

# Installing and Authorizing ArcGIS Network

## With MIKE Software on a Server - Recommended setup



## General Information

You have purchased a network license of MIKE URBAN which includes ArcGIS software with an EFL code. If you wish to use the installation as a network license where you connect to a license for MIKE URBAN and ArcGIS from a license server, please follow these instructions.

Both the DHI License Management (please refer to [DHI License Management, User Guide](#)) and the ArcGIS License Server Administrator must be installed on a server accessible from your local/client PC.

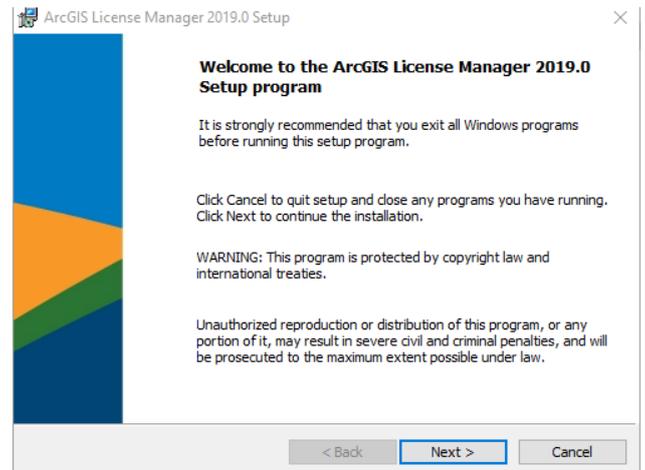
This document describes in detail how to install the ArcGIS License Manager on a server. It also describes the steps necessary for authorizing the available seats with an EFL code and then connecting to the ArcGIS License Server Administrator from the Client (ArcGIS Administrator).

While VPN connections in general are supported you should always involve your IT department in solving any issues stemming from network configurations and similar. DHI may not have the necessary information to help with such issues.

## Installation on the server

Before installation, make sure to have the correct User Access Control Settings on the computer you are installing on. They should be at the lowest possible. To change the User access control settings, please go to the Control Panel - User account - change user account control settings. Make sure it stays at the lowest as 'never notify' while installing and licensing. Open the folder called ArcGIS 10.7.1 and then License Manager 2019.0/LicenseManager

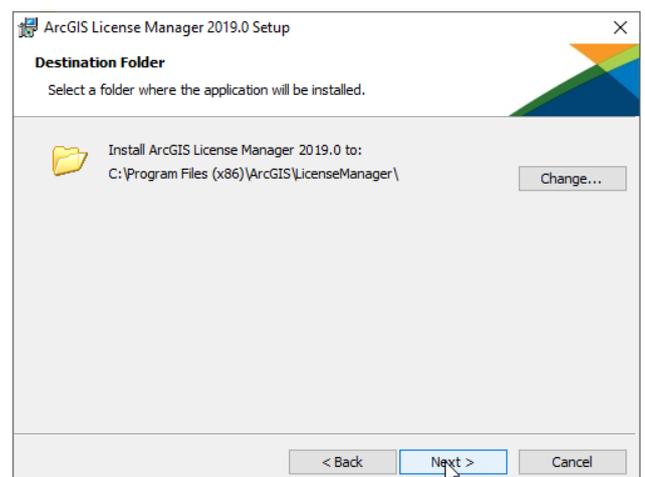
Then right click the Setup .exe file and choose run as administrator. This will start the installation process:



