MIKE Internet License

User Guide

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1   General information

The MIKE Internet License service is for customers who have opted for using an Internet license instead of a dongle license. For you to gain access to the Internet license server, DHI will create One administrator license account when we have received your order. The administrator will then be able to create all other user accounts including other administrators. Therefore, please contact your local internal administrator if you need access to your company's DHI Internet License.

NB. The login for the Internet license service is for license access in MIKE software only and cannot be used for the mikepoweredbydhi.com download page etc.

The Internet license can be used for all MIKE software from version 2016 onwards.

2   Default settings

These settings are pre-set in all MIKE software products and do not need any changes. However, should you need to restore the default settings, please use the information below:

From MIKE 2019 and onward, these Internet license servers are used:

- https://dk.license.mikebydhi.com/svc
- https://license2.mikebydhi.com/svc

with HTTPS (port 443).

To be able to connect to the Internet license, it is required that service port 443 is open for an SSL connection.

Be sure that no firewalls are blocking the port. Contact your company's IT department for assistance.

3   Getting started

Once you have received your credentials for the Internet License service, you are ready to connect.

After opening the DHI License Management Utility on your PC, please click Internet License Server in the menu.
It is not necessary to install the DHI License Manager to use the Internet License.
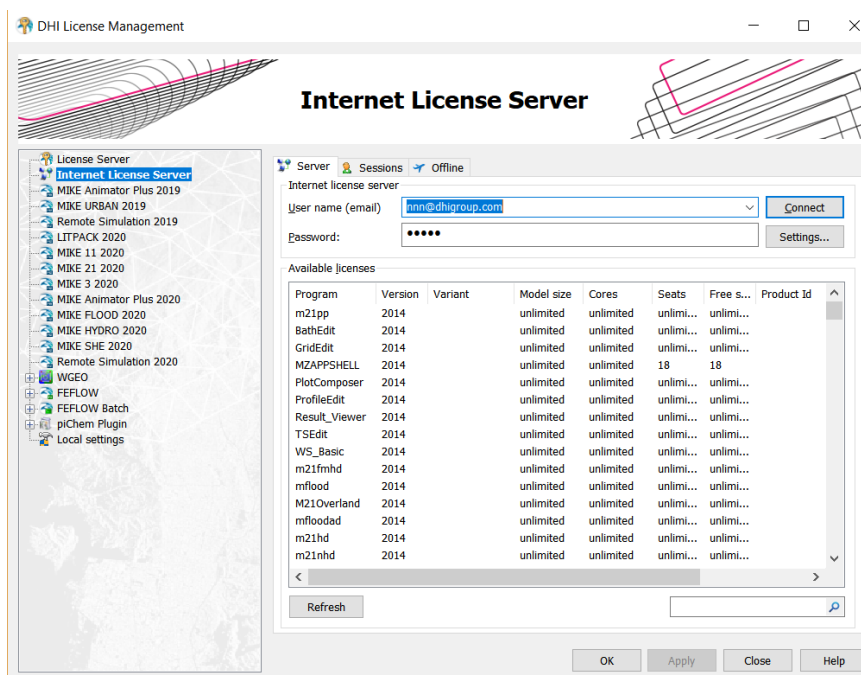
Enter your credentials before clicking Connect. Make sure you do not include any blanks/spaces around neither user name nor password.

When connected you will be able to see the available licenses as shown above.

Clicking the Sessions tab at the top, will show you a list of who is currently using the licenses.

4   Offline mode

Offline mode allows you to check out licenses from the internet license server to be used locally and thereby give you the flexibility to work offline.

Offline mode is available for MIKE software from version 2020 and onwards. In order to check out licenses it is required to have a professional license and to be online while checking out the licenses.

