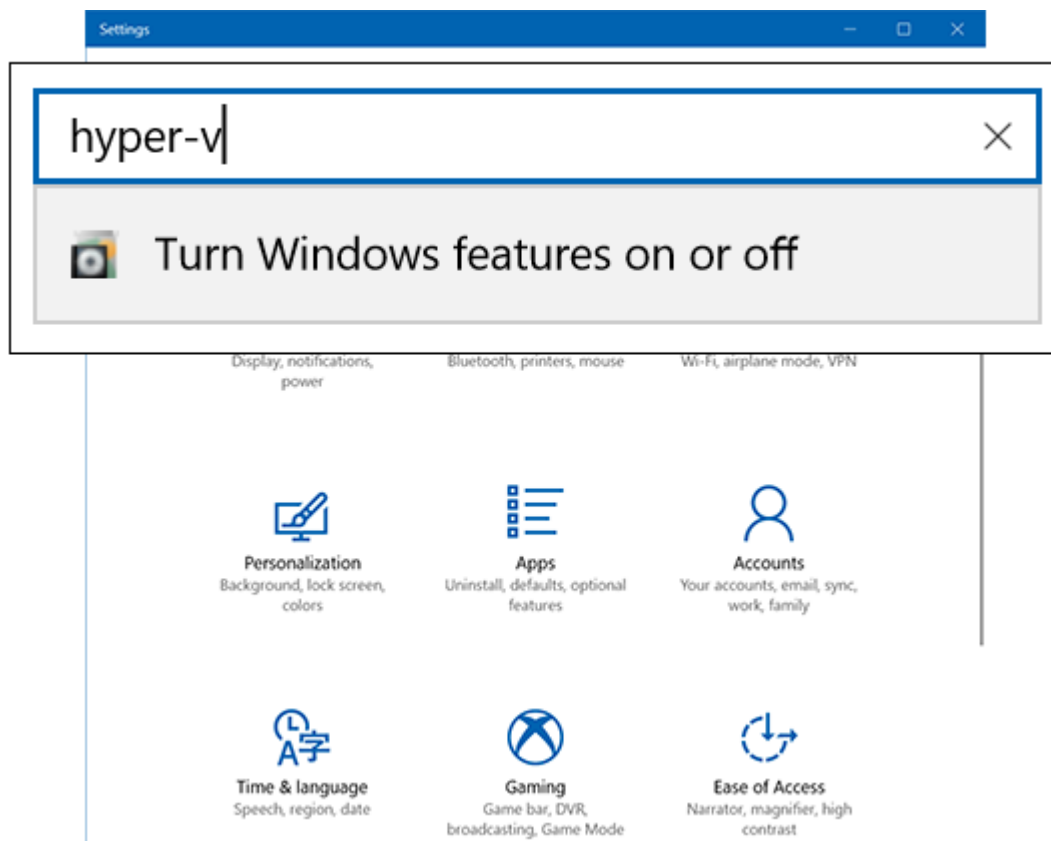


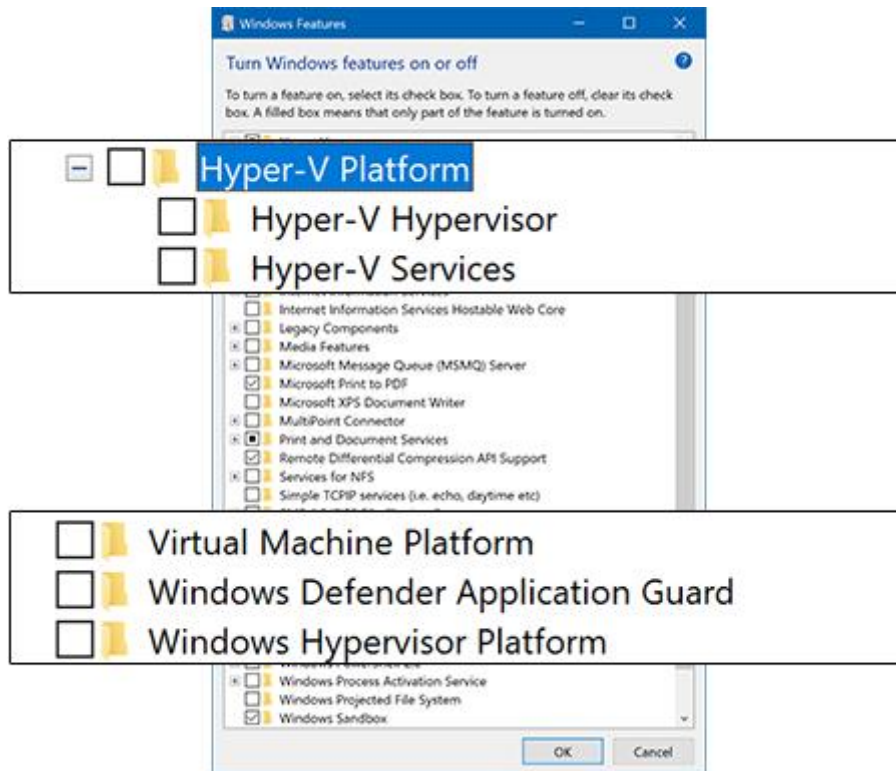
A customer can check if they're inside a VM by opening the "**Turn Windows Features on or off**" dialog. On earlier versions of Windows you can find this in the Control Panel / Uninstall Programs, on the right hand side of the window.

