MIKE Powered by DHI

DHI Entitlement Management

User Guide for Entitlements and Licensing



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1 General information on licensing

DHI modernized the way you access and manage your MIKE Powered by DHI software licenses. In 2026, we moved from our former licensing system to a modern, industry-standard entitlement management platform based on the Flexnet technology by Revenera.

Entitlements have always existed at DHI, but we rarely referenced them explicitly, instead, we typically grouped both under the term “licenses.” However,

- An **entitlement** is what you receive when you purchase MIKE Powered by DHI software. It’s the right to use the software whenever you choose.
- A **license** is what the software draws on to perform tasks, such as running a simulation.

In other words, a company might buy the right to run 10 simulations at the same time (the entitlement), but if your colleague is already running a batch of simulations, then you might not be able to get a license from your license server.

Important note: *Customers not ready to transition immediately can continue using the old internet license system with MIKE 2025 and earlier. This means that older installations that are using the old internet license system may be required to move to a physical dongle and license file. Older installations rely exclusively on the old internet license server or a dongle.* ***If you want to run older software versions without upgrading your models, you must use the old version.***

Glossary of terms

The new platform brings new terms and changes in the way we use existing terminology. In the following document:

- **Administrator** is the designated company employee who administers the company’s entitlements to the MIKE Powered by DHI software.
- **Client computer** is a computer where the MIKE Powered by DHI software is installed/running, such as a PC, VM or docker container.
- **Company** is the organisation that has purchased access to the MIKE Powered by DHI software.
- **DHI Entitlement Portal** is where the administrator can log in to manage the company’s entitlements, and users can see the entitlements.
- **DHI License Manager** is the application on the client computer where users can configure their connection to a server, and where administrators can manage entitlements on network servers.
- **Entitlement** is what you receive when you purchase MIKE Powered by DHI software. It is the right to use the software whenever you choose.
- **Internet server** is the company’s unique on-line server where on-line entitlements are connected to.
- **License** is what the software draws on to perform tasks, such as running a simulation.
- **Local server** is a network server that is located on the same computer where the MIKE Powered by DHI software is installed.
- **Network server** is a computer on the company’s network that stores off-line entitlements for the company.

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- **User** is the company employee who uses/runs the MIKE Powered by DHI software.

***Important note**: The most important clarification is the difference between an entitlement and a license. Entitlements have always existed at DHI, but we rarely referenced them explicitly. Instead, we typically grouped both under the term "licenses".*

*An **entitlement** is what you receive when you purchase MIKE Powered by DHI software. It is the right to use the software whenever you choose.*

*A **license** is what the software draws on to perform tasks, such as running a simulation.*

In other words, a company might buy the right to run 10 simulations at the same time (the entitlement), but if your colleague is already running a batch of simulations, then you might not be able to get a license from your license server.

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2 Installation

All software downloads are from the Download Center in the DHI Customer Care Portal.

There are two parts to the installation process:

1. The software required to connect your MIKE software to either your on-line license server or an off-line network server is automatically installed, and
2. The software required to run an off-line license server must be installed separately.

In the first case above, everything you need is installed when you install MIKE software on a computer. You do not need to install anything separately to connect to a license server and obtain a license to use your MIKE software.

If you want to install a network server, then you must download the DHI License Server installer (see Section 2.1).

2.1 Installing a license server on an off-line computer

If you do not want to use the internet license server, you can use any computer on your network as a license server – that is, use it to supply licenses to other computers on your network. A network server can be installed on any physical computer in your network, including your own computer.

To set up a network server (on your network or on your own computer), you must download the DHI License Server from the Download Center in the DHI Customer Care Portal and install it.

Critical note: *We highly recommend that you only create network servers on physical computers. Once a network server is established, the entitlement is locked to that machine identity. If you create a network server on a virtual machine, you must return the entitlement to the DHI Entitlement Portal before you shut down the server. If you do not return it before shutting down the server, you may permanently lose the entitlement.*

2.2 Installing on a LINUX computer

Software installation on Linux computers is via specific files for LINUX. The files and the installation documentation is available for download in the Download Center in the DHI Customer Care Portal.

2.3 Uninstalling

Uninstalling MIKE Powered by DHI software follows the standard uninstall process. However, we recommend that you use the Windows/Control Panel/Programs and Features instead of the Apps menu.

If you are uninstalling a network server, then you must return all entitlements to the DHI Entitlement Portal before you will be allowed to uninstall the network server.

A re-boot after uninstalling may be required.

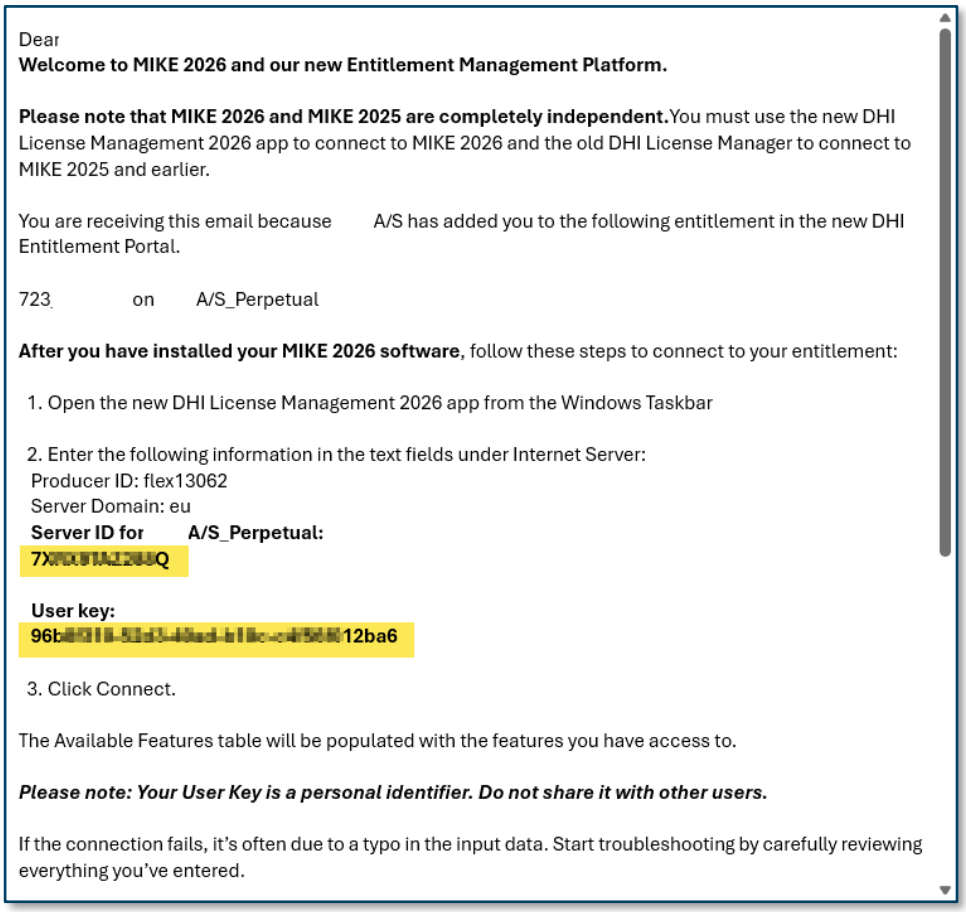
3 Connecting to a license server

To run MIKE Powered by DHI software, you need to connect to a license server. The license server can be either the internet server that every company has, or it can be a network server on your company's network, or a local server located on your own computer. In all cases, the connection is configured in the DHI License Manager.

The information required to connect to your internet server is included in the information email that you receive when your administrator adds you to an entitlement.

In this email, you will find four important pieces of information.

- The **Producer ID** is the name of the DHI license tenant. This is the same for every company.
- The **Server Domain** indicates that our current tenant is in the EU. This is the same very every company.
- The **ServerID** is the Server address that you have access to. Perpetual licenses and subscriptions each have a separate Server ID.
- The **User key** is a unique code for you that is connected to your email address.



Dear
Welcome to MIKE 2026 and our new Entitlement Management Platform.

Please note that MIKE 2026 and MIKE 2025 are completely independent. You must use the new DHI License Management 2026 app to connect to MIKE 2026 and the old DHI License Manager to connect to MIKE 2025 and earlier.

You are receiving this email because A/S has added you to the following entitlement in the new DHI Entitlement Portal.

723 on A/S_Perpetual

After you have installed your MIKE 2026 software, follow these steps to connect to your entitlement:

1. Open the new DHI License Management 2026 app from the Windows Taskbar

2. Enter the following information in the text fields under Internet Server:
Producer ID: flex13062
Server Domain: eu
Server ID for A/S_Perpetual:
7X[redacted]Q

User key:
96b[redacted]12ba6

3. Click Connect.

The Available Features table will be populated with the features you have access to.

Please note: Your User Key is a personal identifier. Do not share it with other users.

If the connection fails, it's often due to a typo in the input data. Start troubleshooting by carefully reviewing everything you've entered.

3.1 Configuring your connection in the DHI License Manager

The DHI License Manager is a desktop application where you set up your connection to a license server. You can find the DHI License Manager using the Windows task bar:

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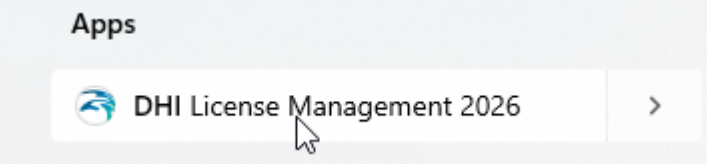


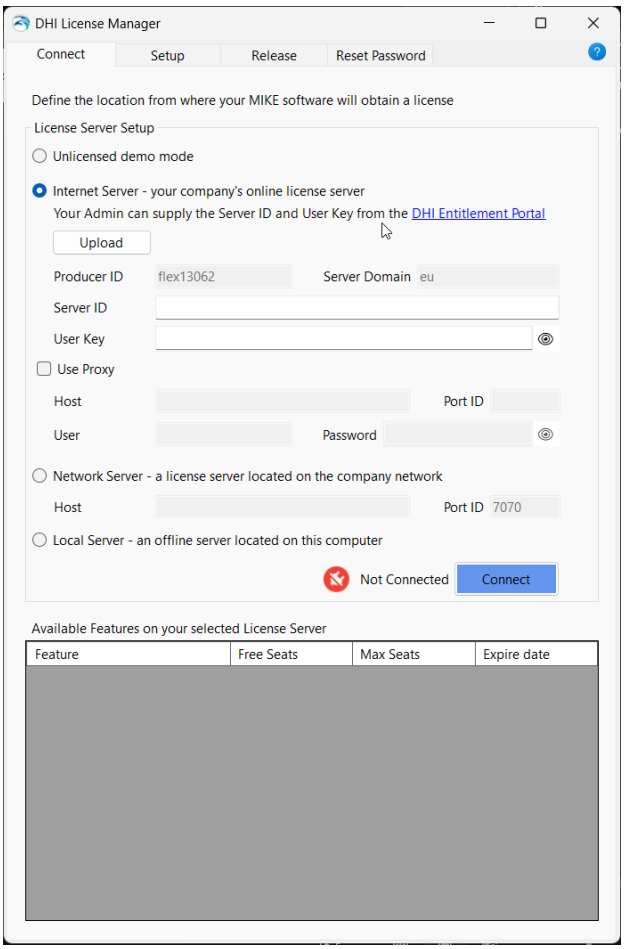
The DHI License Manager user interface has four tabs: Connect, Setup, Release and Reset Password. You only need to use the Connect tab to set up your connection.

Critical note: *To connect to an entitlement on the Internet server, your Administrator must first add you to the entitlement. See Section 4 for details on how to add users to an entitlement.*

3.1.1 Connect tab – for configuring a connection to an entitlement

In the DHI License Manager, the Connect tab (see Figure 1) allows you to connect to one of three server options:

- Your company's internet server,
- A network server on your company's network, or
- A local server on your own computer.



The first choice in the Connect tab is Unlicensed demo mode. If you choose this option, the software will not check for a license and will run with demo restrictions, such as limitations on the model size or file saving. See your MIKE Software User Guides for information on specific demo restrictions.

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Figure 1 Connect tab in the DHI License Manager

Option 1: Internet Server

To connect to your company's internet server, you must supply:

- **Producer ID: flex13062** – this is the identification of DHI's server node. This is the same for all companies and users.
- **Server Domain: eu** – this is the server location – the default is "eu", which is the location of all the internet license servers. This is the same for all companies and users
- **Server ID** – this is the ID of the internet server that you want to connect to. These are unique for each company and different for perpetual and subscription servers.
- **User Key** – this is a user identifier that is unique for every user.

All this information is included in the information email that is autogenerated when your administrator adds you to an entitlement in the DHI Entitlement Portal.

Critical note: *Your User Key is your personal identifier for the DHI entitlement management platform. Keep it private and do not share it with other users or colleagues.*

Option 2: Network Server

To connect to a network server located on your company's internal network, you must supply

- **Port ID** – this is the local egress Port on the local PC – the default port, 7070, is usually ok. If this does not work, you need to talk to your IT department.
- **Host** – this is the IP address or name of the server you want to connect to. This name is available from your IT administrator who installed the network server.