Firstly, open the DHI License Management utility and connect to the internet license server using your username and password, as described in the previous section.
Then, select Offline in the tab menu as shown below.
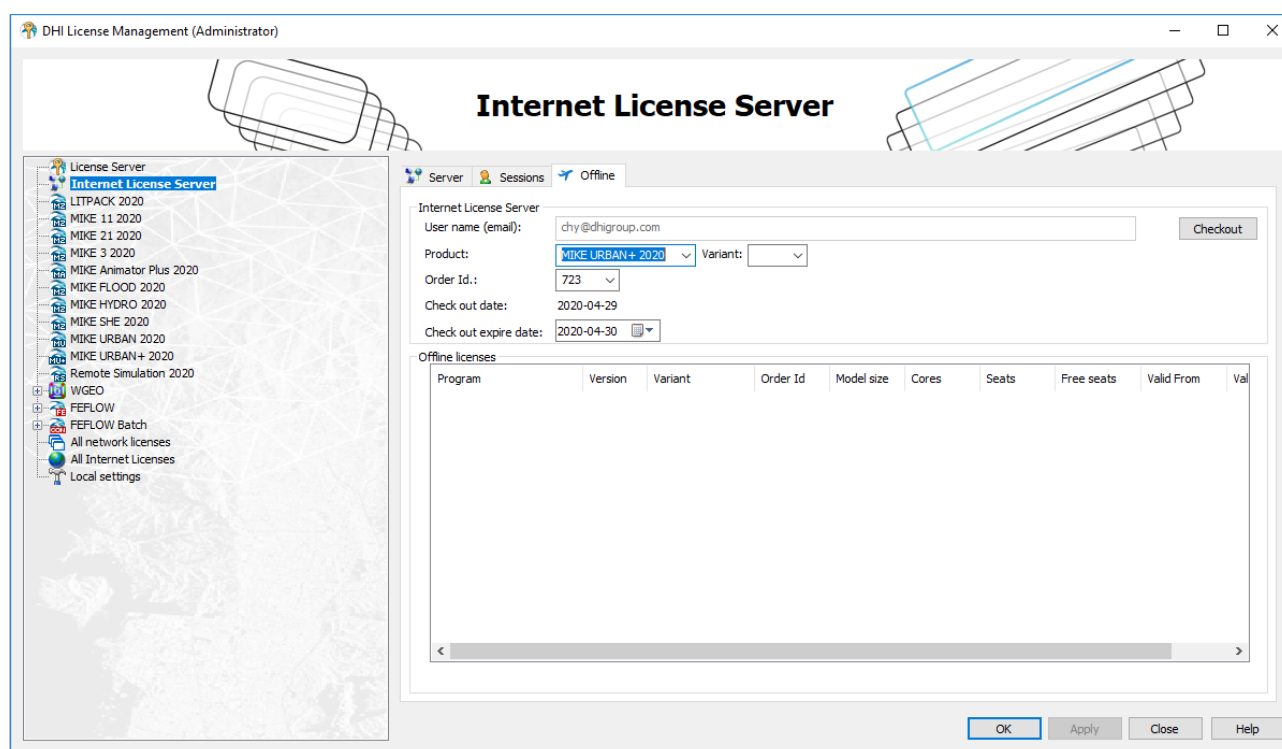
Under Product, select the product package you would like to check out. It is possible to check out more than one product package, but they must be checked out one after another. Only one seat can be checked out at a time and all modules under the product package will be checked out. When a product package is selected a list of available Order ID's will be shown under Oder ID. Select the Order ID you would like to use.

Finally, Select the check out expire date from the calendar. The offline license can be checked out for a period of up to 14 days. When expire date is reached, check out license will be returned back to the internet license poll. Please note, that it is not possible to return offline licenses manually.