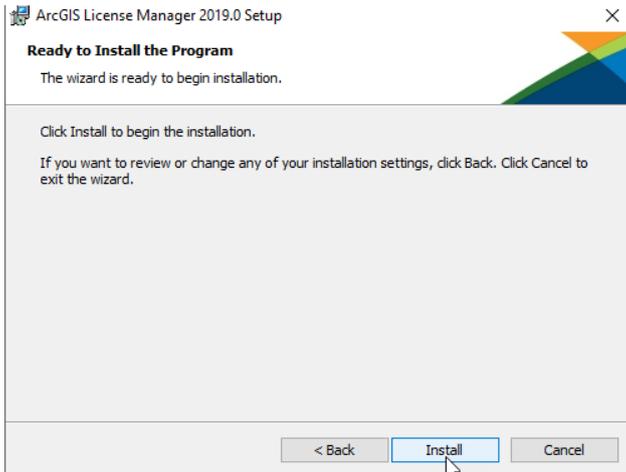
Click Next



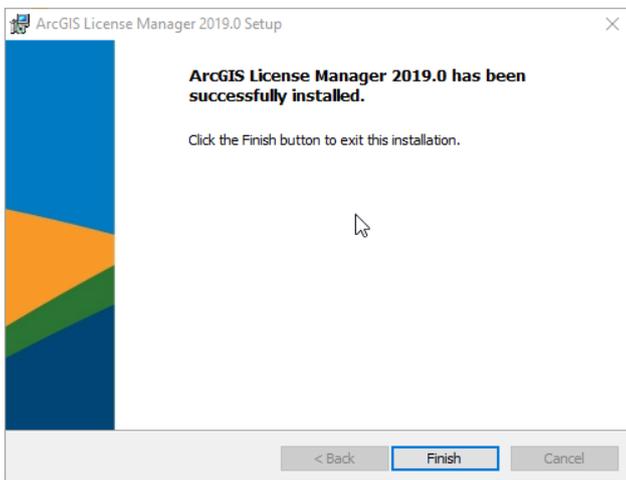
Select 'I accept the master agreement' then click Next.



Browse to your preferred destination folder or use the one suggested and click Next.

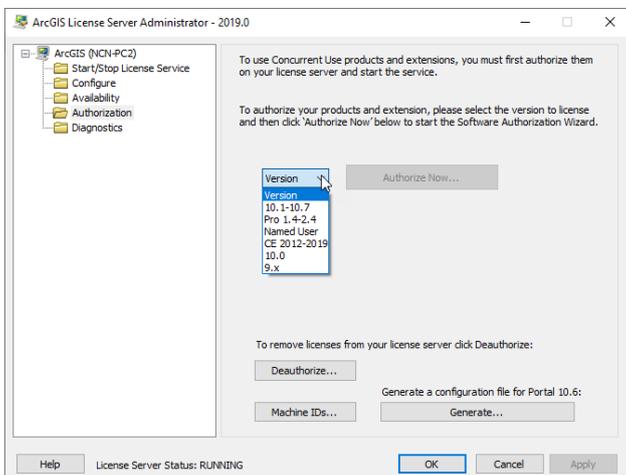


Click Install.  
Please wait – the process may take several minutes.



Click Finish and the ArcGIS License Server Administrator will open.