You do not need to be registered or added to the entitlement to connect to a network server. The only requirement is that your IT department has given you access to the server computer.

Option 3: Local Server

To connect to a local server on your PC, you do not need to supply any additional information. In this case the Port ID and Host are hardcoded to "7070" and "localhost" respectively.

The Connect button

After you have selected a connection type and supplied the correct information, click on the Connect button. If the connection is successful, the Available Features table will be filled with the list of features you have access to.

3.2 Errors

If you get an error during connection, most likely the error is cause by one of the following issues:

- There is an error in the configuration information that you have typed in. Check carefully to make sure that you have not made any mistakes.

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- If you are trying to connect to an Internet server, make sure that you have been added to the entitlement. You may need to talk to your Administrator to be added to the entitlement.
- If you are trying to connect to a network server, make sure that you have access to the network server. You may need to talk to your IT department to gain access.

3.3 Configuring your connection during the installation process

On Windows computers, during the installation process you will be asked to set up a connection to a license server (see Figure 2).

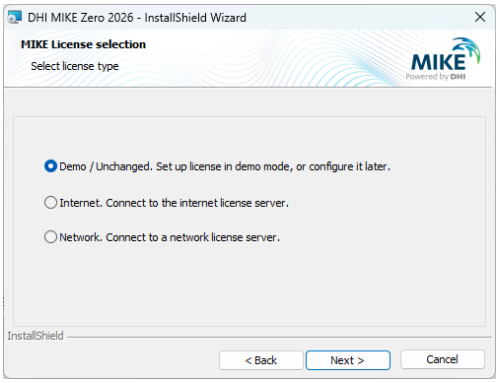
If you do not have any connection information yet, you should choose the Demo / Unchanged option. You can connect to a license server after you have installed the software. (see Figure 2b).

If you choose to connect to an internet server during installation, you can use the .json file attached to your information email. This file is autogenerated when your administrator adds you to an entitlement in the DHI Entitlement Portal. You may have received multiple emails if you have been added to multiple entitlements. You may also have received one email with many attachments. If you are unsure which one to use, ask your administrator.

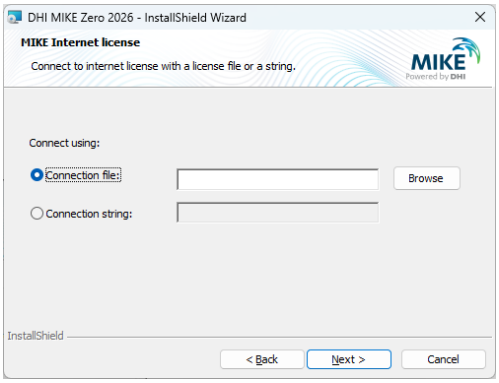
Alternatively, you can copy the entire text in the attachment and paste it directly into the dialogue (the Connection string text field). This option is provided to support users where the welcome email with the attachments may be blocked by a spam filter. In this case, the content of the attachment can be sent via some other means, such as a Teams chat.

If you want to connect to an existing network server, you can choose the Network option and supply the required computer information provided by your administrator.

a)



b)



c)

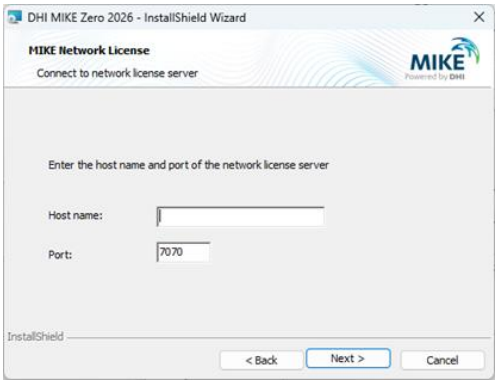


Figure 2 License setup dialogues during the installation process: a) initial setup dialogue, b) dialogue if you choose the internet option, c) dialogue if you choose the network option

3.4 Configuration using the Command Line Interface

There is also an option to configure licenses via the Windows Command Prompt.

The Command Line Interface for the configuration is found here:

```
"C:\Program Files (x86)\DHI\DHILicenseManager\bin\x64\LicenseManagerCLI.exe"
```

When calling this command, the “-help” option will generate a list of options and examples.

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4 Managing user access to entitlements on Internet servers

Before a user can use a MIKE software product, they must connect to a server and acquire a license. The connection to a server is managed by the DHI License Manager and is detailed in Section 0.

However, if the user wants to connect to the internet server, then they must also be added as a user in the DHI Entitlement Portal and assigned to the entitlement.

Important note: *If the user wants to connect to a network server, they do not need to be assigned to the entitlement. They only need to have permission to access the network computer. Details for setting up and managing network servers is found in Section 5.*

4.1 Managing users

Managing users involves Adding, Editing and Deleting users in the Users tab of the DHI Entitlement Portal. See Section **Error! Reference source not found.** for more details on the U sers tab.

You add a user by clicking on the Add User button in the Users tab of the DHI Entitlement Portal. This opens the Add new user dialog. In this dialog you will add the name of the user and their location. The location can be any tag or location that makes sense to you, such as “Berlin” even “third floor”.

The role can be either “User” or “Administrator”. People with the User role can only view the pages – they cannot make any changes or access the Action menus. In practice, a person with a User role does not need to access the Portal.

As soon as a new user is added, they will receive an automated system email telling them that they have been added to the DHI Entitlement Portal and a weblink to the Portal itself.

An Administrator can edit the information for any user – including themselves. However, an Administrator cannot change their own role or delete themselves. This prevents someone from accidentally removing the last Administrator in their Portal.

Deleting a user will also remove them from all entitlements that they have been assigned to.

4.2 Adding users to entitlements

Before a user can acquire a license from the Internet server, the Administrator must add them to an entitlement. The Administrator does this in the Entitlements tab of the DHI Entitlement Portal. See Section 6.3 for more details on the Entitlements tab.

To add a user to the entitlement, select the entitlement that you want to add the user to, and then select Manage Users in the Actions menu of the Entitlements tab. This will open the Assign/Unassign Users dialog:

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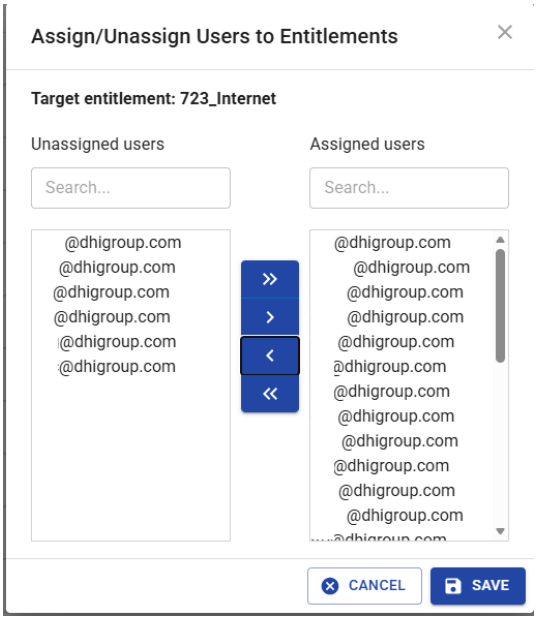
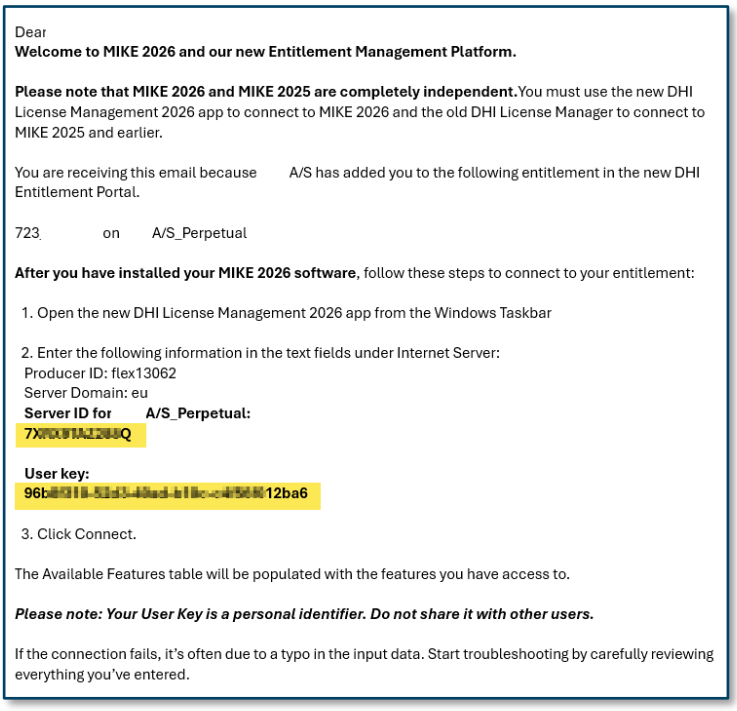


where you can use the arrow buttons to move users between the columns. In this dialog,

- **Target entitlement** – is the Entitlement ID of the entitlement to which the changes will be made.
- **Unassigned users** – are those users who have been added in the portal but are not assigned to this entitlement.
- **Assigned users** – are those users who have already been assigned to the entitlement.

When you click on the Save button all newly assigned users will receive an automated system email notifying them that they have been assigned to the entitlement. The email contains all the information required for them to connect to the entitlement, including the Server ID and their personal User Key. The email will look something like this:



Dear
Welcome to MIKE 2026 and our new Entitlement Management Platform.

Please note that MIKE 2026 and MIKE 2025 are completely independent. You must use the new DHI License Management 2026 app to connect to MIKE 2026 and the old DHI License Manager to connect to MIKE 2025 and earlier.

You are receiving this email because A/S has added you to the following entitlement in the new DHI Entitlement Portal.

723 on A/S_Perpetual

After you have installed your MIKE 2026 software, follow these steps to connect to your entitlement:

1. Open the new DHI License Management 2026 app from the Windows Taskbar

2. Enter the following information in the text fields under Internet Server:
Producer ID: flex13062
Server Domain: eu
Server ID for A/S_Perpetual:
7X[redacted]Q

User key:
96b[redacted]12ba6

3. Click Connect.

The Available Features table will be populated with the features you have access to.

Please note: Your User Key is a personal identifier. Do not share it with other users.

If the connection fails, it's often due to a typo in the input data. Start troubleshooting by carefully reviewing everything you've entered.

5 Managing network servers

A network server is used when you want your license server to be disconnected from the internet. Any computer on your company's network can be set up as a network server. Once set up, the network server can deliver licenses to any computer on the network, including itself. It does not need to be connected to the internet.

Managing a network server involves two key workflows:

1. Creating the server in the DHI Entitlement Portal and moving an entitlement to that server, and
2. Returning the entitlement to the DHI Entitlement Portal and closing the server if the server is no longer needed.

The only two prerequisites for using a network server are that you:

1. Have an entitlement with "Installation type = network" and
2. Have access to a computer on which you can install the network server software.

If these two requirements are met, you can install the network server software and move an entitlement to the new server.

Important note: *All users with access to a network server can connect to the server and acquire a license. There is no way to restrict users access to such licenses except by restricting their access to the server.*

Critical note: *If you do not have an entitlement with an Installation type "network", then your entitlement cannot be moved and you can only access it via the internet server.*

If you want to change the installation type, then you need to contact your sales representative or Customer Care.

5.1 Creating a network server

The first step to create a network server is to install the required software on the computer that will become the network server. This requires you to download and install the DHI License Manager separately. See Section 2.1 for more information on how to do this.

5.2 Moving an entitlement to a network server

When you move an entitlement to a network server, the entitlement becomes locked to that computer. If you want to move the entitlement to a new network server, you need to move it back to the DHI Entitlement Portal and then to the new network server. See Section 5.3 for more information on this.

The process to move an entitlement to a network server involves both the DHI License Manager Setup tab and the Entitlement page in the DHI Entitlement Portal (see Figure 3).