Click 'Checkout'. A popup window will appear asking you to confirm the check out. Click 'OK'. The check out process will take few seconds until a list of offline licenses showing up. Then the check out process is completed successfully and the offline licenses are activated.
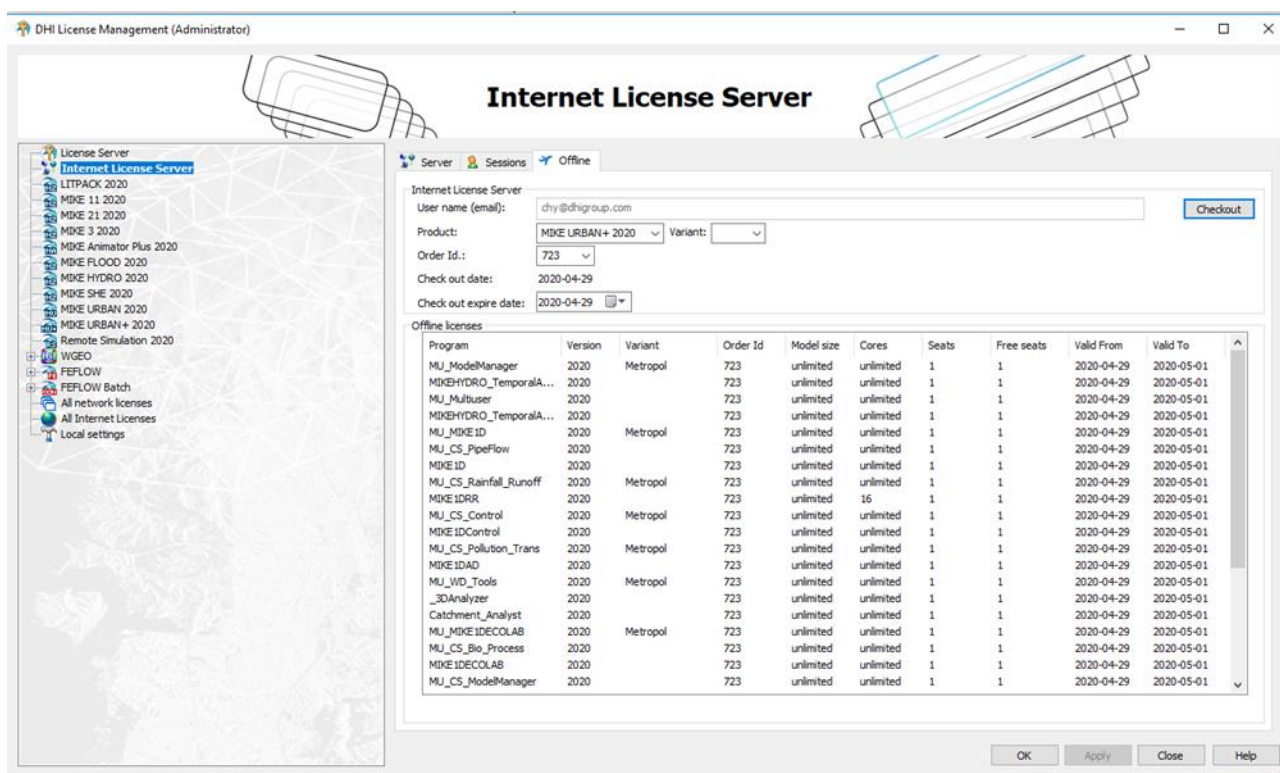
Your application may use multiple license modules which are included in different product packages. Therefore it is recommended to test the offline licenses in advance. In order to do this, turn off the internet connection and test the application you would like to use offline. If any error message appears saying a missing license or model runs in Demo mode, turn on the internet connection and check out the additional licenses needed.

When offline, a list of offline licenses will show including Order ID and Valid To date. The offline licenses for a product package will also be displayed under 'Available Licenses' when selecting the product package or Internet License Server on the main menu.

5 Web portal

You find the web portal here: https://license.mikepoweredbydhi.com.

In the web portal you have access to various levels of information about your company's license and users depending on your rights.

To log into the portal please use the same credentials as for connecting to the license.
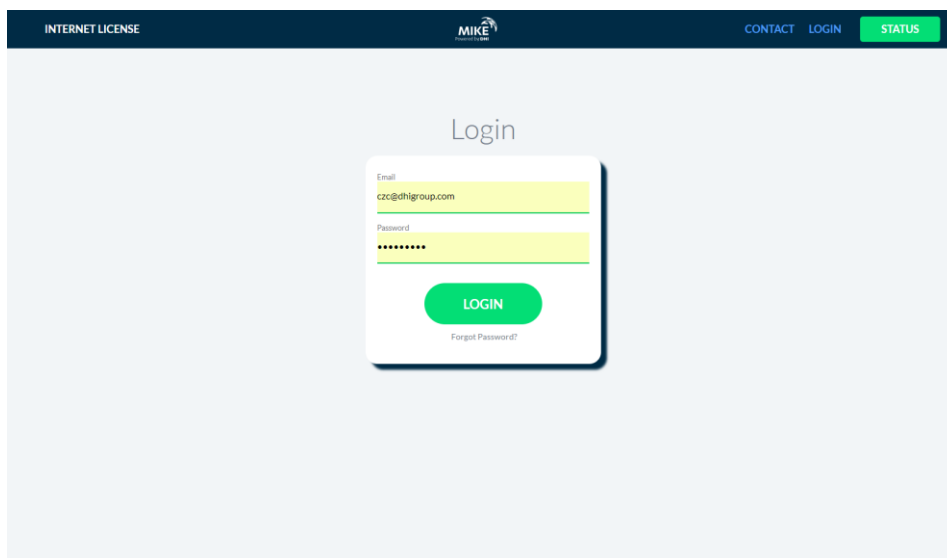
5.1 Internet license servers' status

You can check the operational status of the Internet license servers by checking the Status page https://license.mikepoweredbydhi.com/internetlicense/Status.