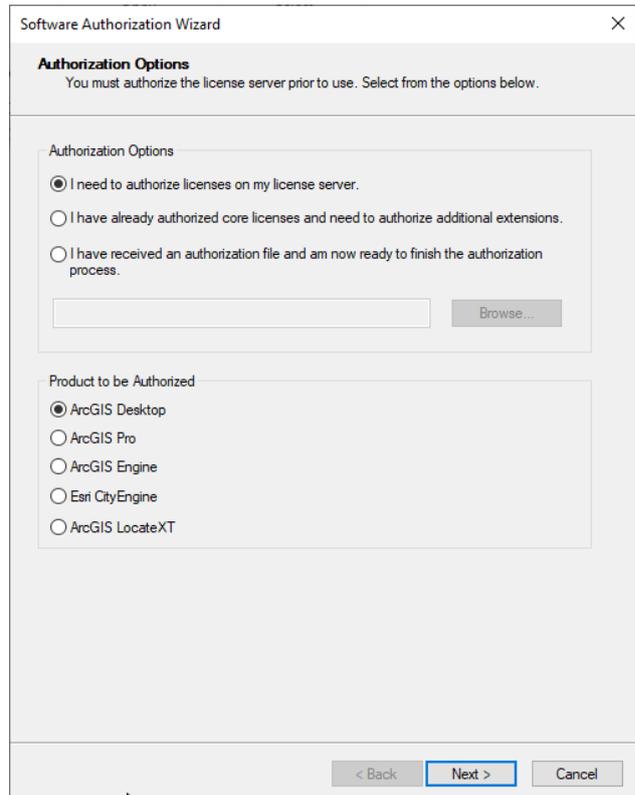
## Authorizing a Network license



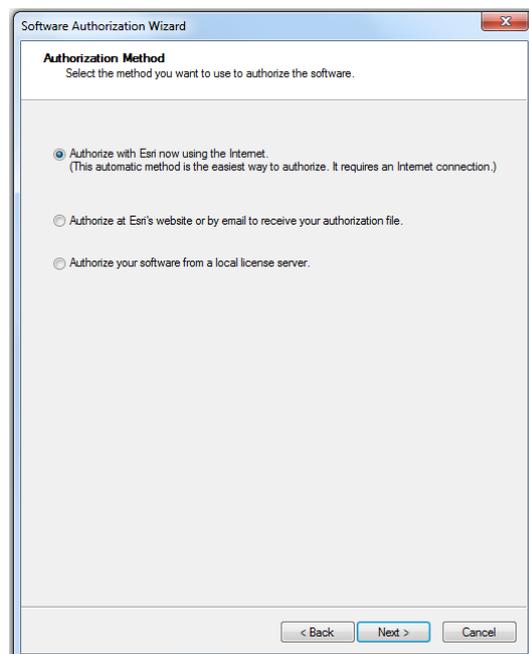
Select the version relevant for the MIKE product that you wish to install. For example, select version 10.1-10.7 for

MIKE URBAN in version 2020 then click 'Authorize Now...'

To find out which version of ArcGIS Desktop goes with which version of MIKE, see below link:  
<http://faq.dhigroup.com/default.asp?module=Installation+Hardware&ID=379#answer>



If you wish to authorize for the first time, select the above options and click Next.



Select the above option and click Next

**Authorization Information**  
We will use the following information to verify our records and authorize your use of the software. (\* required field)

\*First Name: Yan  
 \*Last Name: Chen  
 \*Organization: DHI  
 Department:  
 \*Address 1: Ager Allé 5  
 Address 2:  
 \*City: Horsholm  
 \*State/Province: NA  
 \*Zip/Postal Code: 2750  
 \*Location: Denmark  
 \*Phone Number: 45169249  
 \*Email: chy@dhiigroup.com  
 Comment: Optional user-defined authorization description.

< Back Next > Cancel

**Authorization information (continued)**  
We will use the following information to verify our records and authorize your use of the software. (\* required field)

\*Your Organization: Non-Profit Organization  
 \*Your Industry: Water Resources  
 \*Yourself: Other

The personal information you supplied is protected under Esri's privacy policy. If you want to view Esri's privacy policy, click the View button below.

View...

< Back Next > Cancel

Fill in the necessary information and click Next

**Software Authorization Number**  
Enter the authorization number for your software product.

The authorization number consists of three letters and a series of numbers, similar to ABC123456789.

ArcGIS Desktop Advanced	No. of Licenses
EFL246516041	1
ArcGIS Desktop Standard	
ArcGIS Desktop Basic	

< Back Next > Cancel

Fill in your ArcGIS Authorization code starting with EFL and select the number of seats you would like to authorize (1 seat per purchased license). If you have already authorized some seats earlier, they cannot be authorized again unless you have de-authorized them.

- ArcGIS Desktop Advanced or Basic are NOT for use with MIKE software

Then Click Next

**Authorize Software Extensions**  
Please select an option below.

Options

I do not want to authorize any extensions at this time.  
 I have authorization number(s) to authorize one or more extensions.