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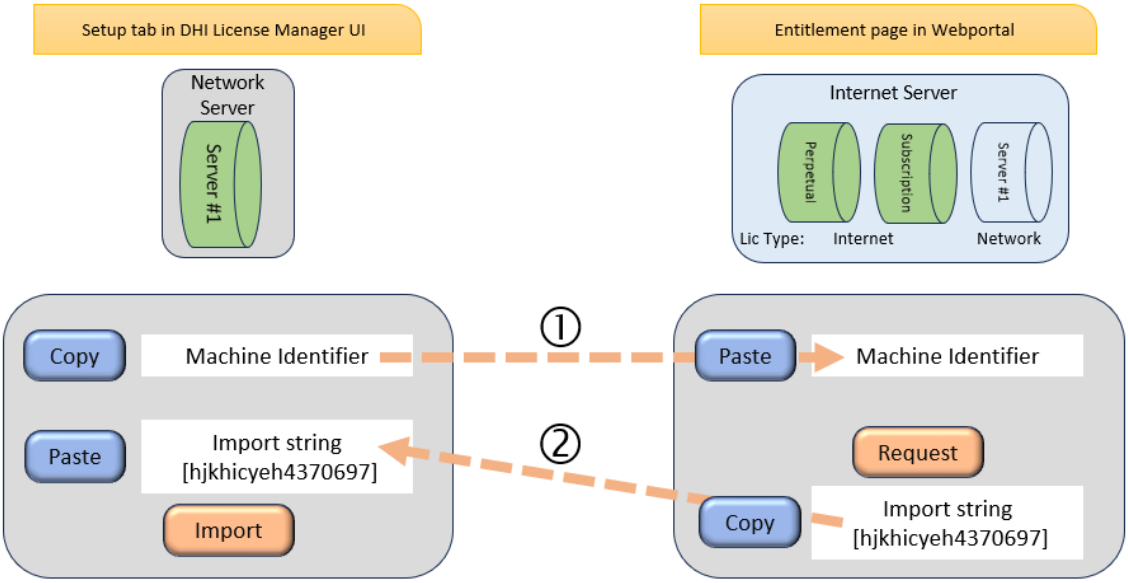

Figure 3 Process to move an entitlement to a network server

After the network server is installed (see Section 2.1), moving an entitlement is a two-step process:

1. Copy/paste the machine identifier from the Setup tab in the DHI License Manager to the Create Network Server dialog in the DHI Entitlement Portal.
2. Create an Import String in the Create Network Server dialog of the DHI Entitlement Portal and copy/paste this back into the Setup tab in the DHI License Manager

5.2.1 Setup tab in the DHI License Manager

The Setup tab is used to set up a network server on your company network (see Figure 4). An entitlement can be moved to this server where it can deliver licenses to any MIKE software that is connected to this network server.

The target network server does not need to be connected to the internet but must be accessible on the network. The target network server also does not need to have Microsoft Windows installed and can use any supported operating system (see the individual release notes for a list of supported Windows and Linux operating systems).

To configure the network server, you must be able to send a machine identifier to the DHI Entitlement Portal and receive an Import String from the DHI Entitlement Portal. Thus, you need some sort of connection to the internet to send and receive this data. However, these strings can be passed back and forth via email or text file.

Important note: *The Setup tab can connect to any computer on your network, including your own computer. Thus, you can set up a network server from any computer that has the MIKE Powered by DHI software installed.*

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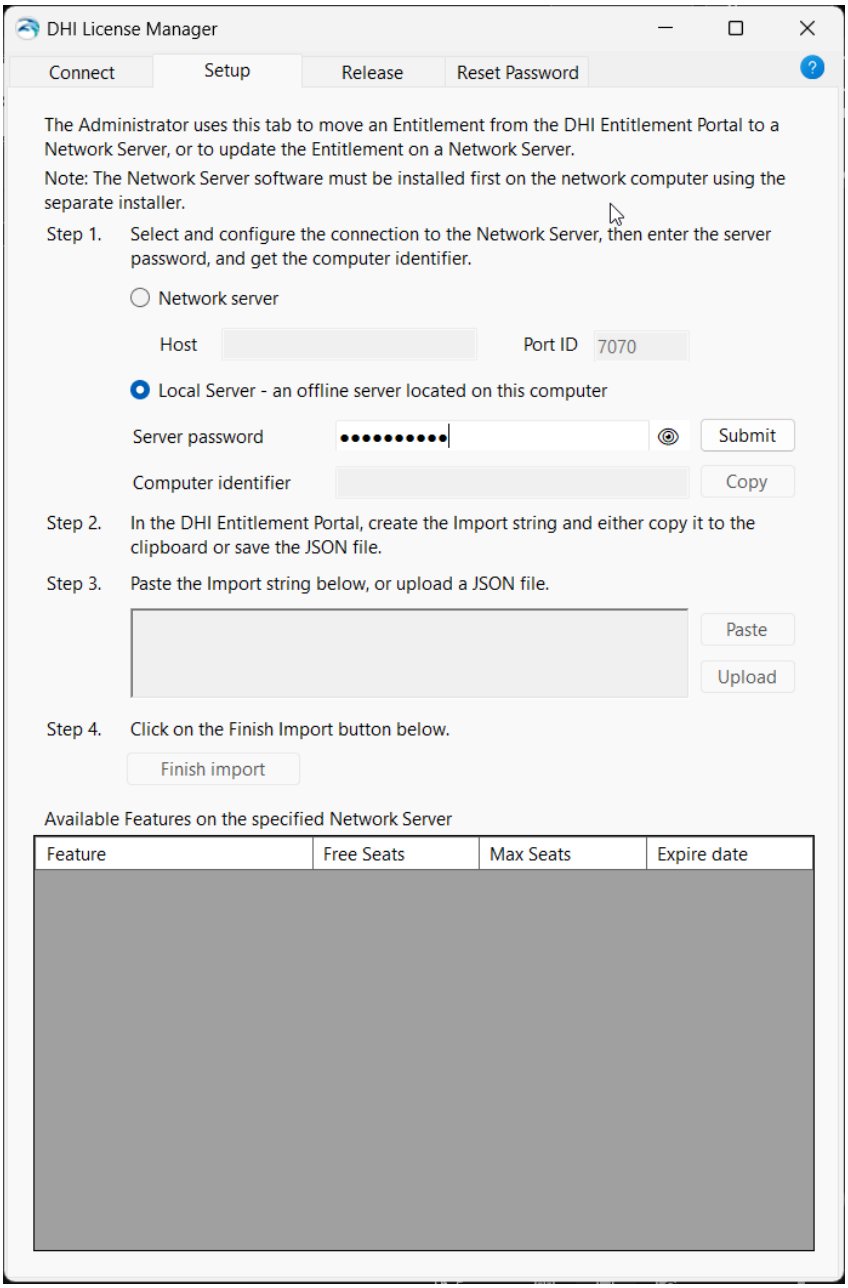

Figure 4 Setup tab in the DHI License Manager

5.2.2 The Installation type (Entitlements tab)

The Entitlements tab in the DHI Entitlement Portal shows the list of active entitlements for your company. The Entitlements tab is described in Section 6.3.

Entitlements come in two types: Internet and Network. Entitlements with Installation type Internet cannot be moved to a network server. **Only entitlements with Installation type Network can be moved to a network server**.

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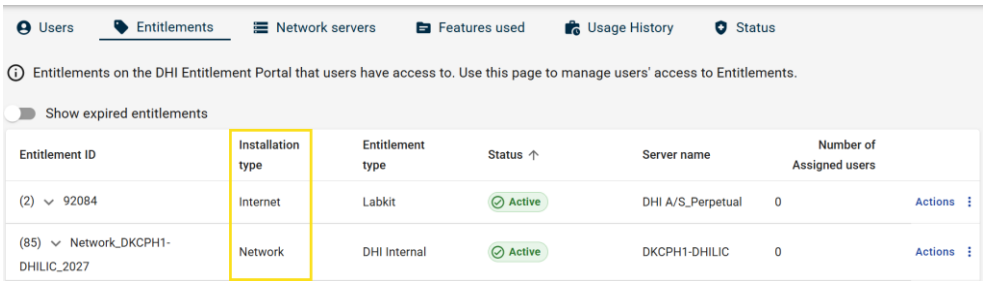
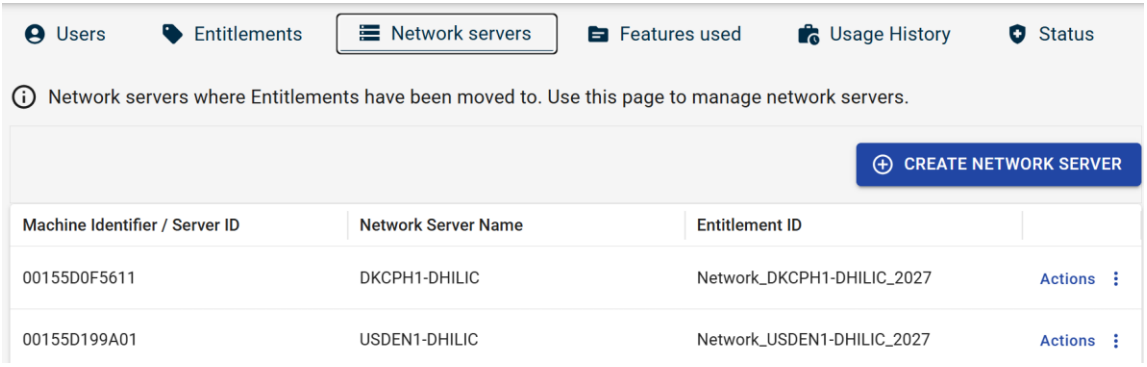


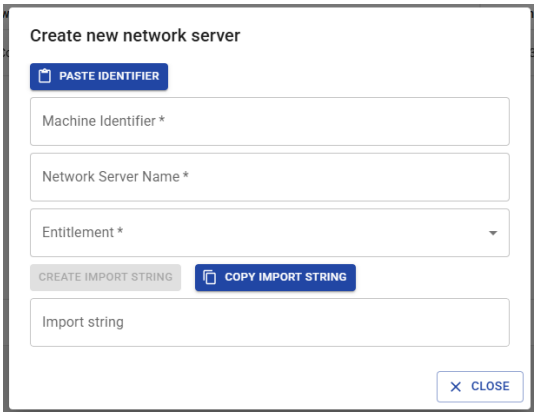
5.2.3 The Create new network server dialog (DHI Entitlement Portal)

The Network Servers tab in the DHI Entitlement Portal shows the list of network entitlements that have been moved to network servers. The Network servers tab is described in Section 6.4.

If there are entitlements available that have not yet been moved to network servers, then the Create Network Server button will be active (see below).



Clicking on the Create Network Server button opens the Create new network server dialog:



5.2.4 Creating a new network server and moving an entitlement

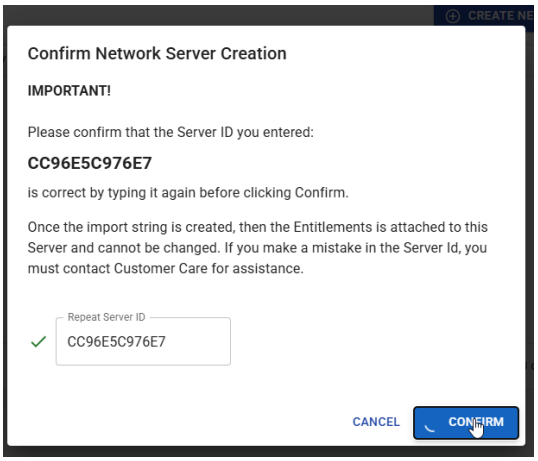
To move the entitlement, you need to identify the computer that you want to move it to. This is the machine identifier, which is a unique code for the network server. The machine identifier is used to create a unique import string for the server. After a successful import, the entitlement is locked to the network server.

Figure 3 shows a schematic workflow for creating a network server and moving an entitlement, whereas Figure 5 shows the same workflow on the actual dialogs involved.

Note that the Copy buttons copy the text field to the clipboard, while the Paste buttons paste the clipboard into the text field.

Creating the network server and moving the entitlement involves the following steps:

1. **DHI License Manager**: Type the name of the network server you are connecting to and type the password. After this, the rest of the Setup tab will become active, and a machine identifier will appear. Use the Copy button to copy the machine identifier to the clipboard.
2. **Create new network server dialog**: Click on the Paste Identifier button to paste the machine identifier into the text box.
3. **Create new network server dialog:** Add a name for the network server, and then select the entitlement that you want to move from the drop-down menu.
4. **Create new network server dialog**: Click on Create Import String to create a unique text string that identifies the entitlement and all the features that it contains.
5. **Create new network server dialog:** A pop-up confirmation dialog will appear. Confirm the network server machine identifier. This is important because once you have created this string, you must import it somewhere.



6. **Create new network server dialog**: Click on the Copy Import String button to copy the string to the clipboard.
7. **DHI License Manager**: Click on the Paste button to paste the Import String into the Import string field.
8. **DHI License Manager**: Click on the Finish Import button to finalise the import.

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At this point, the entitlement is moved, and the table will be populated with the modules that are available on the server. Switch to the Connect tab in the DHI License Manager to connect your software to the new network server and the entitlement there.

Important note: *Once you create the import string, you must finish the transfer process. The entitlement is no longer available in the DHI Entitlement Portal. Until it has been installed somewhere, it is completely inaccessible. It can only be returned AFTER it is installed somewhere.*

If you fail to import the entitlement somewhere, the entitlement will be blocked. If you have a blocked entitlement that you cannot unblock, then you must contact your sales representative or Customer Care.