You can also find the link to the status overview by starting MIKE Zero.

The operational status of the different Internet license servers and of the web portal are listed there.

Planned maintenance of the servers will also be announced on the web portal.
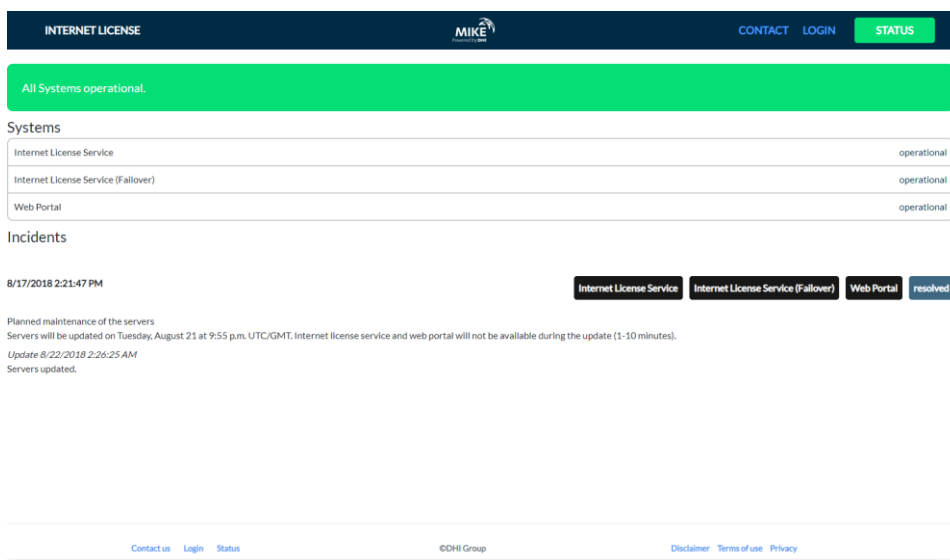
5.2   Portal Features

There are several portal features and they are explained in more details in the following sections. Some of the features are only available to an administrator.

5.2.1   Dashboard

You will be directed to the dashboard when you log on to the portal. The dashboard gives you a quick overview of the usage of MIKE products in the shared pool of licenses within your organisation.
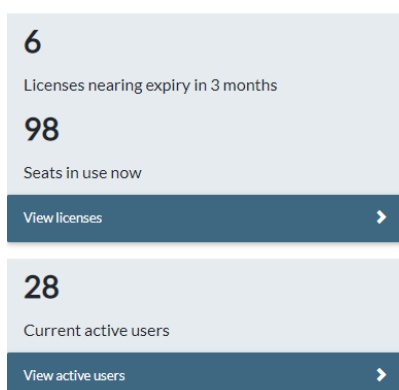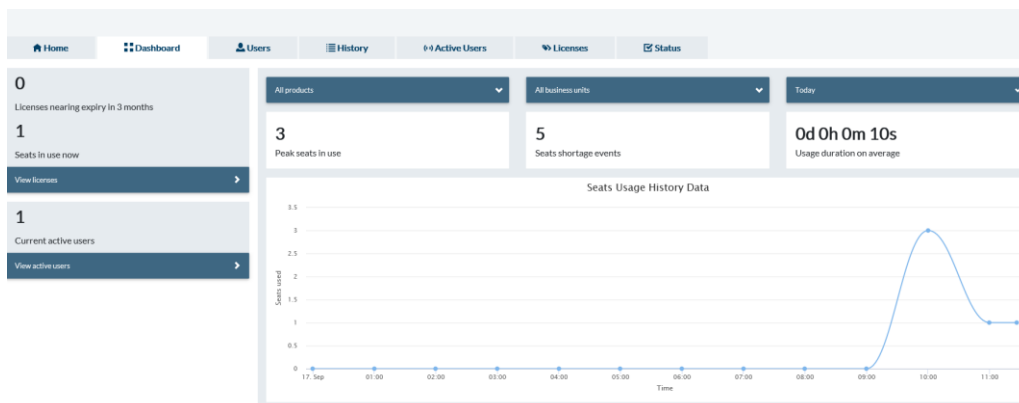
You can get an idea of licenses expiring within the next 3 months and an estimate of the number of seats in use over a period of time.
The number of seats in use is calculated by adding up all modules in use, including the engine and editors. Therefore, this number may exceed the number of editor seats that you have purchased.

