

DHI Entitlement Management for Administrators

Quick Start Guide for Entitlements and Licensing

With the MIKE 2026 release, DHI is modernising the way you access and manage your MIKE Powered by DHI software licenses. We are moving 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 until at least the end of 2026. We plan to retire the old internet license server in 2027. 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.***

1 Administrator Responsibilities

As an administrator, you have two important responsibilities:

1. **Onboarding of users** – If your entitlement has an “Installation type = Internet”, every user must be onboarded in the DHI Entitlement Portal **AND** assigned to the entitlement. Until this is done, the user will not be able to access MIKE 2026.
2. **Managing servers** – If your entitlement has an “Installation type = Network”, it can only be accessed after it is moved to a network server on your company’s network. Only the administrator can move these entitlements. Onboarding of users is not needed for network servers.

2 First time login to the DHI Entitlement Portal

The DHI Entitlement Portal uses a Single Sign On (SSO) based on Microsoft Entra and Azure AD. This means that you create your SSO configuration automatically the first time you login.

When logging into the Portal for the first time, you will need to set up your SSO profile. This involves four steps, starting with the Welcome dialog (see below). 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. The flow in Figure 1 is an example. Your flow may not be the same depending on your IT configuration.

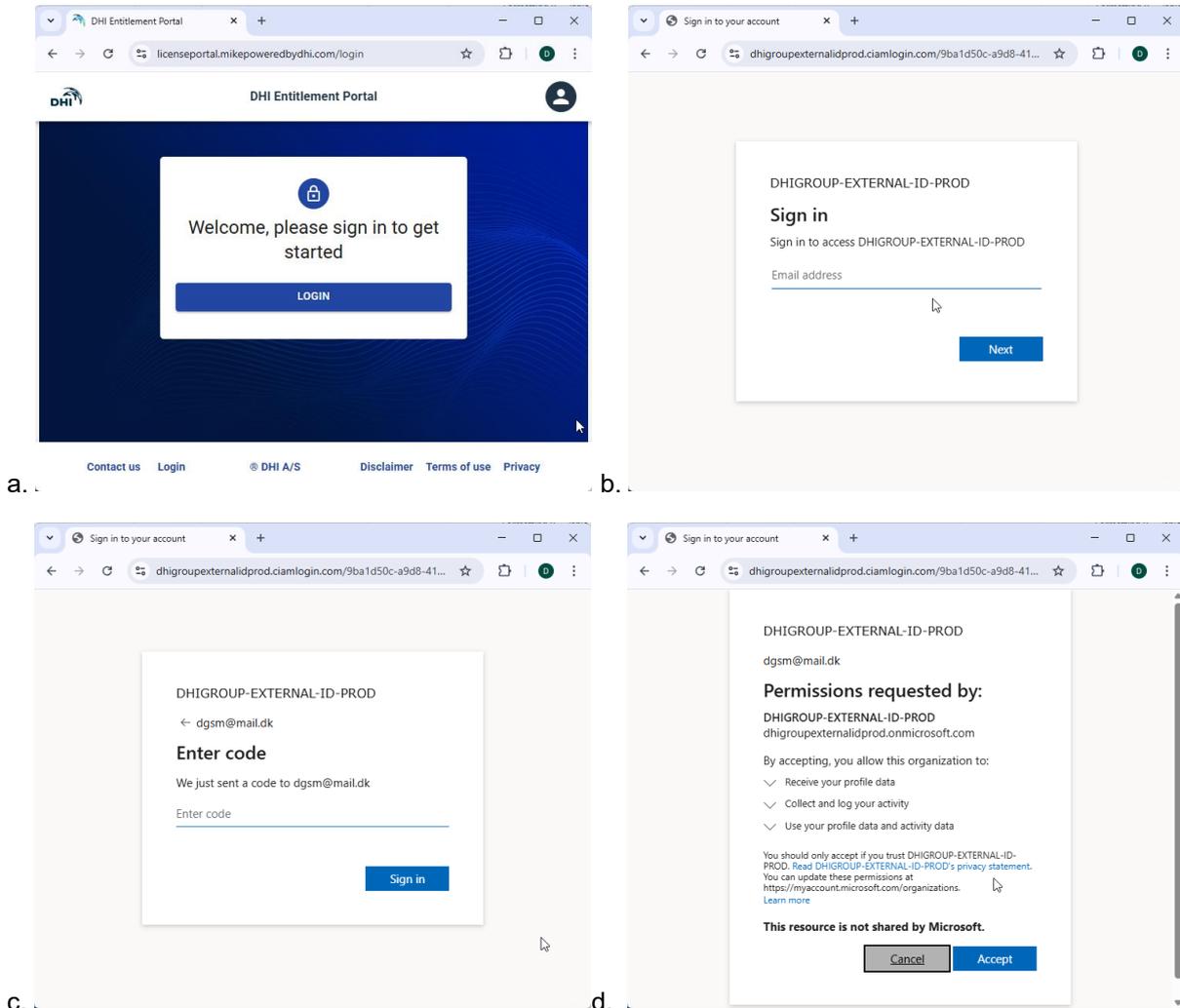


Figure 1 Four steps for the first time login to the DHI Entitlement Portal. a. Welcome. b. Enter email. c. Enter code from confirmation email. d. Accept Terms and Conditions

3 Installation types