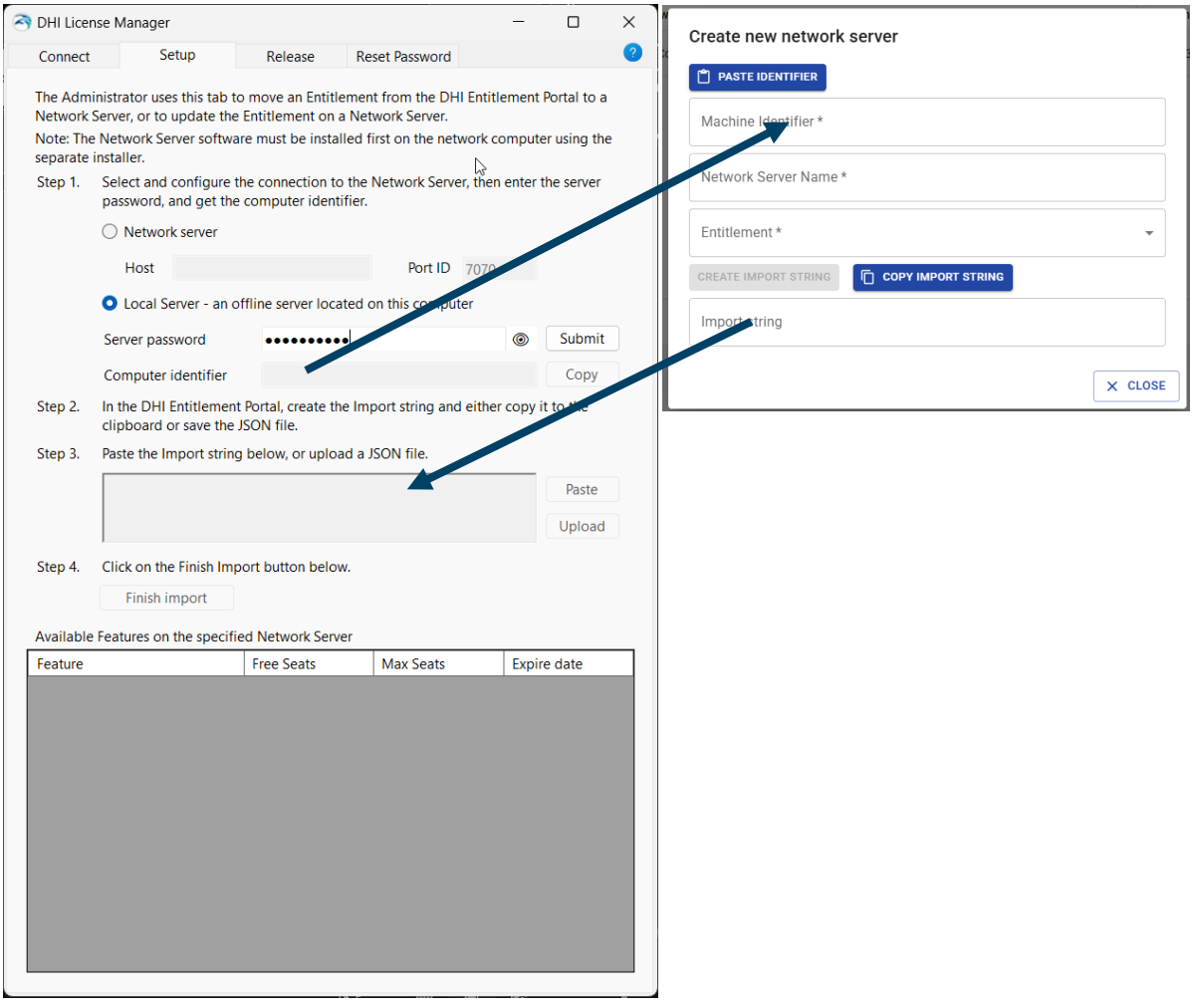

Figure 5 Copy/paste workflow for creating a network server and moving an entitlement to the server

5.3 Returning an entitlement to the DHI Entitlement Portal

Once an entitlement has been moved to a network server, it is tied to that hardware. It cannot be moved to another computer without returning it to the DHI Entitlement Portal first. When you return the entitlement to the DHI Entitlement Portal, the network server will be automatically closed. That is, the network server will no longer be able to supply licenses to users.

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Returning the entitlement to the DHI Entitlement Portal is straightforward but involves an extra step because you need to confirm the entitlement has indeed been removed from the server.

The three steps to move the entitlement are shown schematically in Figure 6:

1. Initiate a request to move the entitlement in the DHI License Manager, which creates a request string. Copy/paste the request string into the DHI Entitlement Portal.
2. Create the release string in the DHI Entitlement Portal that confirms the entitlement will be moved. Then copy/paste the release string back into the DHI License Manager.
3. Finish the release process by creating a confirmation string in the DHI License Manager that confirms the entitlement's removal from the network server. Then copy/paste the confirmation string into the DHI Entitlement Portal and click Confirm.

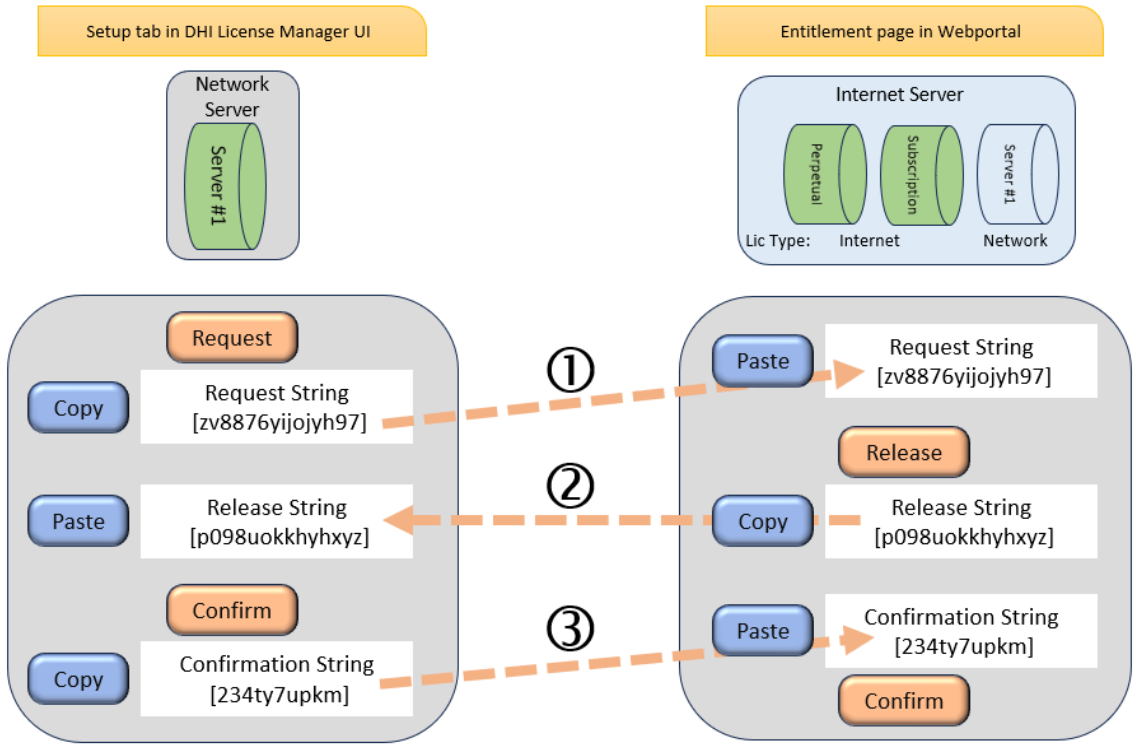

Figure 6 Process to move an entitlement back to the DHI Entitlement Portal

5.3.1 Release tab in the DHI License Manager

The Release tab is used to close a network server on your local company network and move the entitlement back to the DHI Entitlement Portal.

The Release tab connects to any computer on your network, including your own computer. Thus, you can release an entitlement anywhere in your network from any computer that has the MIKE Powered by DHI software installed.

The target network server does not need to be connected to the internet but must be accessible on the network. The target network server also does not need to have Microsoft Windows installed and can use any supported operating system (see the official Release notes for each MIKE Powered by DHI product for a list of supported Windows and Linux operating systems for that product).

To release an entitlement from a network server, you must be able to send and receive text strings between the DHI License Manager and the DHI Entitlement Portal. Thus, you need

some sort of connection to the internet to send and receive this data. However, these strings can be passed back and forth via email or text file.

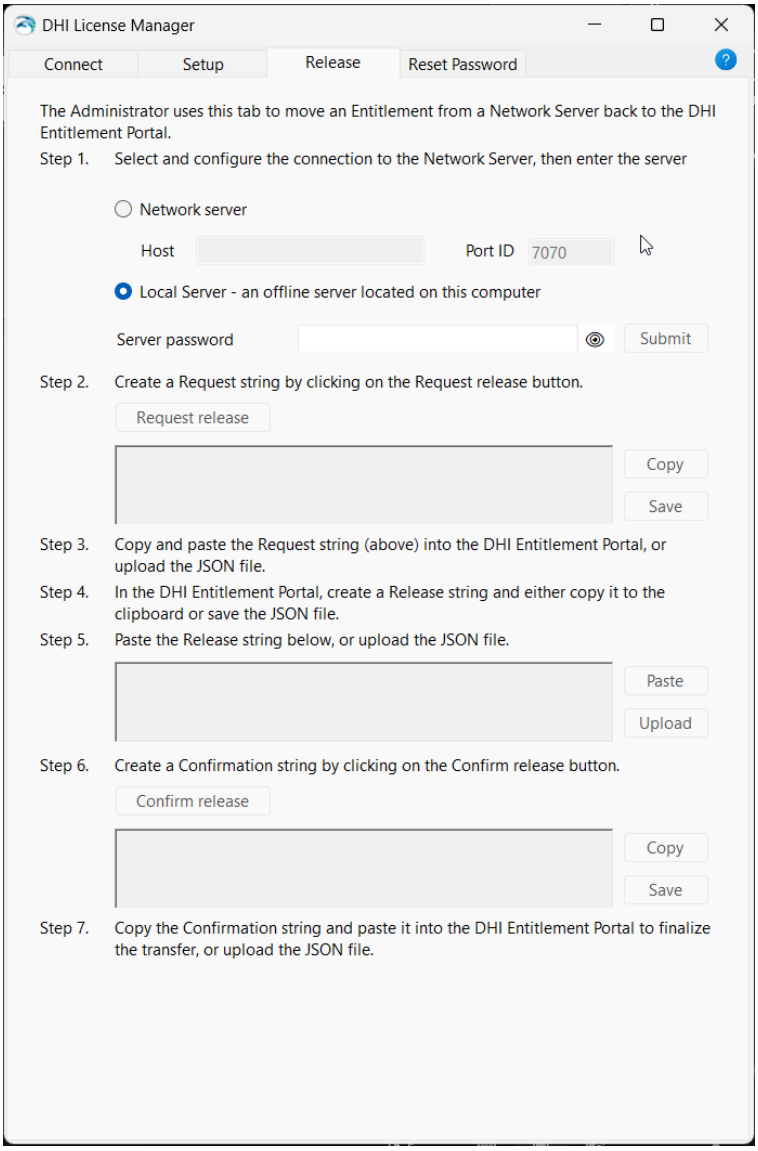

Figure 7 Release tab in the DHI License Manager

5.3.2 Release network server dialog (DHI Entitlement Portal)

The Network Servers tab in the DHI Entitlement Portal shows the list of network entitlements that have been moved to network servers. The Network servers tab is described in Section 6.4.

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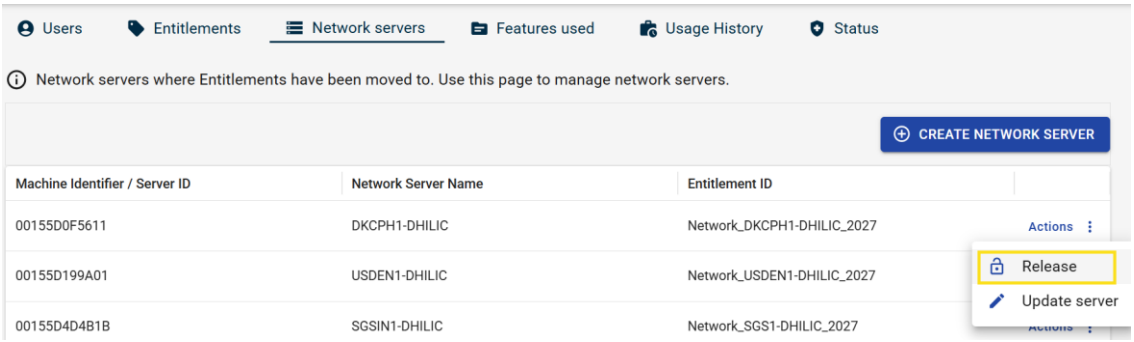
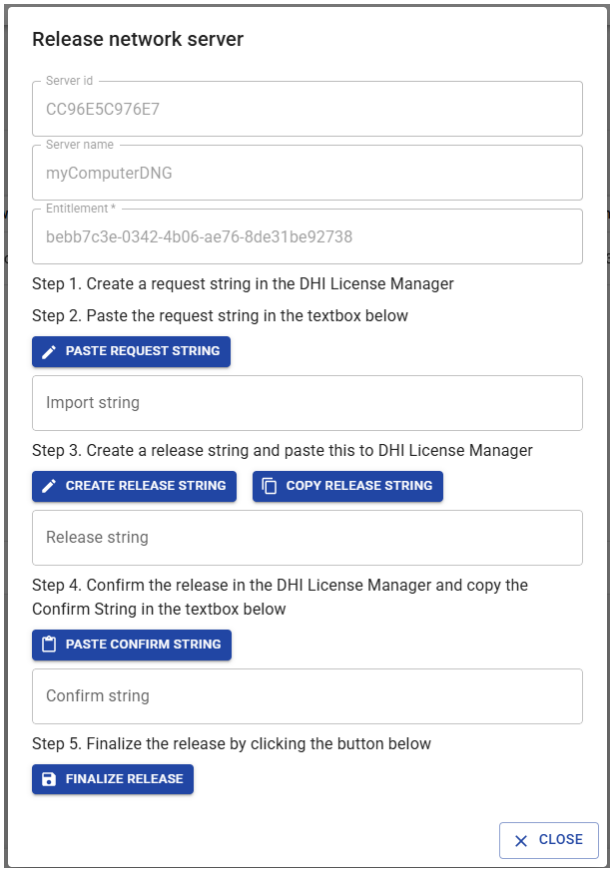


In the Actions menu for each entitlement there is a Release item that opens the Release network server dialog (see below).