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:

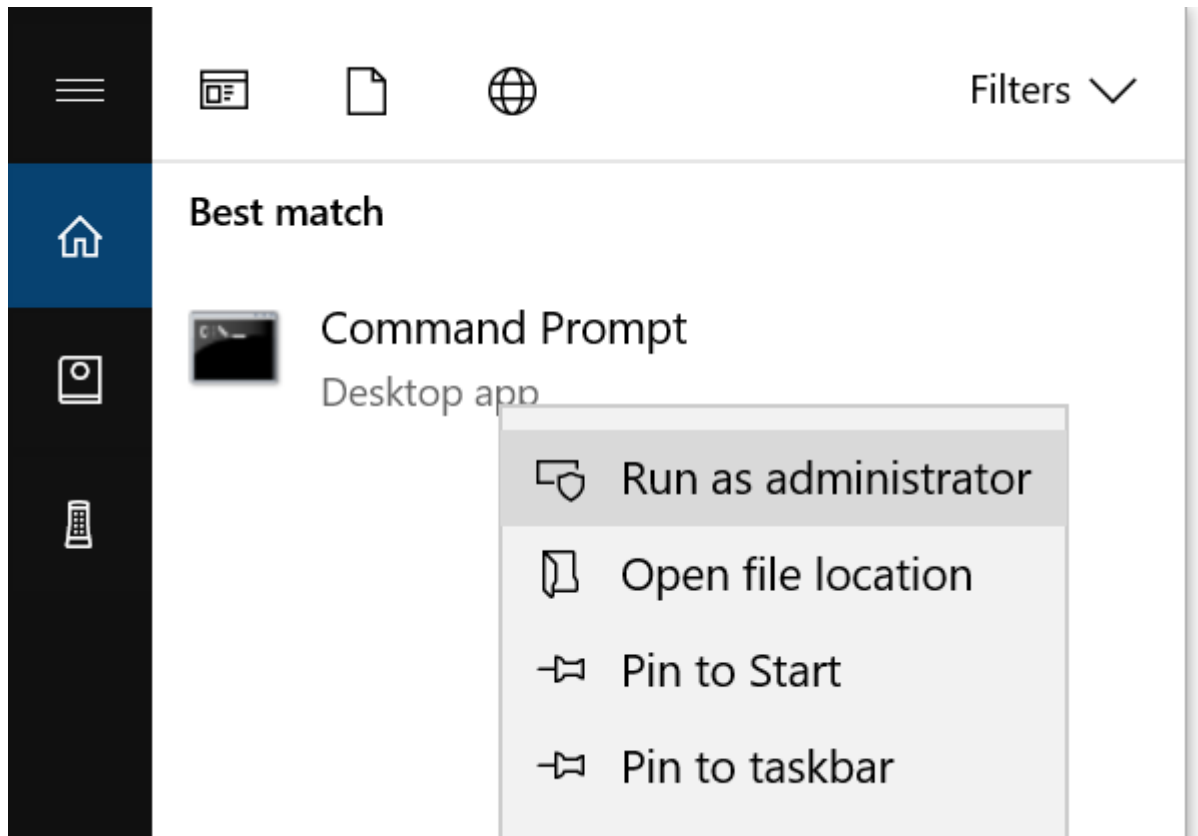
- **Hyper-V Platform** (and its sub-nodes: Hyper-V Hypervisor and Hyper-V Services)
- **Virtual Machine Platform**
- **Windows Defender Application Guard** (a part of Microsoft's anti-virus product that runs apps in virtual machines)
- **Windows Hypervisor Platform** (Microsoft's partial-rebrand of Hyper-V)



The customer will need to uncheck all of those options.

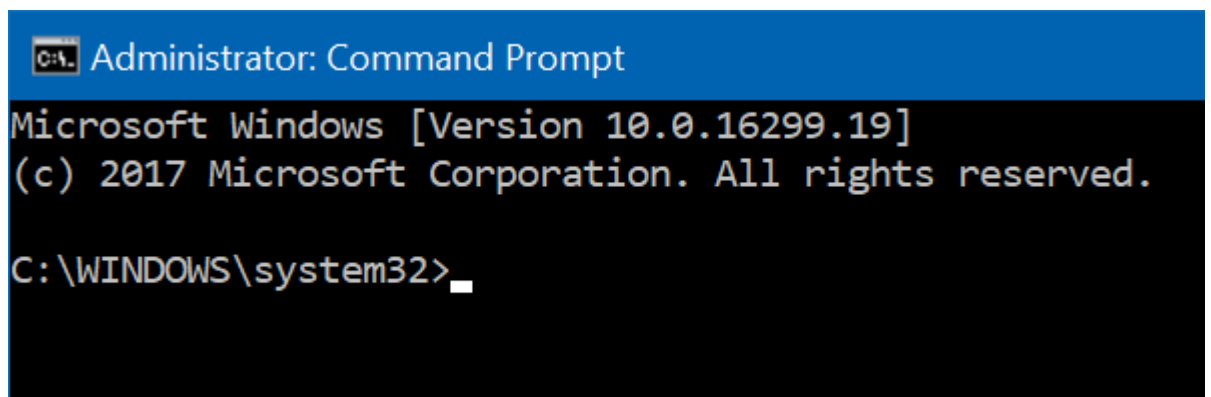
They'll also need to open command prompt with Administrative privileges Like so:

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.