To run MIKE Powered by DHI software, you need to connect to a license server. The license server can be either the “Internet” server, or it can be a “Network” server on your company’s network. A local server is simply a network server located on your own computer. In all cases, the connection is configured in the DHI License Manager.

The license server that is available to you is defined by your sales agreement. You can determine which license server you have in the DHI Entitlement Portal in the Entitlements tab, where you will find the column "Installation type".

| Entitlement ID | Installation type | Entitlement type |
|----------------|-------------------|---------------------|
| (9) 17934 | Network | Professional-GLOBAL |
| (64) 706030 | Internet | Professional-GLOBAL |

4 Installation of MIKE Powered by DHI Software

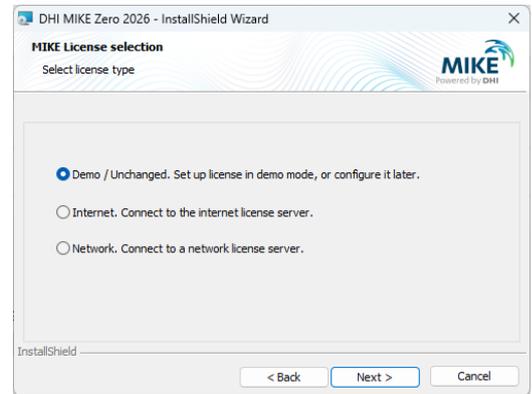
All software downloads are from the [Download Center - DHI Customer Care Portal](#).

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

The installation is essentially unchanged. As before, you will be asked whether you want to set up licensing during installation. We recommend that you

Choose "Demo/Unchanged"

and connect your software after the installation.



4.1 Installing a license server on an off-line computer

If you have an entitlement of type Network, 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

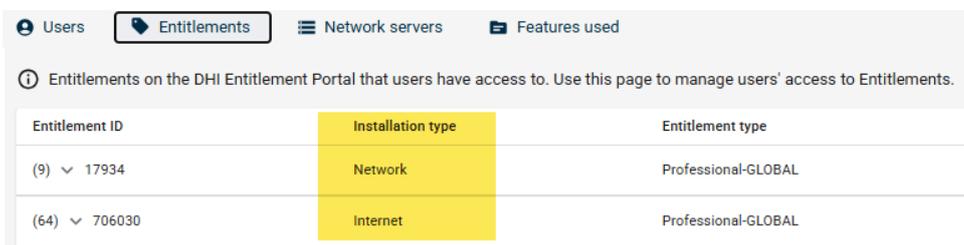
| Name | Short Description | Published On ↓ |
|-----------------------------------------|-----------------------------------------------------------------------------|----------------|
| DHI License Server 2026 | Installation file for DHI License Server 2026, for NETWORK Entitlement Only | 1/30/2026 |

Critical note: We 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.

Critical note: When you install a network server, it is installed with the default password: **LicenseAdmin2#**
 We recommend that you change this password after installation and keep the password secure. You will need this password to setup the server, to update the entitlement if needed and to release the entitlement if you want to move it to a new server.