The Current active users counter shows the number of all users who are currently using MIKE licenses. Clicking the View active users will show you who they are.

NB: The numbers only update when entering the Dashboard

All products ⌄

110
Peak seats in use
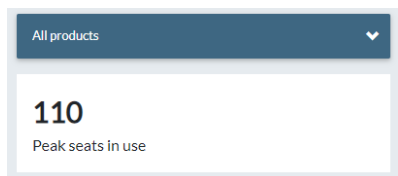
The information above the graph and the graph itself can be filtered based on products, business units and datetime.

Clicking on **All products** will allow you to filter the different MIKE products which you have in your license.

Peak seats in use is calculated in the same way as number of seats in use but only displays the maximum number of seats based on the product chosen, business unit* and datetime. Please be aware that the number of seats is calculated by adding all product modules in use including the engine and editor seats. Therefore, the total number may exceed the number of editor seats you have purchased.

The business unit information will be available for future events after it has been set up

All business units ⌄

12
Seats shortage events
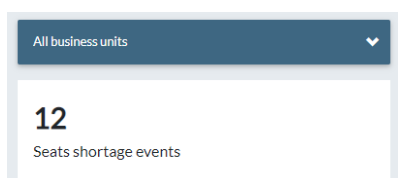
Clicking on **All business units** will allow you to filter based on business units. Please be aware that this feature is only available if you have filled in the business unit fields for each user in the system. This is done through the Edit details option for each user.

Seats shortage events is a counter that tracks the number of times the license system is being asked for a license where it is not available. The reasons for unavailability may be several:

• There may be too many users with access to the license
• You may have too few licenses for your workload
• You may have tried to use a module that you do not own
• You have tried to use a module that has expired
• You may have tried to use a module in a version that you do not own.

Feel free to contact mike@dhigroup.com if you need further information about the shortage.

Today ⌄

0d 1h 11m 25s
Usage duration on average
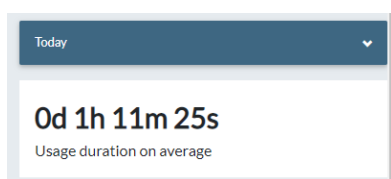
Clicking on **Today** will allow you to change the date range applied.

Usage duration on average is the average time a seat is being used based on the product chosen, business unit and datetime.

NB: The date and time is localised to your local region based on your browser settings.

5.2.2   Users

The Users tab shows you all the users registered within your company who have access to use the Internet license. As a standard user you will only be able to edit your own account. An administrator will have several additional options for managing the account and users.
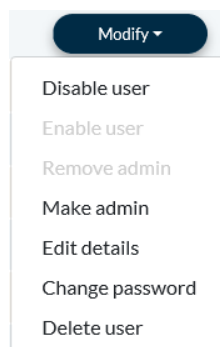
User options

- View all users in the organisation
- Edit your own user details

Administrator options

NB: Administrators have an admin icon besides the modify button.
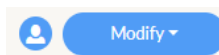
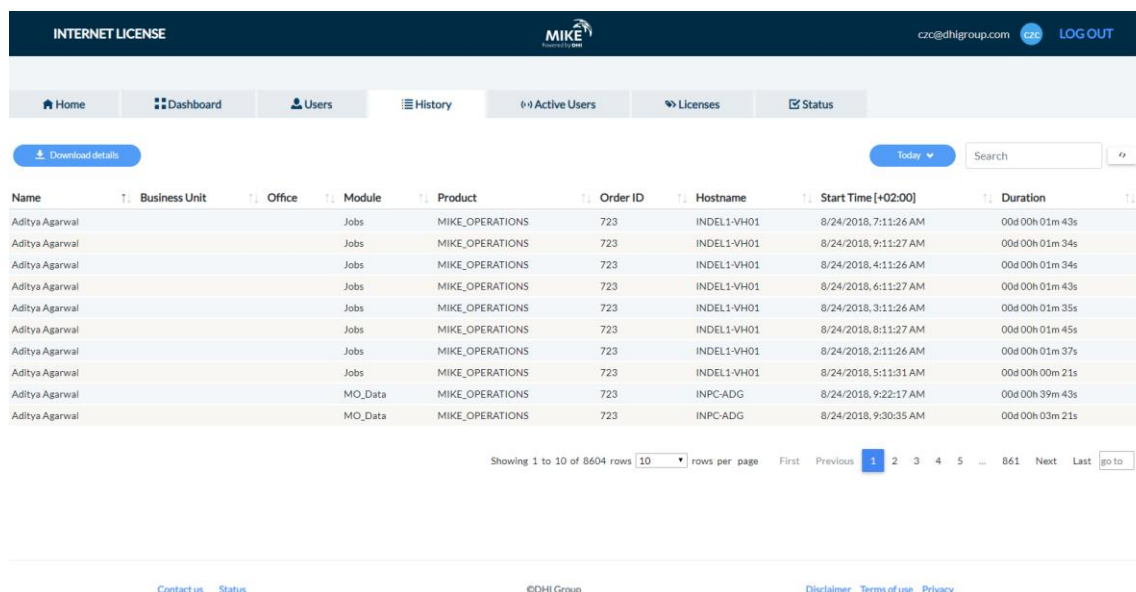By using the Add User and Modify buttons an Administrator may.