5.3.3 Releasing entitlements back to the DHI Entitlement Portal

Figure 6 shows a schematic workflow for releasing an entitlement on a network server, whereas

Figure 8 shows the same workflow on the actual dialogs involved.

Note that the Copy buttons copy the text field to the clipboard, while the Paste buttons paste the clipboard into the text field.

Releasing the network server and moving the entitlement involves the following steps:

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1. **DHI License Manager**: Type the name of the network server you are connecting to and type the password. After this, the rest of the Release tab will become active,
2. **DHI License Manager**: Click on the Request Release button. This will create a request string in the text box. The request string contains information about the entitlement that will be released and the computer where it is located. Use the Copy button to copy this string to the clipboard.
3. **Release network server dialog**: Use the Paste Request String button to paste the string into the field.
4. **Release network server dialog**: Click on the Create Release String button to create a text string that confirms a release is expected. Use the Copy button to copy the string to the clipboard
5. **DHI License Manager**: Use the Paste button to paste the release string into the field.
6. **DHI License Manager**: Click on the Confirm release button to create the confirmation string that the entitlement has been released. At this point, the entitlement is released and no longer available for any users on the network. Use the Copy button to copy the string to the clipboard.
7. **Release network server dialog**: Use the Paste Confirm String button to paste the string into the field. Then finish the release process by clicking on the Finalise Release button. At this point, the entitlement is returned to the DHI Entitlement Portal and can be re-assigned to a new network server.

Important note: *Once you confirm the release in the DHI License Manager, the entitlement is removed from the network server, and the entitlement is in limbo until the Confirmation string is pasted into the portal and confirmed there. In other words, once you click Confirm in the DHI License Manager, you must follow through to the end. Otherwise, the entitlement is inaccessible. If the Confirmation string is lost and you cannot confirm the transfer, you will need to contact Customer Care.*

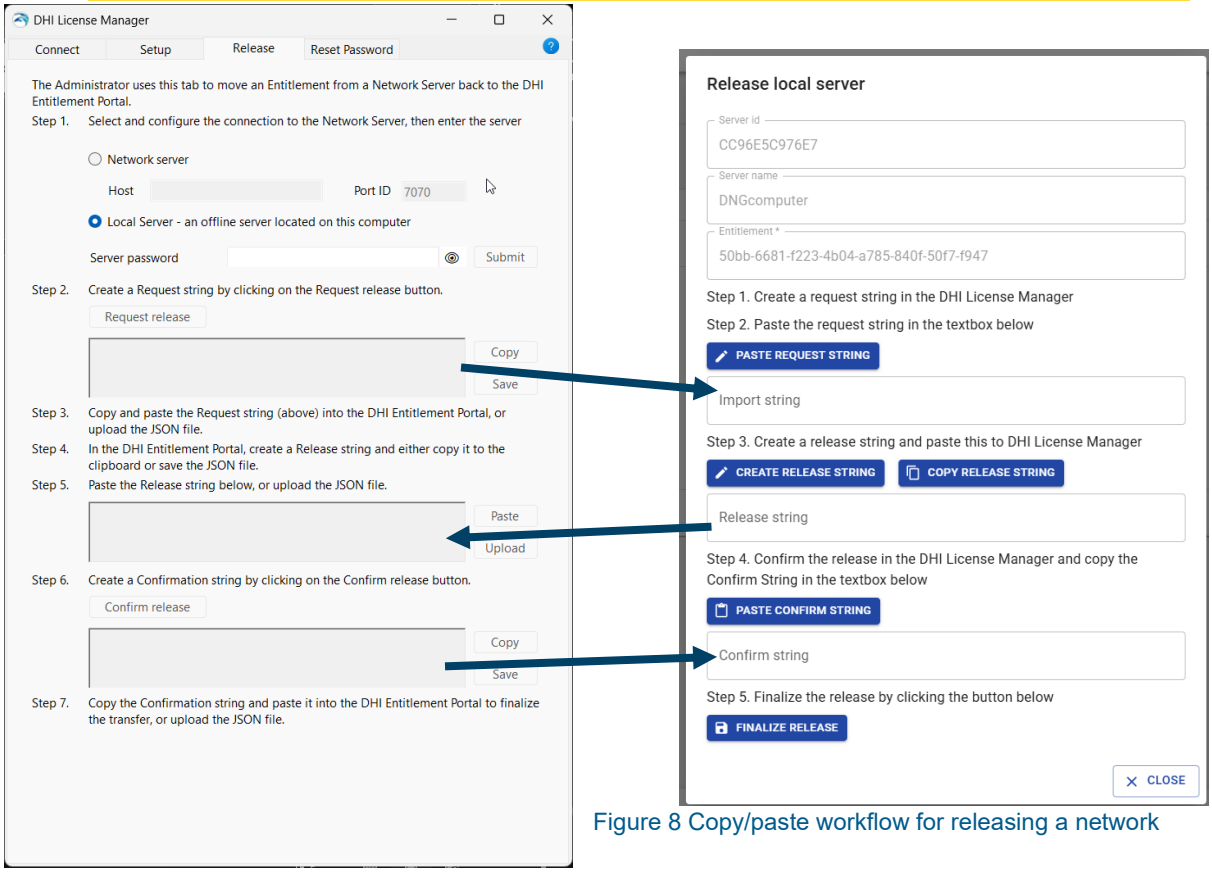

Figure 8 Copy/paste workflow for releasing a network

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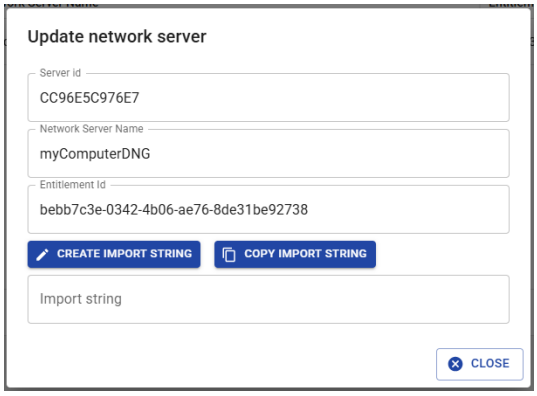
server and moving an entitlement back to the DHI Entitlement Portal.

5.4 Updating the entitlement on a network server

If you purchase additional modules or extend an expiry date for an entitlement that has been moved to a network server, it will not be automatically updated. To update the entitlement with the new modules you must copy a new import string into the entitlement.



5.5 Network server password

The Reset Password tab on the DHI License Manager can be used to reset the password of any connected network server (see Figure 9).

The target network server does not need to be connected to the internet but must be accessible on the network. The target network server also does not need to have Microsoft Windows installed and can use any supported operating system (see the individual release notes for a list of supported Windows and Linux operating systems).

A network server must have a password to prevent unauthorized access to the server configuration. The password is not needed to acquire a license. You can only restrict access to licenses by restricting access to the server itself.

When the network server software is installed (see Section 2.1) the server is created with a default password of: LicenseAdmin2#

To increase the security of the server configuration, we recommend that you change the password after the server is installed.

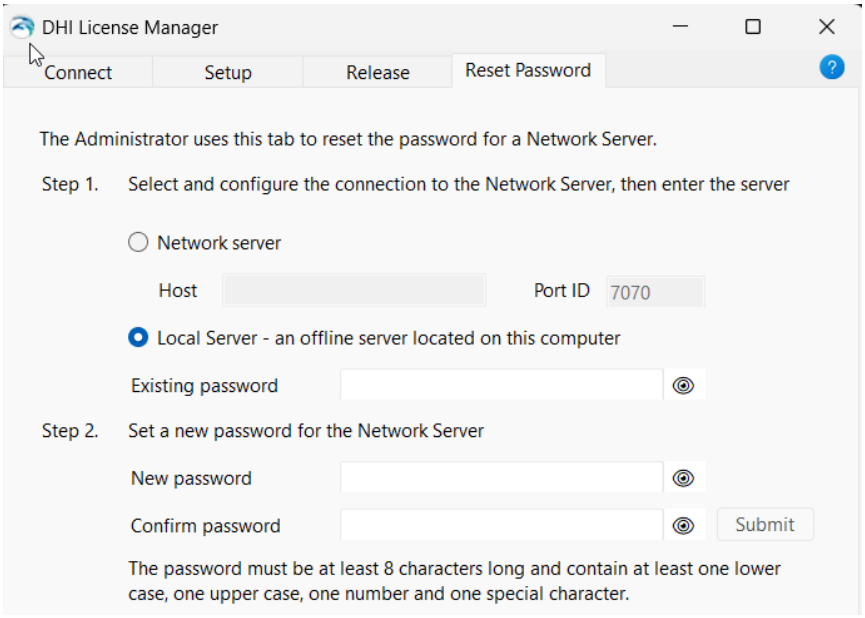


Figure 9 Reset password tab

To change the password, you need to type in the Host name or IP address of the server that you want to change, plus the current password (see default password above it you have not changed it).

Then enter the new password and click the Submit button to finalize the change.

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6 The DHI Entitlement Portal

Every company as their own version of the DHI Entitlement Portal, where users and entitlements are managed. Your company's portal is accessible to all users that have been added by the administrator. In the Portal itself, all users are assigned to one of two roles: administrator or user.

- **Administrators** have access to all the actions on the pages. They can manage both users and entitlements.
- **Users** can only view the pages; they cannot make any changes or access the Action menus.

6.1 First time log-on

When logging into the Portal for the first time, you will need to set up your Microsoft Single Sign On (SSO) profile. This involves four steps, starting with the Welcome dialog (see Figure 10). During the login, if your email is not recognized by the portal, then you will be asked to confirm it by entering a code sent to your email or via your SSO password.