5 Onboarding users

If you have an Installation type = Internet, then all users must be added in the Portal and assigned to the server before they can connect to it.

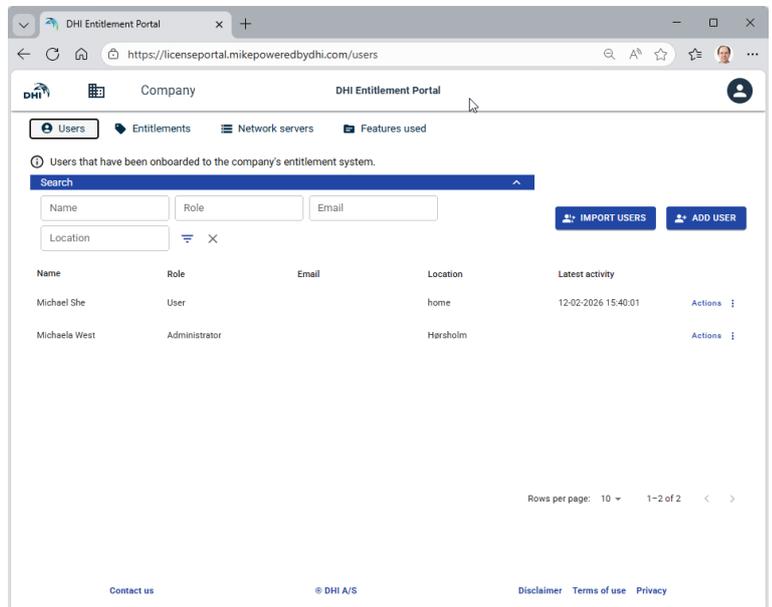


| Entitlement ID | Installation type | Entitlement type |
|----------------|-------------------|---------------------|
| (9) 17934 | Network | Professional-GLOBAL |
| (64) 706030 | Internet | Professional-GLOBAL |

5.1 Adding users

To add a user to the DHI Entitlement Platform:

1. Log in to the DHI Entitlement Platform and open the Users tab.
3. Click on the Add User button in the upper right, which will open the Add New User dialogue
4. Update the fields with the user's email and first and last name. Middle name is optional.
5. Choose a role: Administrator or User.



- 6. Add a optional location or identifier. This is a free text field that can be used to group users and make it easier to assign entitlements to specific groups

Add new user

Email *
MikeShe@company.com

First Name *
Mike

Middle Name

Last Name *
She

Role *
User

Location
Big Wetland

Important notes:

- All users must also be added an entitlement before they can use the MIKE software.
- A user must have a unique email address. The email address cannot exist in multiple companies.
- There is no limit on the number of Administrators. All Administrators have the same privileges.
- Users can only view information in the Portal. They cannot make any changes.

5.2 Importing users

If you need to add a lot of users, you can import them via a CSV file. Clicking on the Import User button will open the Import Users dialog

Import Users

The lines in the import file must be comma separated with the following format

Allowed CSV format

- **Header required:**
email,firstname,middlename,lastname,role,location
- **Delimiter:** comma (,)
- **Encoding:** UTF-8 (no BOM)
- **Quotes:** optional; escape inner quotes with ""
- **Line endings:** \n or \r\n
- **Role:** Administrator or User

Example:

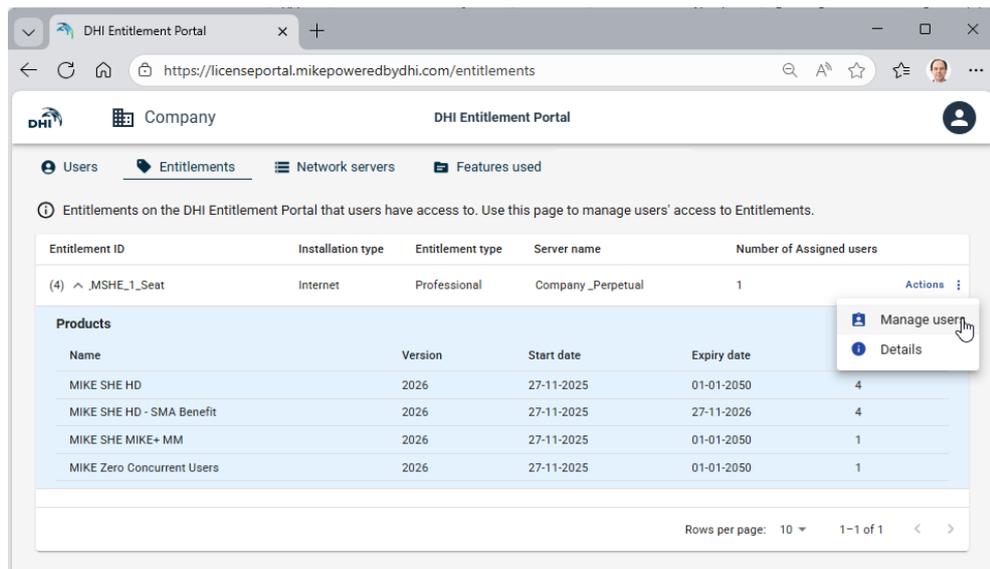
```
email,firstname,middlename,lastname,role,location  
alice@example.com,Alice,Samanta,Nguyen,Administrator,Rome  
bob@example.com,Bob,,O'Reilly,User,Espana
```

When you click verify import, the file will be validated for format errors and compared against the list of current users in the system.

5.3 Assigning and unassigning users to entitlements

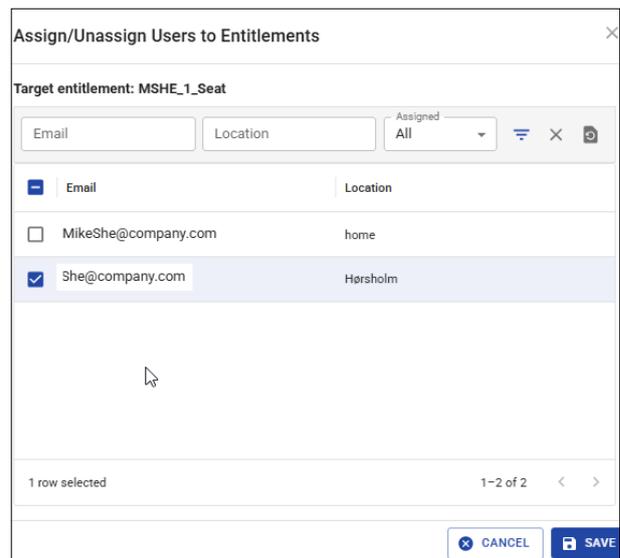
After a user has been added in the DHI Entitlement Portal, you can assign them to an entitlement. When you add a user to an Internet entitlement, they will receive an automated email with the information required to connect to the entitlement.

In the Entitlements page of the portal, you can see the list of entitlements for your company.



To assign or unassign a user to an **Internet** entitlement:

1. Log into the DHI Entitlement Portal and open the Entitlements tab.
2. Click on the relevant row and then click on Manage Users in the Actions menu (see above), which will open the Assign/Unassign dialog. Users can be assigned or unassigned via the tick boxes.
3. Click Save to finalize the assignment changes.



6 Managing Servers

Critical note: *If you have an entitlement with an Installation type “internet”, 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.

To manage a network server, there are potentially five administrative workflows involved:

1. Create the network server by installing the software
2. Change the password of the network server
3. Move an entitlement to the network server
4. Update the entitlement on the network server if you change the expiry date or add modules.
5. Return the entitlement back to the DHI Entitlement Portal if it is no longer needed or if you want to move it to a new network server

When you move an entitlement of Installation type = “network” to a network server, the entitlement is locked to that computer.

The network server does not need to be connected to the internet but must be accessible on the network. The 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 a network server, you must be able to send information 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 if no direct connection is available

If you want to use your software offline on your own computer, then you can make your computer a network server and move the entitlement to your own computer. However, you must move the entire entitlement. You cannot move just a single seat.

Managing the entitlement involves both the DHI License Manager on the desktop and the Entitlements tab in the DHI Entitlement Portal.

There is much more information in the full User Guide related to managing network servers.