- Add new users and delete existing users. *NB: a deleted user cannot be restored.*
- Dis- and enable users. A disabled user will not be able to access and use the Internet license
- Give and remove admin rights to/from users. You can have multiple administrators within an organisation
- Edit details for all users, incl. Business Unit

5.3   History

The History tab is available to all users and shows the historical usage for all users in your organisation. You can search and filter on users, product modules (modules as displayed), products and so on for all fields shown below.

NB: the datetime displayed on the web portal is localised to your region based on your browser settings.

You can change the time range of the historical data by clicking on **Today** and selecting from the options within the menu.

You can also download the details by clicking the download button. The downloaded data is based on the criteria you have chosen.

NB: Downloaded data have the datetime set as GMT instead of local time.

5.4 Active Users

The Active Users tab (available to all users) shows all currently active users in your organisation. You can search and filter for users, product modules (modules as displayed), hostname, etc. for all fields shown below.

Releasing license seats

If you have Administrator rights, you have access to this feature.

If a computer or a model crashes, the taken modules will normally be released automatically after approximately 15 minutes making them available for use. However, this will not be shown in the available seats overview. It may take up to 2 hours before it shows in the portal.
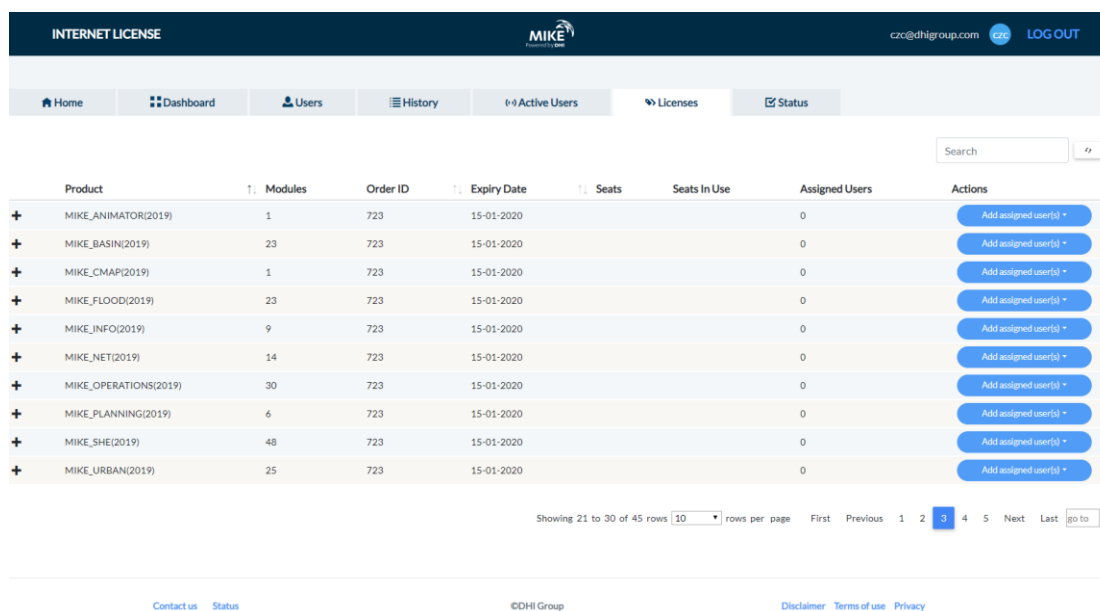
If there is a need to release license seats, an administrator can click the **x** for a specific active user and release the license seat. This seat will be available immediately.