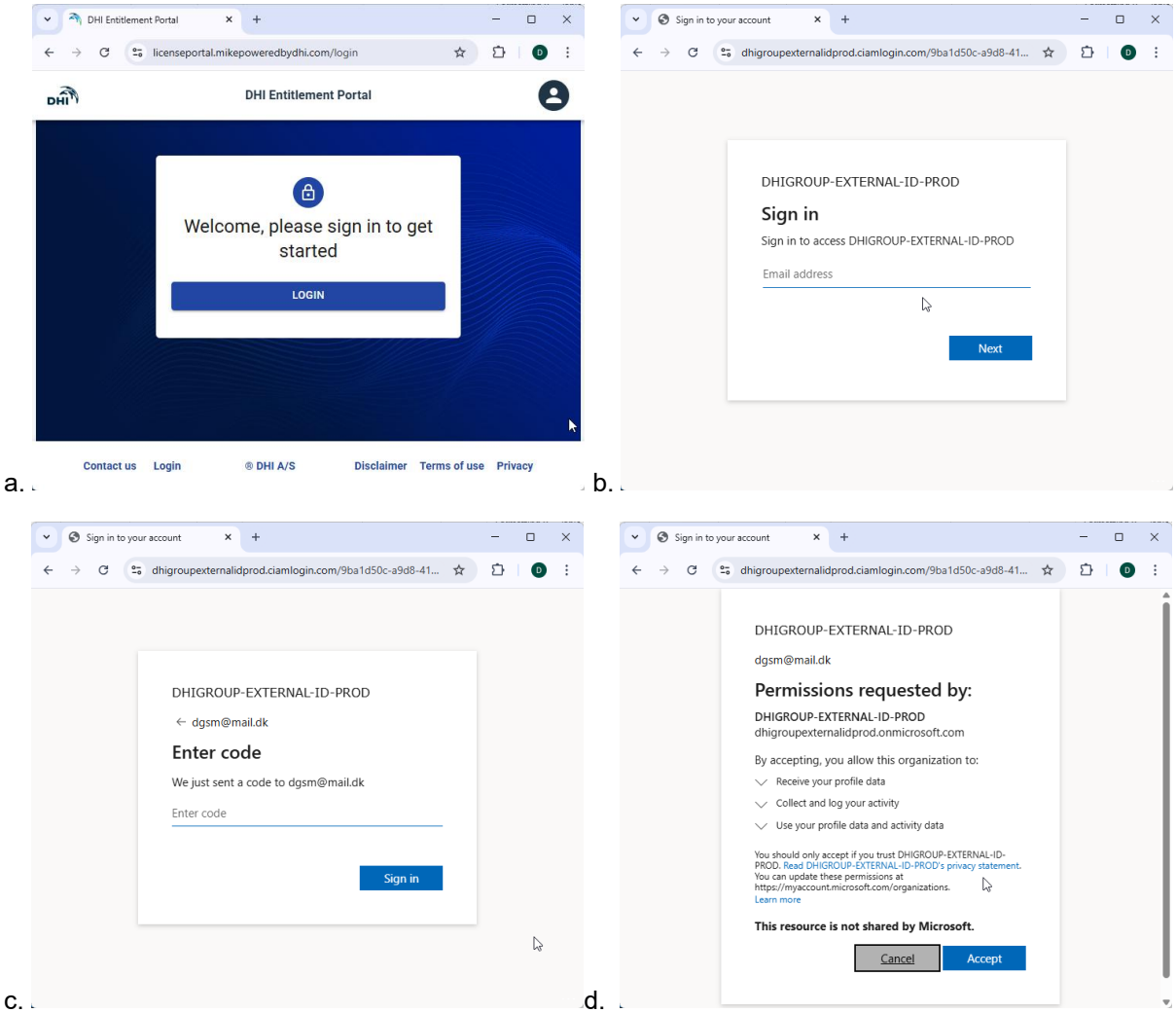
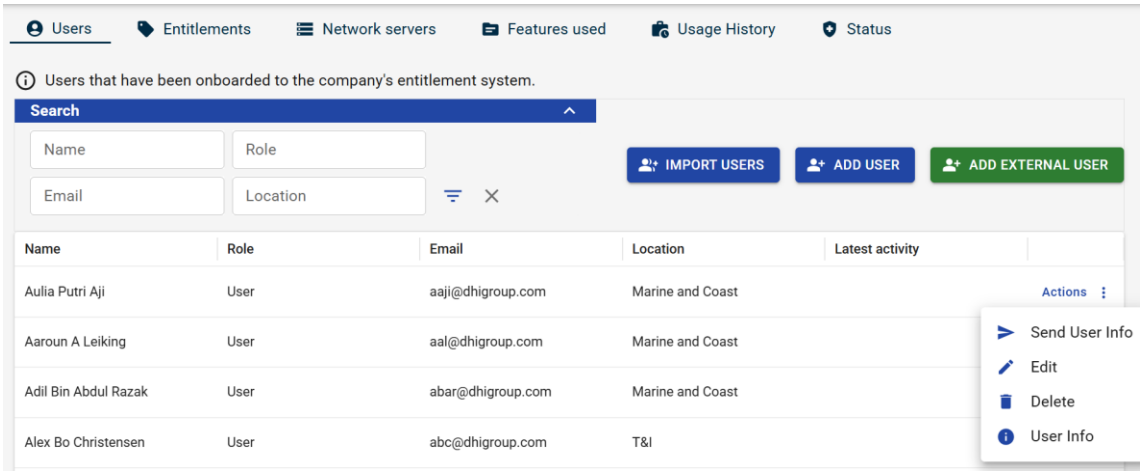


Figure 10 Four steps for the first time login to the DHI Entitlement Portal. a. Welcome. b. Enter email. c. Enter code from confirmation email. d. Accept Terms and Conditions

6.2 The Users tab

The Users tab shows a list of all the users who have been onboarded to the company's entitlement portal.



Name – this is a concatenation of the First, Middle and Last names specified when creating a user.

Role – there are only two roles: User and Administrator. Users can only view information in the portal. Administrators can managed users and entitlements.

Email – this is the email address specified when creating a user.

Location – this is the location specified when creating a user. This is a free text field, so you can use whatever tag information you want in this field.

Latest activity – this refers to the last time the user was active in the Portal – not the last time they were active in acquiring licenses.

Actions – this is a drop-down menu with three options:

Send UserInfo – clicking on this menu item will send an email to the user with all their entitlement information including their User Key and the Server ID for the Internet servers that they have access to or it will send a blank ServerID if the user is not added to an entitlement

Edit – this opens the Edit user dialog, where you can change any of the user details – except the email address

Delete – this opens a confirmation dialog before the deletion is finalized. Deleting a user also deletes them from all the entitlements that they were assigned to.

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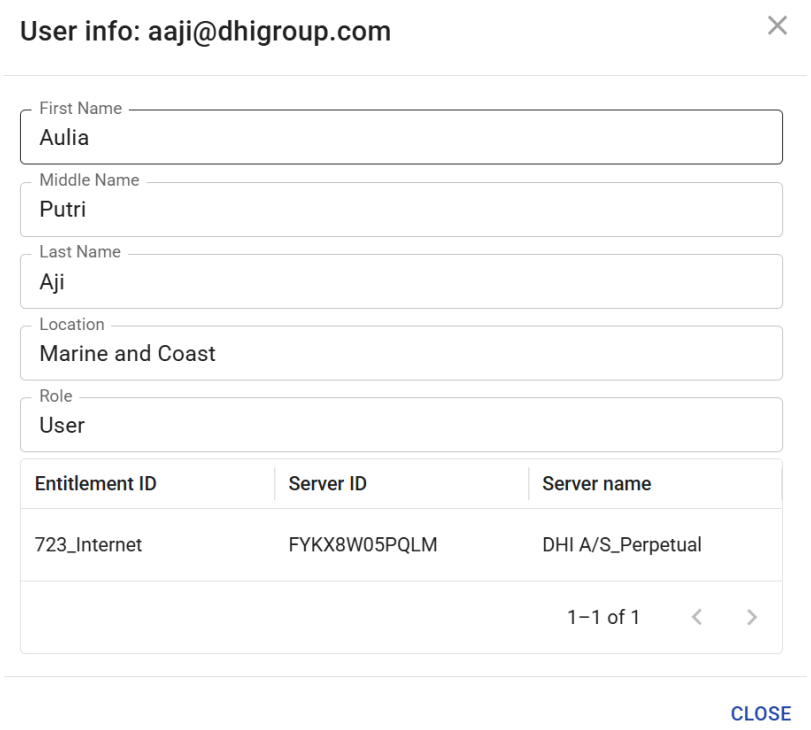
User Info – this opens dialog with information about the user



Only the Administrator has access to the Action menu items.

6.2.1 Adding a user

You add a user by clicking on the Add User button, which opens the Add new user dialog. In this dialog you will add the name of the user and their location. The location can be any tag or location that makes sense to you, such as “Berlin” even “third floor”.

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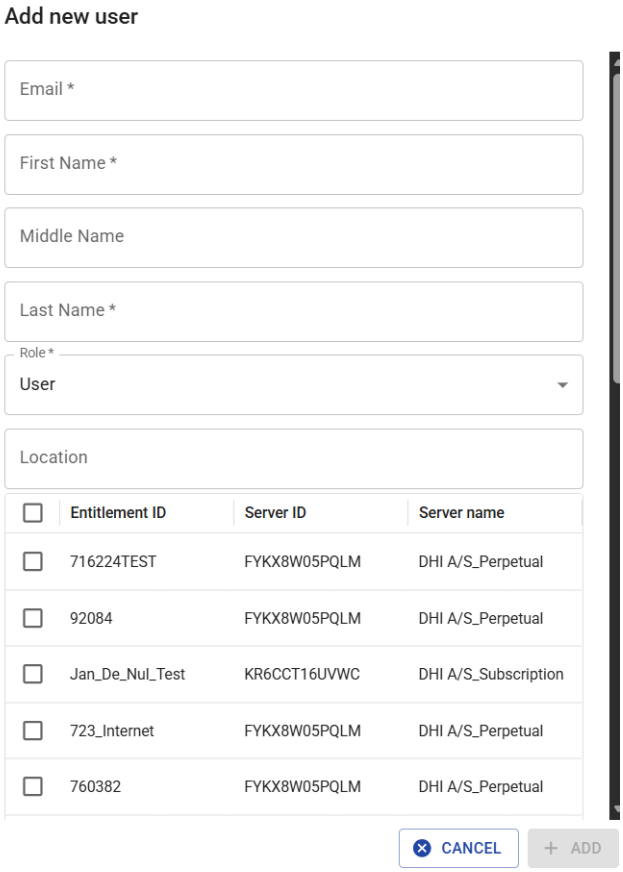


The role can be either “User” or “Administrator”. People with the User role can only view the pages – they cannot make any changes or access the Action menus. In practice, a person with only a User role cannot do very much in the Portal. They do not need to access the Portal to acquire a license.

Administrators, on the other hand, must manage users and entitlements in the Portal. The first Administrator is created by DHI’s Customer Care team when the initial software order is first processed. An Administrator can create any number of additional users with the role of Administrator.

The email address is mandatory, as this becomes the user’s single-sign-on credentials for accessing the Portal. You cannot add two users to the system with the same email address - even if the users are in different companies.

6.2.2 Editing a user

An Administrator can edit the information for any user – including themselves. However, an Administrator cannot change their own role. This prevents someone from accidentally removing the last Administrator in their Portal.

You can edit any information for the user – except the email address. The email address is the unique identifier for the user. If you must edit an email address, they you must add them as a new user and delete the old user.

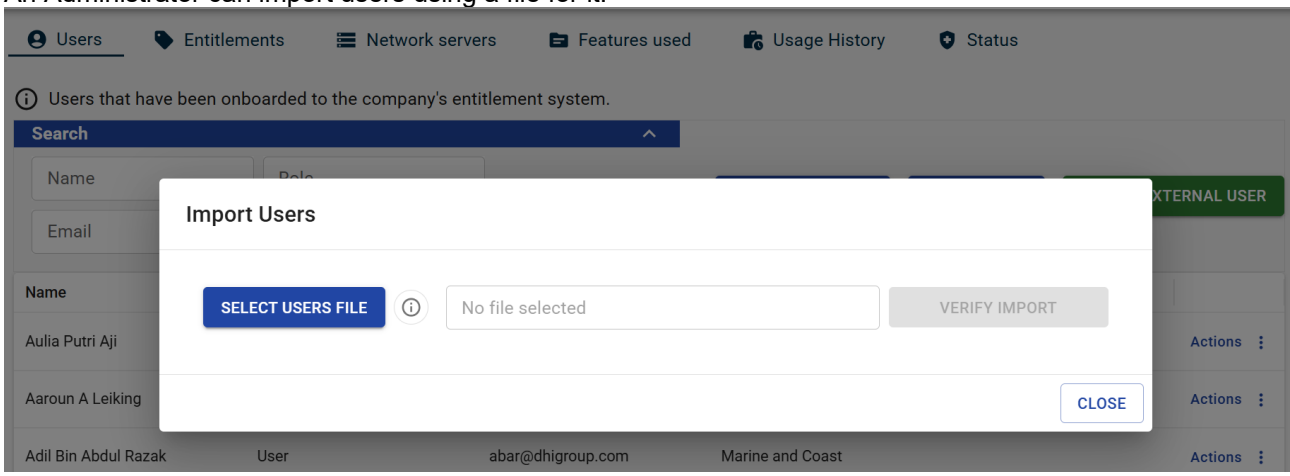
6.2.3 Deleting a user

Likewise, an Administrator can delete any user – except themselves. This prevents someone from accidentally deleting the last Administrator in their Portal.

Deleting a user will also remove them from all entitlements that they have been assigned to.

6.2.4 Import users

An Administrator can import users using a file for it.



6.2.5 Add external user

An Administrator can add external user. It should not be used by default because it is slow (need to query all entitlements and check user assigments).

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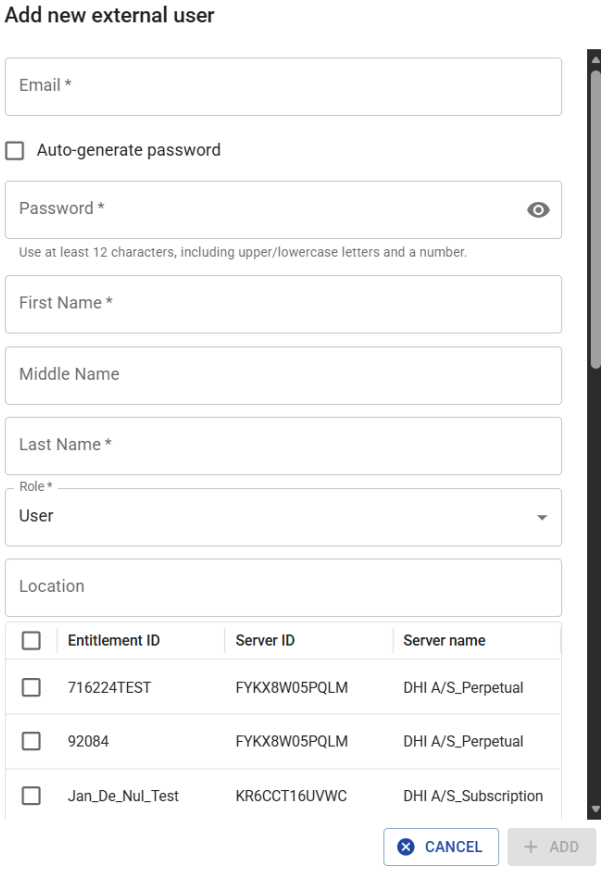
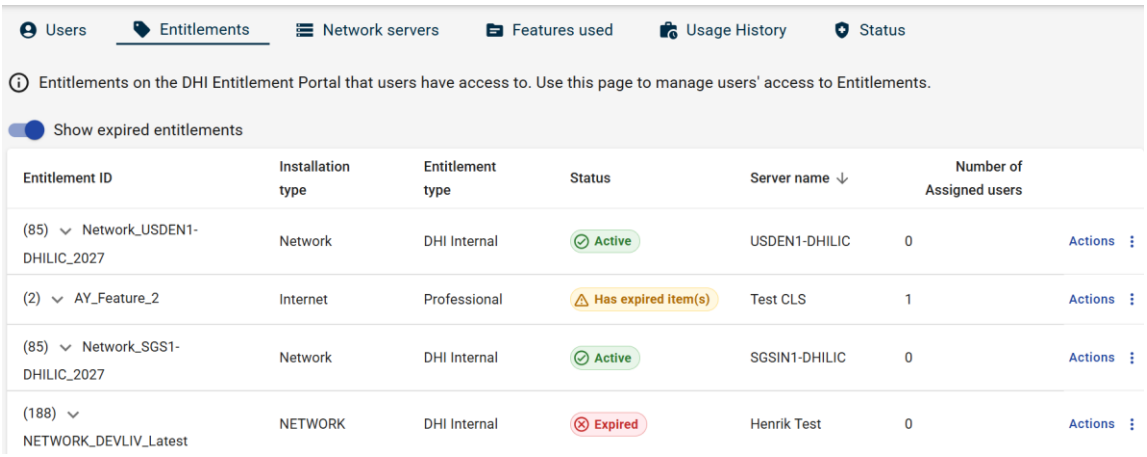


6.3 The Entitlements tab

The Entitlements tab shows a list of the entitlements that are owned by your company. This tab is used to administer users' access to the entitlements.