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.*

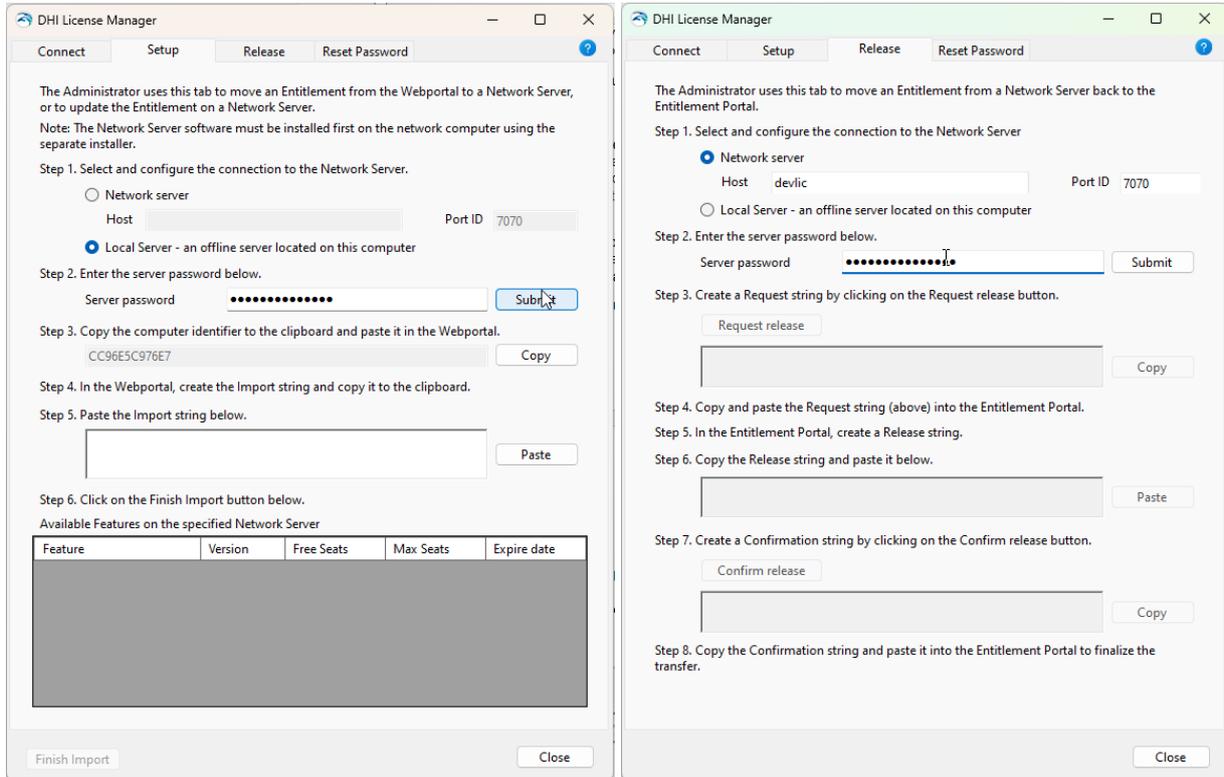
6.1 The DHI License Manager

There are three tabs in the DHI License Manager that are used to manage network servers. The DHI License Manager. The DHI License Manager is automatically installed whenever you install any MIKE software.

- Setup tab is used to set up a network server on your company network.

- The Release tab is used to remove the entitlement from the network server and return it to the DHI Entitlement Portal.
- The Reset Password tab is used to change the default password

The tabs in the DHI License Manager are available wherever the MIKE software is installed and 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 software installed.