NB: There is a small risk that the released license seat is immediately taken by another user within your organisation if the user starts the software just as the seat is released.

5.5   Licenses

In the licenses tab, you get an overview of all the licenses that are available to you in your organisation. The licenses are organised into products. You can search and filter for product modules (modules as displayed), expiry date, and so on for all fields shown below.

*NB: It is important to note the difference between the **Product** and the **Order ID** fields. The Order ID is the License Registration number and may contain many products. Most organisations have only one Order ID.*

The fields **Seats** and **Seats in Use** will only display information when the + button to the left of the product name is clicked.
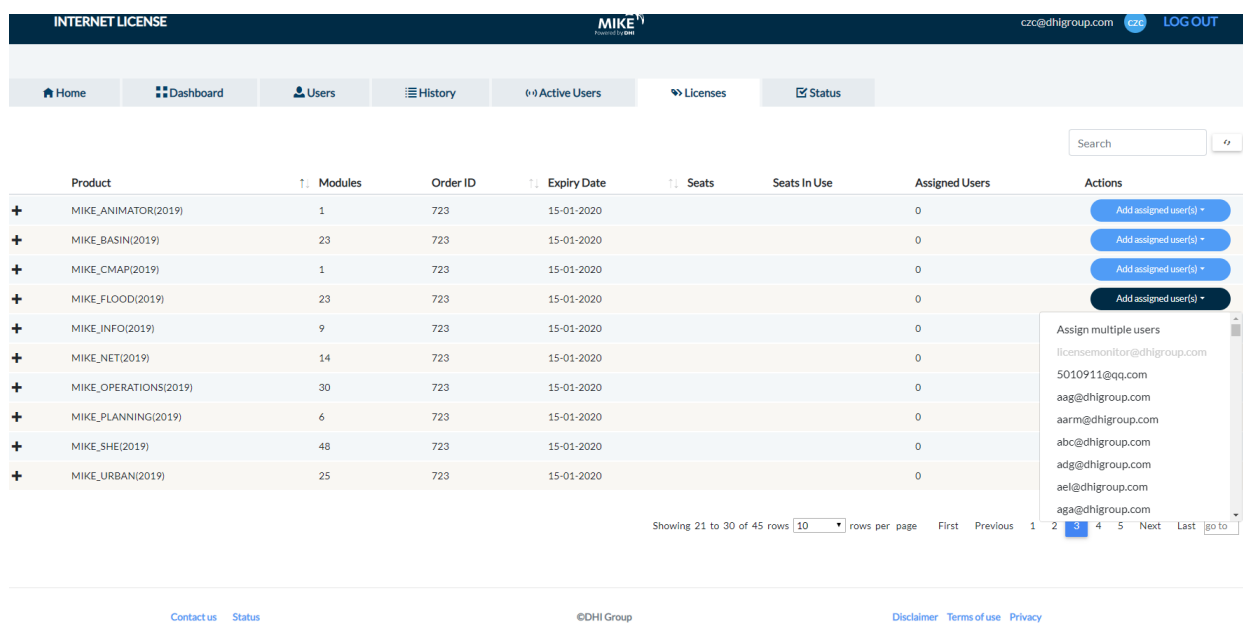
See the following example.

The **Seats** field will show the number of available seats while the **Seats in Use** will display the number of seats currently in use.

Add assigned users

Adding assigned users is an advanced feature that allows the license administrator to assign a specific **Order ID** (license number) to selected users.

By default, all enabled users have access to all **Products** and all **Order IDs** in your organisation. To restrict access for a user to a specific **Order ID**, an administrator can assign a user or a group of users to a selected **Order ID** by clicking the **Add assigned user(s)** button as shown below.

A user can only be assigned to **ONE** Order ID at any one time. Once a user is assigned to an **Order ID**, that user can only access products and product modules associated with that **Order ID**.

An additional dialog menu will be shown if the **Assign multiple users** option is clicked:

Remove assigned users

An administrator can remove assigned users by clicking the **x** button next to the user's email address in the expanded view of a product.