Each entitlement has an alphabetical list of products that unfolds from the arrow.

Show expired entitlements – this enables and disables the display of expired

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entitlements **Entitlement ID** – this is the Order ID from your purchase order or quotation. This is the easiest way to match up the entitlements with what you have purchased.

Installation type – this is usually Internet or Network. Internet installations can only be accessed via the internet license server. Network installations can only be accessed after they have been moved to a network server. In a few countries, DHI also sells “Local” installations, which is the same as a Network installation with some usage restrictions.

Status – this displays the current status of entitlements

Server name – if the entitlement has been moved to a network server, then the name will appear in the Server name column. If the Installation type is Internet, then the Server name either Perpetual or Subscription.

Number of assigned users – this is the number of users who have been assigned to the entitlement. Assigning of users is only allowed for entitlements of Installation type Internet.

Actions – this is a drop-down menu with two options:

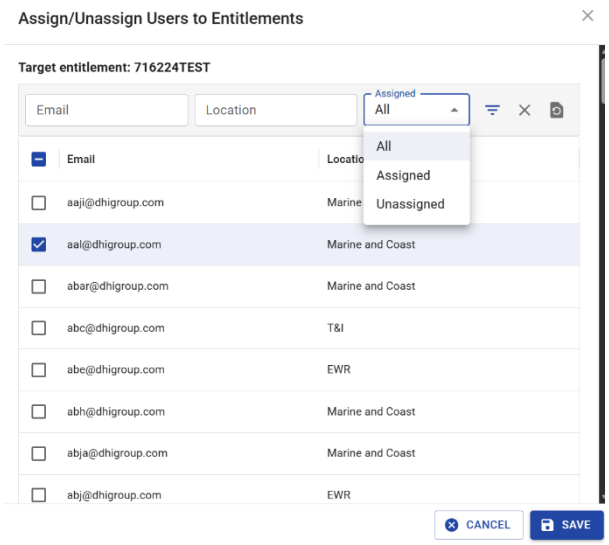
Manage users – opens the Assign / Unassign Users dialog that is used to add or remove users from entitlements (see Section 4 for details on managing users or Section 6.3.1 below)

Details – displays additional information about the server. If the Installation type is Internet, then the Server ID is needed by the user to connect to the server in the DHI License Manager. The Server ID is only visible to the Adminstrator. If the Installation type is Network and the entitlement has been moved to a network server, then the Server ID displayed in this dialog is the Machine Identifier.

Only the Administrator has access to the Action menu items.

6.3.1 Assigning and Unassigning Users to Entitlements

To add a user to the entitlement, select the entitlement that you want to add the user to, and then select Manage Users in the Actions menu of the Entitlements tab. This will open the Assign/Unassign Users dialog:

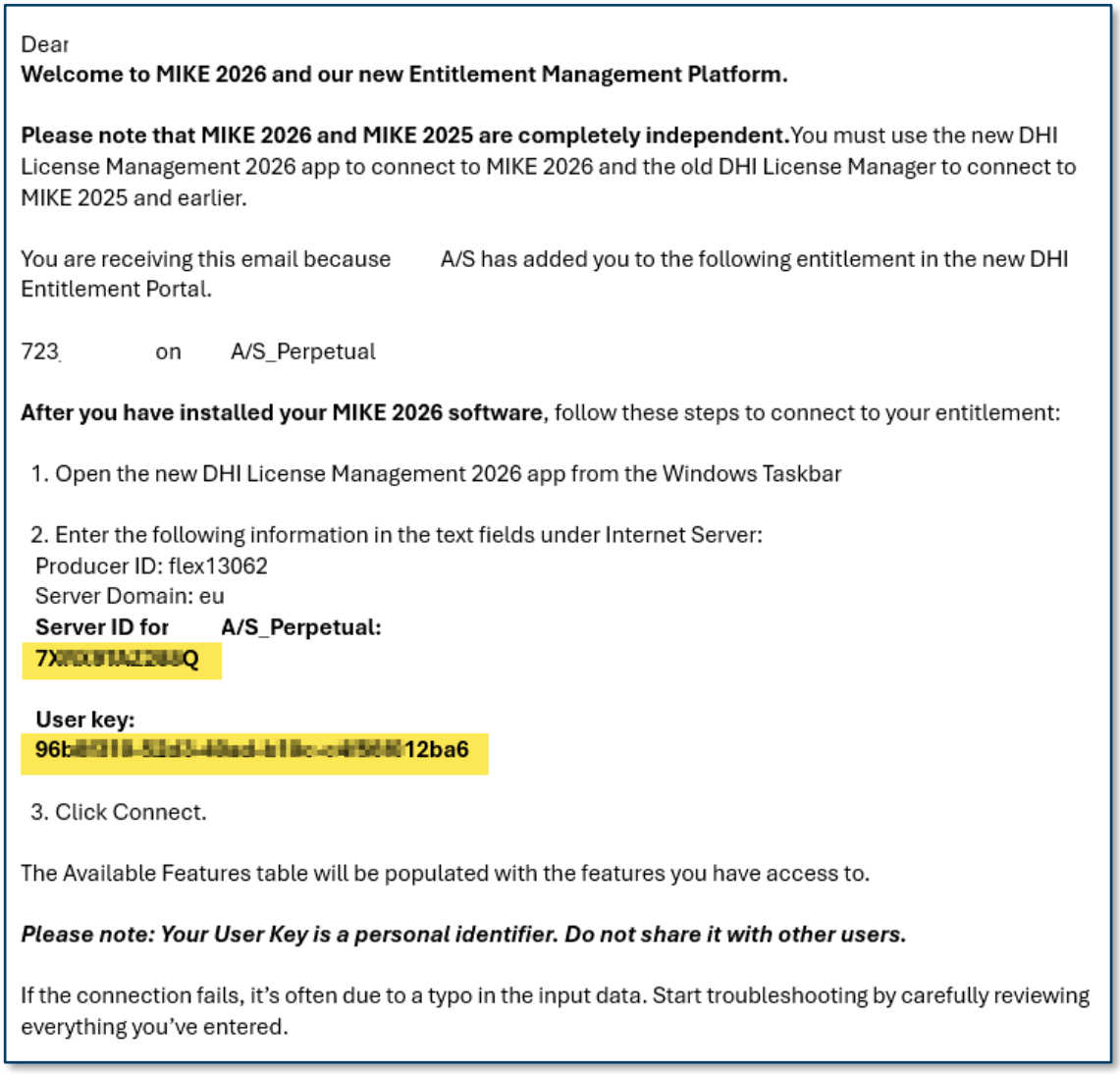


Target entitlement – is the Entitlement ID of the entitlement to which the changes will be made.

Unassigned users – are those have been added in the portal but are not assigned to this entitlement.

Assigned users – are those that have already been assigned to the entitlement.

When you click on the Save button all newly assigned users will receive an automated system email notifying them that they have been assigned to the entitlement. The email contains all the information required for them to connect to the entitlement, including the Server ID and their personal User Key. The email will look something like this:



Dear
Welcome to MIKE 2026 and our new Entitlement Management Platform.

Please note that MIKE 2026 and MIKE 2025 are completely independent. You must use the new DHI License Management 2026 app to connect to MIKE 2026 and the old DHI License Manager to connect to MIKE 2025 and earlier.

You are receiving this email because A/S has added you to the following entitlement in the new DHI Entitlement Portal.

723 on A/S_Perpetual

After you have installed your MIKE 2026 software, follow these steps to connect to your entitlement:

1. Open the new DHI License Management 2026 app from the Windows Taskbar

2. Enter the following information in the text fields under Internet Server:
Producer ID: flex13062
Server Domain: eu
Server ID for A/S_Perpetual:
7X[redacted]Q

User key:
96b[redacted]12ba6

3. Click Connect.

The Available Features table will be populated with the features you have access to.

Please note: Your User Key is a personal identifier. Do not share it with other users.

If the connection fails, it's often due to a typo in the input data. Start troubleshooting by carefully reviewing everything you've entered.

6.4 The Network servers tab

The Network Servers tab in the DHI Entitlement Portal shows the list of network entitlements that have been moved to network servers.

If there are no entitlements of type Network, or if all the entitlements of type Network have already been moved, then the message "There are no available entitlements" will be displayed.

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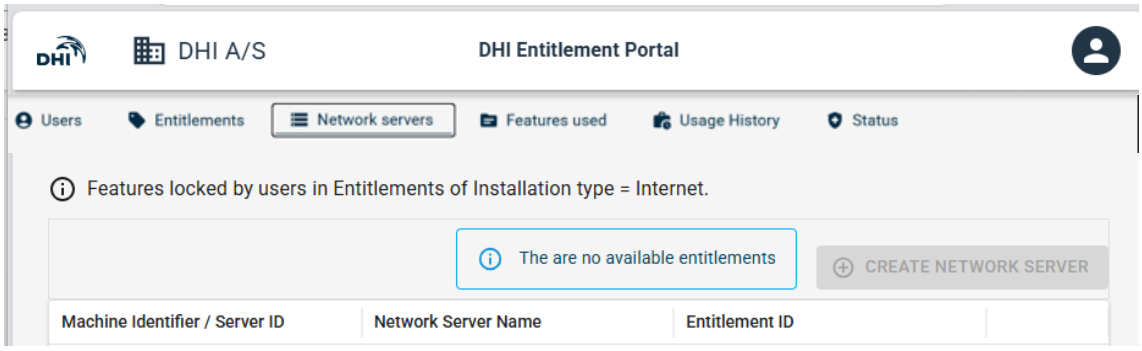
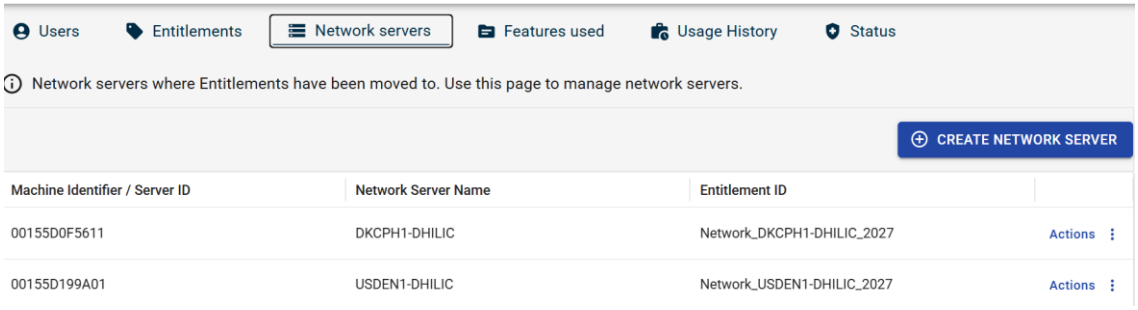


If there are entitlements available that have not yet been moved to network servers, then the Create Network Server button will become active.



Machine Identifier / Server ID – this is the string that identifies the specific computer where the entitlement has been moved to. This string is created by the DHI License Manager and copied into the Create Network Server dialog when you create the server. The machine identifier is displayed in the Server ID field in the Details dialog found in the Action menu in the Entitlements tab.

Network Server Name – is the name that you provide when you create the network server.