Extensions

Feature	Authorization Number	No. of Lice...
3D Analyst	EFL729850086	1
Spatial Analyst		
Network Analyst		
Publisher		
Data Interoperability		
Geostatistical Analyst		
Tracking Analyst		
Schematics		
Full Motion Video		
Workflow Manager		
Data Reviewer		

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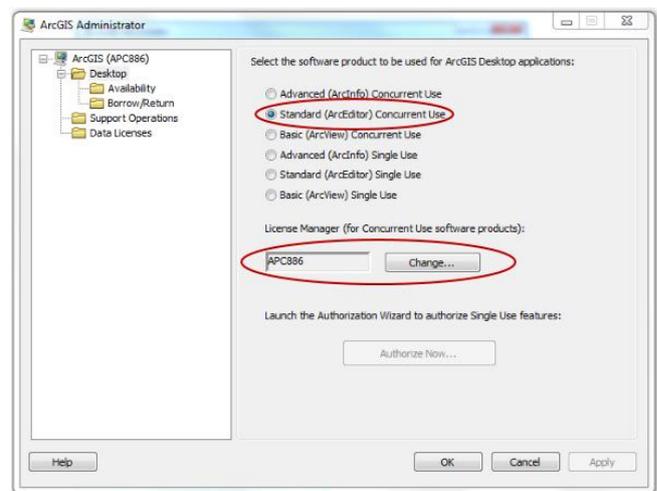
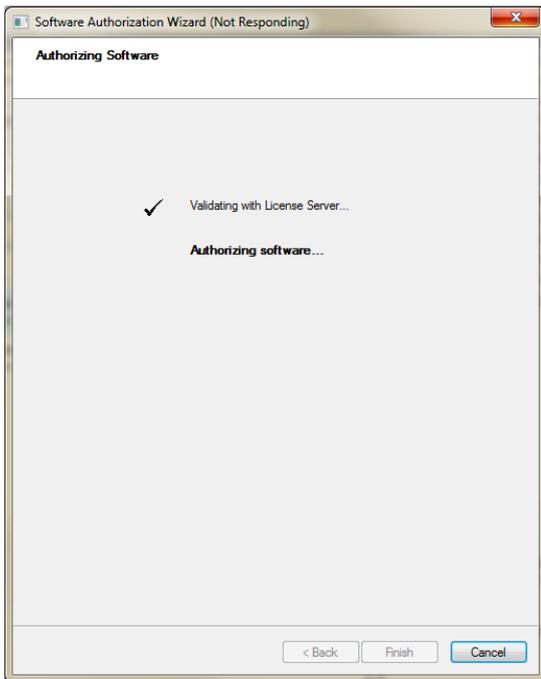
If you have purchased any extensions for MIKE that require special ArcGIS extensions, you must also authorize these with an EFL code provided for the extension(s). Please enter them as shown above. If not, choose 'I do not want to authorize any extensions at this time'. Then click Next.

Click the Availability option from the menu, and you will see which licenses you have available.

## Connecting to the ArcGIS license

Before connecting you must install the DHI License Management and the relevant MIKE software product on your PC. The installation also includes the installation of ArcGIS with necessary service packs. Instructions are available separately.

When installed, from the Start Menu open the ArcGIS Administrator

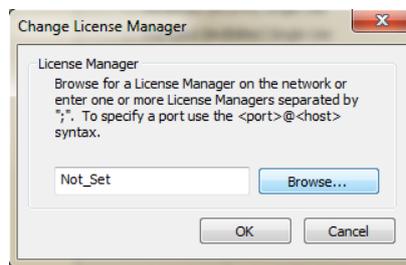
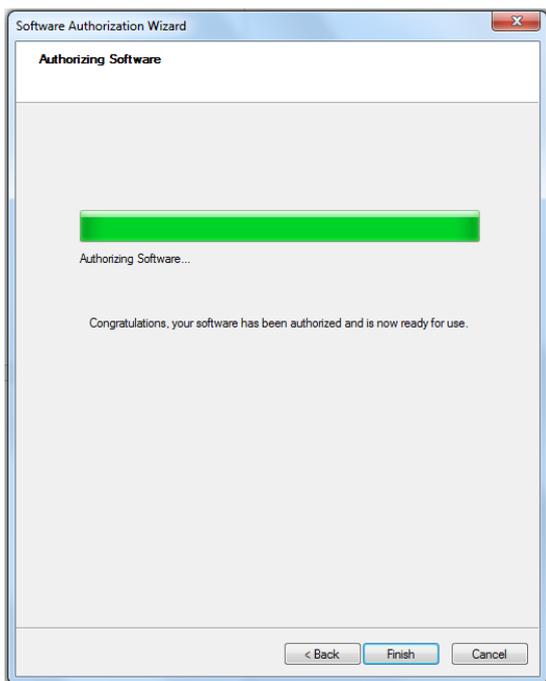