Alternatively, an administrator can remove assigned users by clicking the **Assign Multiple Users** option under **Add assigned user(s)** and remove the assigned user.
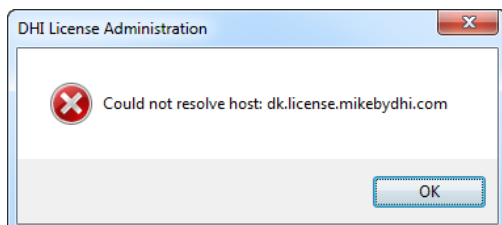
6 Troubleshooting connection problems

6.1 Error messages

6.1.1 Error message 1

This error message indicates a network connection or configuration error. The PC is not able to resolve which address is behind "dk.license.mikebydhi.com".

Please check if you can login to http://dk.license.mikebydhi.com/licleaseweb/home.

6.1.2
Error message 2
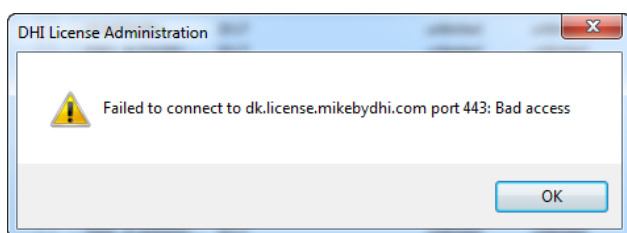
This error message usually means that something is blocking the PC from connecting to the internet license server. It may be a firewall or some other network rules.

Some users have to use a "proxy" to access the Internet resources (it can work transparently for them when they use IE, but it has to be setup manually for the Internet license).

6.1.3 Error message 3
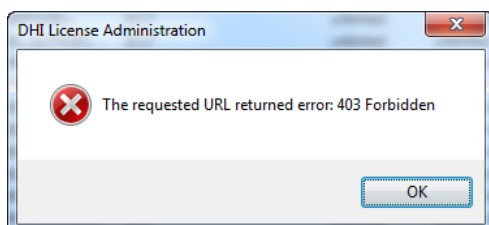
Please check that username and password are correct and that you have a valid license and account. Make sure that the latest service packs are installed for your MIKE products.

6.1.4 Error message 4

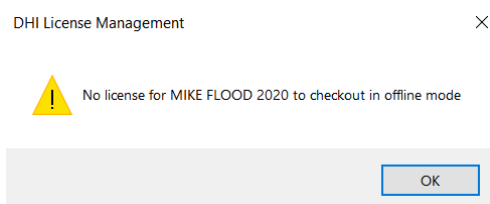This error message means that you are trying to check out licenses for a product while the Internet license server is not connected. Make sure to be connected to the internet and that credentials for the Internet license server are not correct. Reconnect/refresh internet license server before trying again to check out internet licenses.

6.1.5 Other Error messages

If you get other error messages than these, please contact mike@dhigroup.com about your problems. Please include screen dumps of error messages and these logfiles:
- C:\Users\<user_login>\AppData\Roaming\DHI\LicSys\NetLmLcw.log
- C:\Windows\System32\config\systemprofile\AppData\Roaming\DHI\LicSys\NetLmLcw.log

You may also want to look at our FAQ: https://faq.dhigroup.com/

6.2 SSL Certificate

Another problem that may occur, is that the SSL certificate from dk.license.mikebydhi.com is not validated. The Server certificate is valid till September 3, 2020, and will be renewed by that time. It is signed by Thawte SSL CA. It may be that on some PCs this certificate may appear as "not trusted". Make sure that you have the latest Windows updates and the latest service packs for your MIKE 2020 products.

6.3 Proxy Server

From version 2017 onwards, it is possible to use these proxy servers: HTTP, SOCKS4, SOCKS4a, SOCKS5 and SOCKS5a, also with authentication if it is required. Only the HTTP proxy type was tested with MIKE 2019. The Proxy server address must be entered as shown below (square brackets [..] denote optional parameters. The default port value is 1080:

- proxyserver[:port] – HTTP proxy, it is the same as the next one (http://...)

- http://[user:password@]proxyserver[:port]/ - HTTP proxy server

- socks4://[user:password@]proxyserver[:port]/ - SOCKS4 proxy server

- socks4a://[user:password@]proxyserver[:port]/ - SOCKS4a proxy server

- socks5://[user:password@]proxyserver[:port]/ - SOCKS5 proxy server

- socks5h://[user:password@]proxyserver[:port]/ - SOCKS5a proxy server

Or you can use Proxifier (or similar) to connect.

Communication with the license server can be tested from the DHI License Management utility, by pressing the **Connect** button. The Proxy settings can also be changed in the Internet License Server Settings window opened with the **Settings…** button.