Entitlement ID – is the name of the entitlement that has been moved (see Section. **Error! R eference source not found.**)

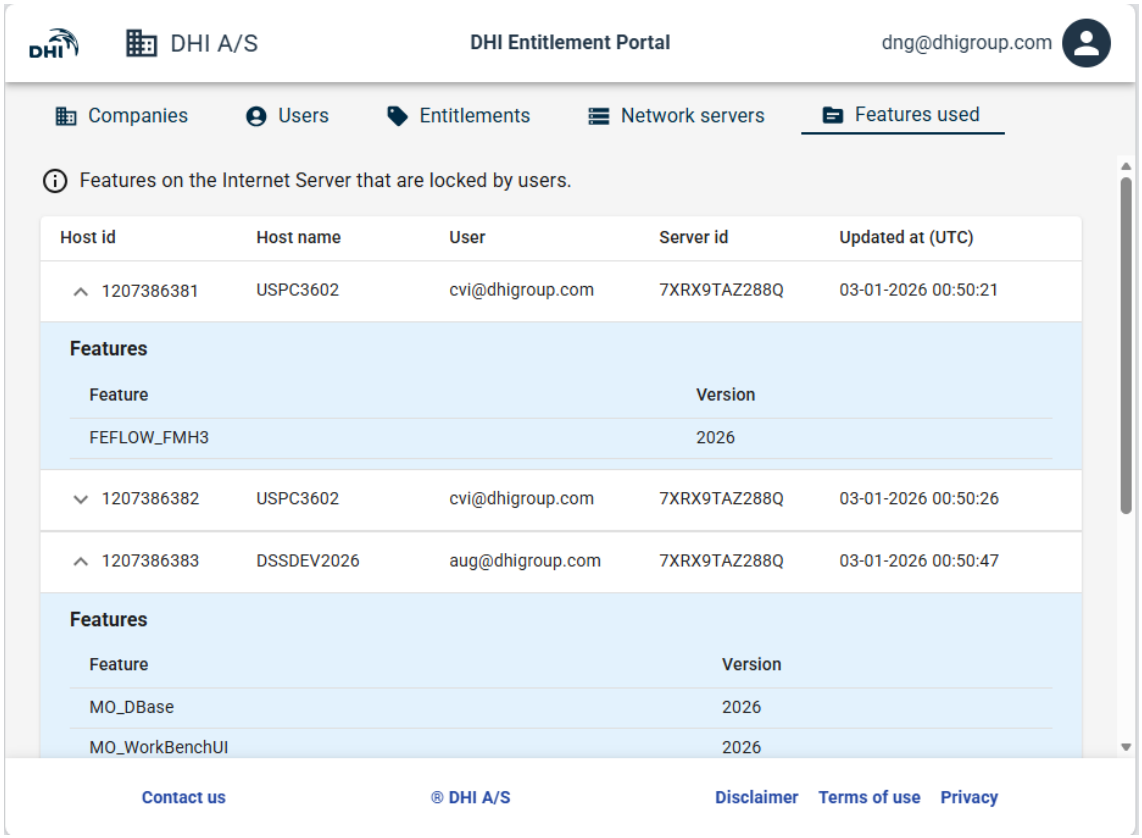
Actions – this is a drop-down menu with two options:

> **Release** – opens the dialog used to move an entitlement back to the DHI Entitlement Portal (see Section 5.3) and
>
> **Update server** – opens the dialog used to update an entitlement that has been moved to a network server (see Section 5.4)

Only the Administrator has access to the Action menu items.

6.5 The Features used tab

The Features used tab displays a list of the features that are currently locked by users on Internet entitlements. This view is useful when you need a snapshot of active license consumption.



What you can review	How to use it
Host and user	Identify the computer and account associated with a current lock.
Server ID	Identify the Internet server supplying the license.
Updated at (UTC)	Check when the lock information was last updated.
Expanded Features list	Review the individual feature/module names and versions locked under the host entry.

Need history instead? Features used is a current-state view. Use Usage History when you need to investigate earlier sessions, durations, or activity over a date range.

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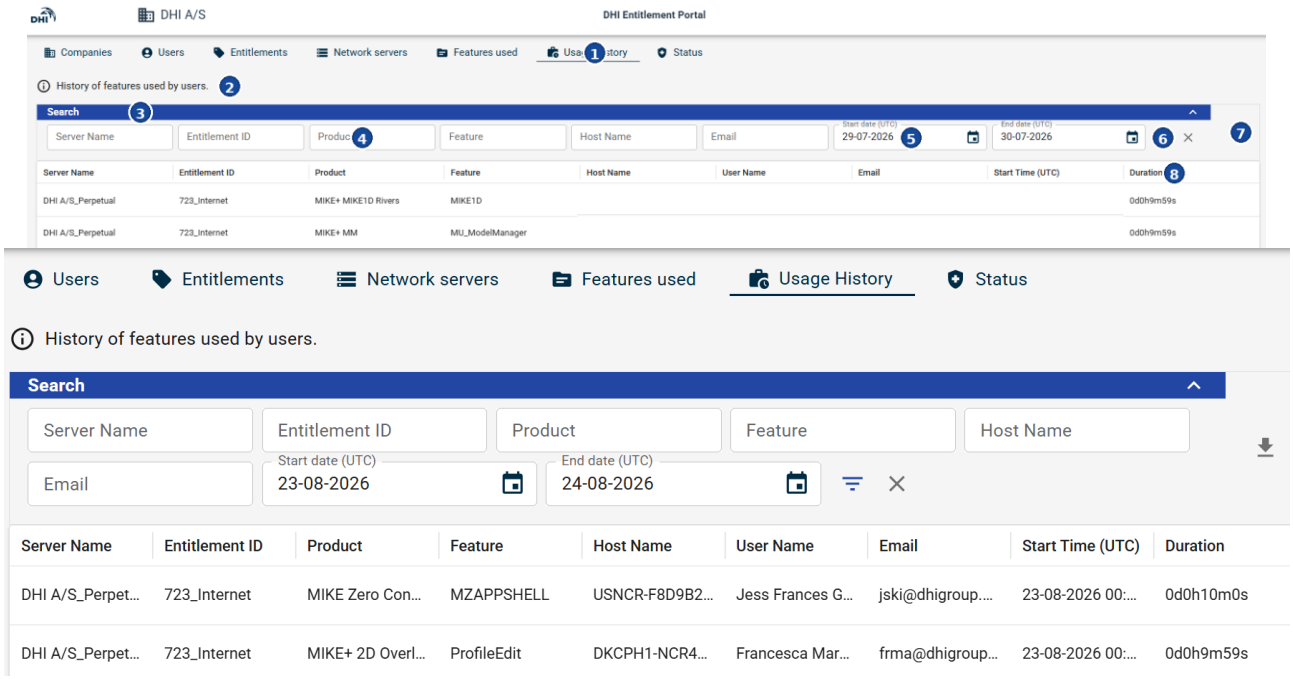
6.6 The Usage History tab

Use Usage History to search, review, and export recorded feature-use sessions. The page provides a collapsible Search panel, a results table, and a download action.



Usage History tab - search controls, UTC date range, export icon, and results table. Personal data has been removed.

Time zone: The Start date, End date, and Start Time fields are labelled UTC. Convert local times to UTC when investigating a specific session or incident.

6.6.1 Search and filter usage records

1. Open Usage History. Expand the Search panel if needed.
2. Enter one or more values in Server Name, Entitlement ID, Product, Feature, Host Name, or Email.
3. Set Start date (UTC) and End date (UTC) for the required period.
4. Select the filter icon to apply the criteria and refresh the result table.
5. Select the X icon to clear the criteria and return to a broader result set.

Filter	Use it to narrow results by
Server Name	Network or Internet license server associated with the usage record.
Entitlement ID	Entitlement under which the product feature was used.
Product	Product family or licensed product.
Feature	Specific licensed feature or module.

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Host Name	Computer or host that initiated the session.
Email	Email address associated with the session.

Search strategy: Start with the UTC date range and one identifying field. Add filters only when the result set is still too broad.

6.6.2 Understand results and export

Column	Meaning
Server Name	Server associated with the recorded feature-use session.
Entitlement ID	Entitlement used for the session.
Product / Feature	Licensed product and feature/module used.
Host Name	Computer from which the feature was used.
User Name / Email	Account associated with the recorded session.
Start Time (UTC)	UTC date and time when the session started.
Duration	Recorded session length, displayed in days, hours, minutes, and seconds.

1. Apply the filters required for your report or investigation.
2. Review the visible records to confirm the date range and identifiers.
3. Select the download icon at the far right of the Search panel.
4. Verify the downloaded file before distributing it and handle user/host data according to your organization's information-handling rules.

Export scope: The current screen confirms that export is available, but the screen itself does not state the output format or whether export includes all matching records or only displayed rows. Verify the file after export.

6.6.3 Usage History troubleshooting

Situation	Recommended action
No records are returned	Clear filters, widen the UTC date range, and retry with one identifying field at a time.
Expected session time does not match	Confirm that you are comparing the displayed UTC time with the correct local-time conversion.
A filter appears to have no effect	Confirm the value is in the correct field, then select the filter icon again.
Export does not contain expected records	Recheck active filters/date range, rerun the search, and export again.

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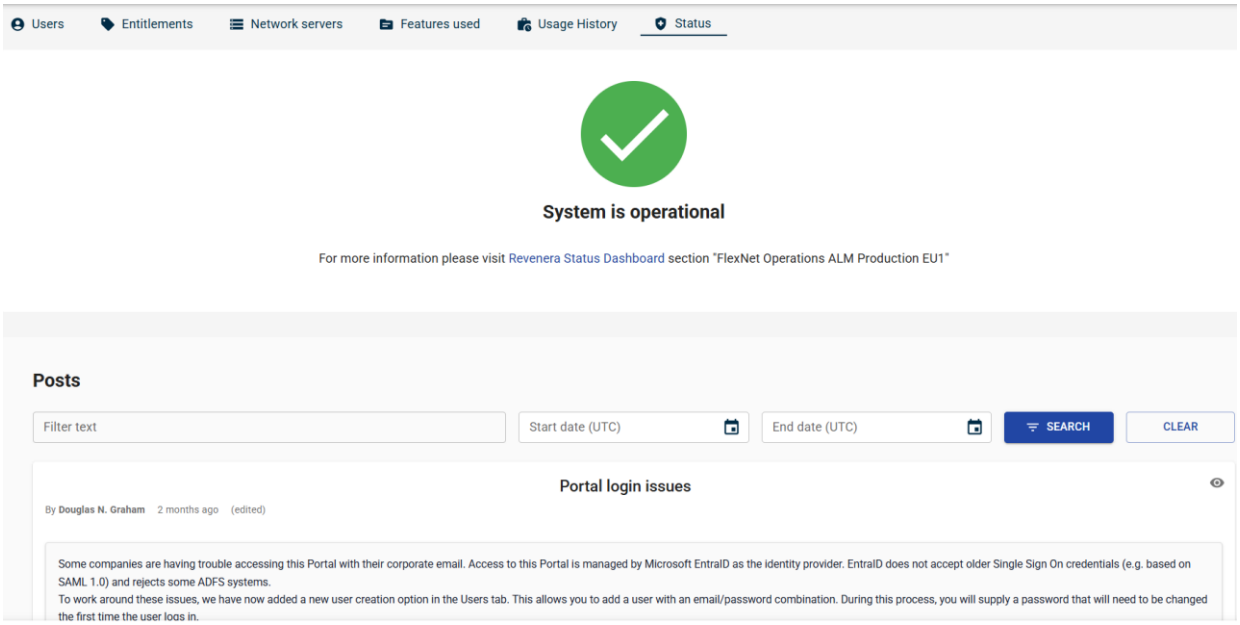
Situation	Recommended action
Data must be shared	Mask names, email addresses, and host names before sending screenshots or files outside the authorized support process.

6.7 The Status tab

Use Status to check the current entitlement-platform health and read service communications. The page combines an at-a-glance system-health banner with searchable status posts.



Status tab - system health, detailed Revenera status link, post search, and post-management controls. Author names have been anonymized.

Time zone: Status post date filters are labelled UTC. Use UTC dates when searching for communications around a specific event.

6.7.1 Check system health and find posts

1. Read the system-health icon and message at the top of the page. A green check with "System is operational" indicates normal service.
2. For component-level details, open the Revenera Status Dashboard link shown under the banner and review the referenced FlexNet Operations environment.
3. Search Posts by entering Filter text and, when needed, Start date (UTC) and End date (UTC).
4. Select Search to apply criteria or Clear to return to the unfiltered post list.
5. Use the page controls at the bottom of the post list to move through additional results.

Post element / control	Purpose

Title, author/time, edited indicator	Identifies the communication and when it was published or updated.
Eye icon	View or preview the post, when available.
Pencil icon	Edit a post when the account is authorized.
Trash icon	Delete a post when the account is authorized.
+ New Post	Create a new service communication when the account is authorized.

Permissions: New Post, edit, and delete controls are restricted. If they are not visible, your account is likely read-only or does not have the required administrator/Customer Care role.

6.7.2 Status troubleshooting

Situation	Recommended action
Banner says operational but you still have an issue	Check the detailed Revenera dashboard and latest posts. If the issue is not described, contact Customer Care with the UTC time, company, browser, and a screenshot.
Search returns no posts	Select Clear, retry with no text filter, and widen or remove the UTC date range.
New Post or management icons are missing	Confirm your role with the portal administrator or Customer Care.
Post is difficult to read	Use the eye icon to open/preview it when available, or adjust browser zoom and window width.

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