The authorization process may take a couple of minutes.

Under Desktop, select

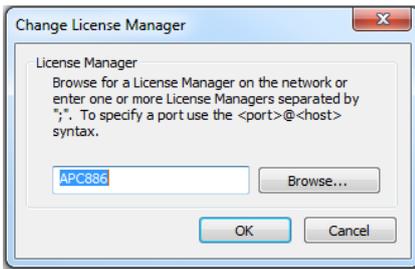
- Standard (ArcEditor) Concurrent Use for MIKE URBAN

Then click Change

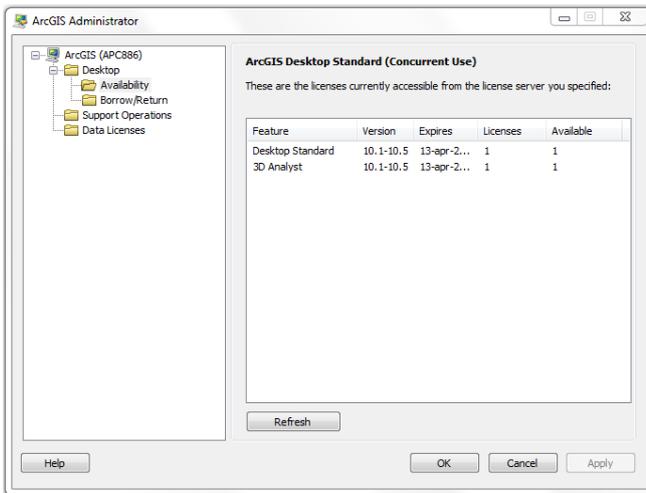


Click Browse and browse to your local PC where you just installed the ArcGIS License Server Administrator.

When the authorization has been completed, click Finish and the ArcGIS License Server Administrator will open.



Click OK.



From the Availability option in the menu, you will see the licenses that are available.

After connecting to the DHI license file through the DHI License management, you should be ready to use MIKE URBAN.

## Troubleshooting

If you get an error message saying “xxx’ is an invalid hostname” when you enter the name of the license server in the ArcGIS administrator, it is most likely caused by network connection problems between the client machine and the license server. Please check the following:

1. Did you spell the name of the license server correctly?
2. That the license server is started and running, by opening the server administrator application
3. That you have a connection to the server by using the ‘Ping’ command from a command line prompt or by

4. browsing to it with Windows Explorer
4. If this is OK the problems are most likely caused by the firewall configurations on the network path and you should be able to get help from your local IT department.

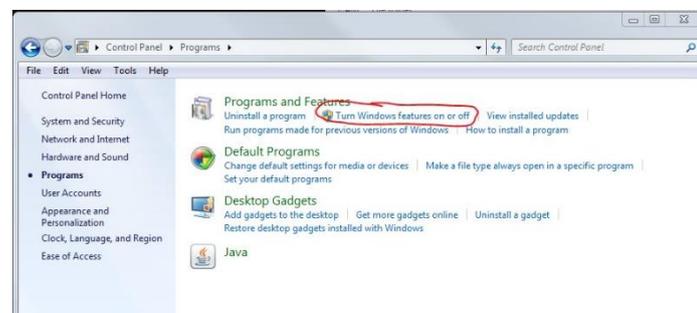
Further information on the license manager and its configuration please refer to the reference guide document on the USB flash drive:  
ArcGIS10.5/DHIInstallInstructions

## Appendix A – How to verify connection on a specific port

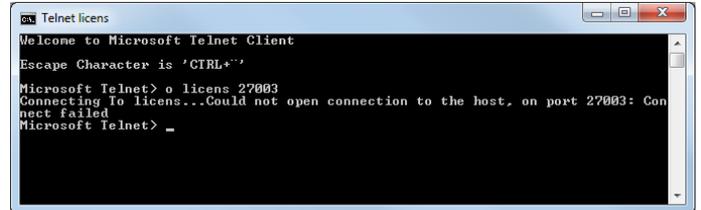
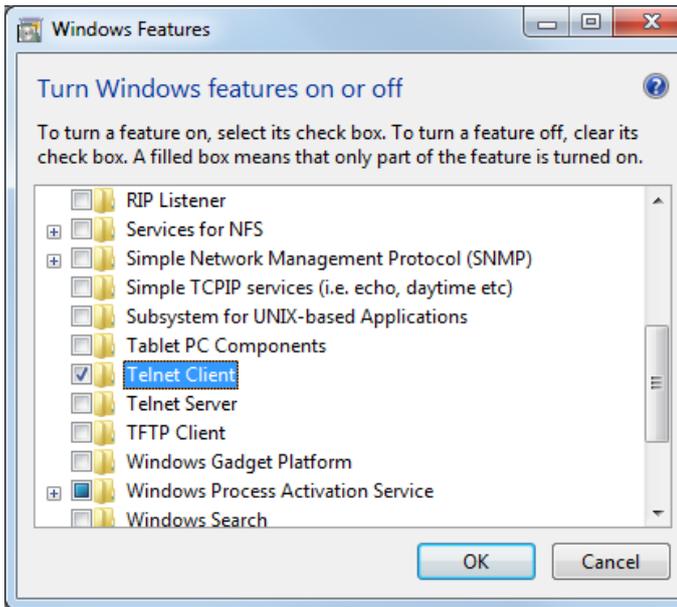
Connection problems are often caused by certain ports being blocked by a firewall. The license manager uses the ports 27000 to 27009. Please refer to the license manager reference manual on how to configure the use of specific ports.

To check the connection on specific ports, the method described below procedure may be used.

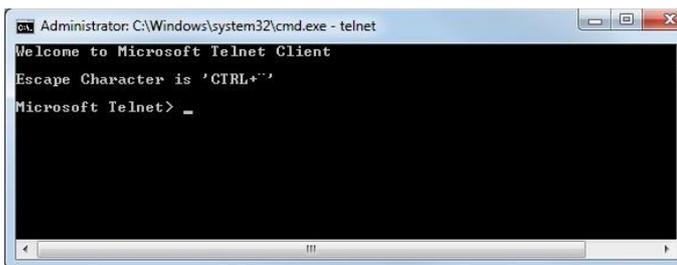
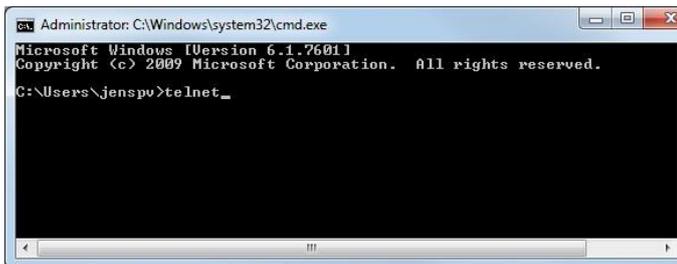
1. Enable the TELNET program on the client PC, either by the control panel of the command line:
  - **pkgmgr /iu:“TelnetClient”**  
or
  - **dism /online /Enable-Feature /FeatureName:TelnetClient**



In case the port is not open you will see the following error message.



2. Open a command window and start the TELNET program



3. Try opening a connection with the command: 'o hostname [port]', to test for connection. (If the license server is named 'license' and the port is 27004 the command should read: o license 27004)