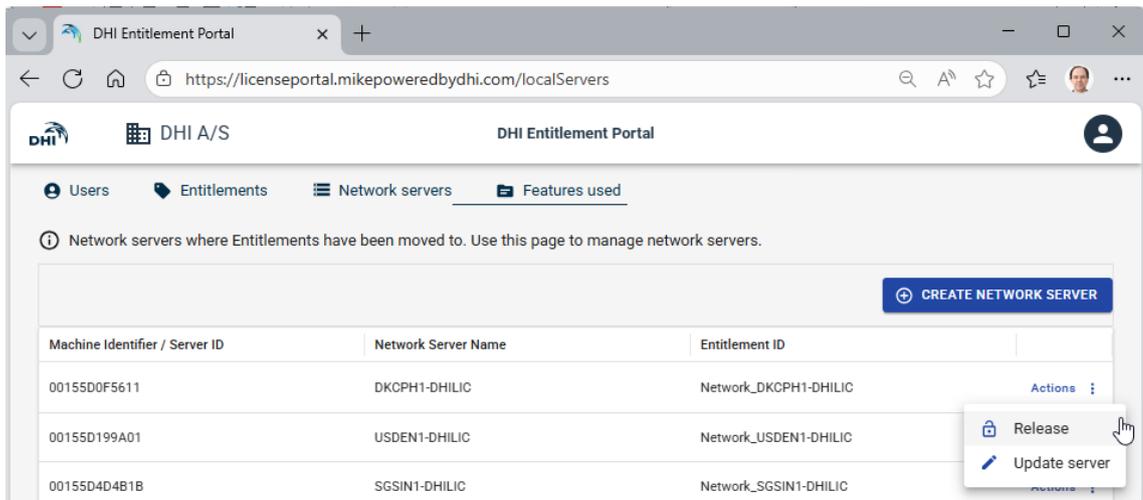


6.2 The DHI Entitlement Portal

The Entitlements tab in the DHI Entitlement Portal shows the list of active entitlements for your company. Only entitlements with Installation type Network can be moved to a network server.

| Entitlement ID | Installation type | Entitlement type |
|----------------|-------------------|---------------------|
| (9) 17934 | Network | Professional-GLOBAL |
| (64) 706030 | Internet | Professional-GLOBAL |

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 entitlements available that have not yet been moved to network servers, then the Create Network Server button will be active. Clicking on it opens the Create new network server dialogue.

For each network server, there is a Release and an Update server action button. The Release button is used to move an entitlement from a network server back to the Portal. The Update Server button is used to refresh the entitlement on the network server, for example if you have purchased a new module or renewed a subscription.

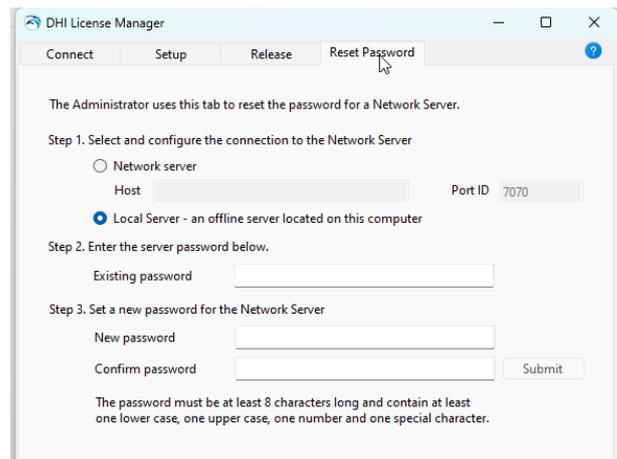
6.3 Creating a network server and changing the password

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 **Installing a license server on an off-line computer** for more information on how to do this.

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, the server is created with the default password: LicenseAdmin2#

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

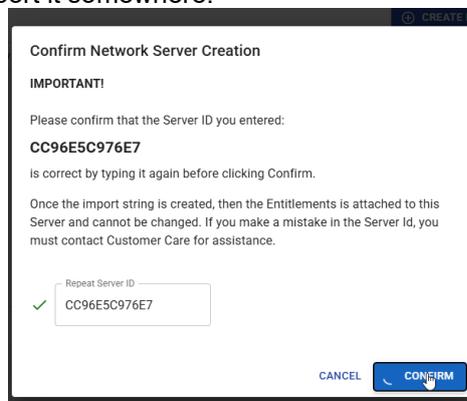


6.4 Moving an entitlement to a network server

To move an 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.

Creating the network server and moving the entitlement involves the workflow shown in Figure 2 based 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.

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.

At this point, the entitlement is moved, and the table will be populated with the modules that are available on the server.

If you want to now connect to this server, you need to switch to the Connect tab in the DHI License Manager and connect your software to the new network server 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.

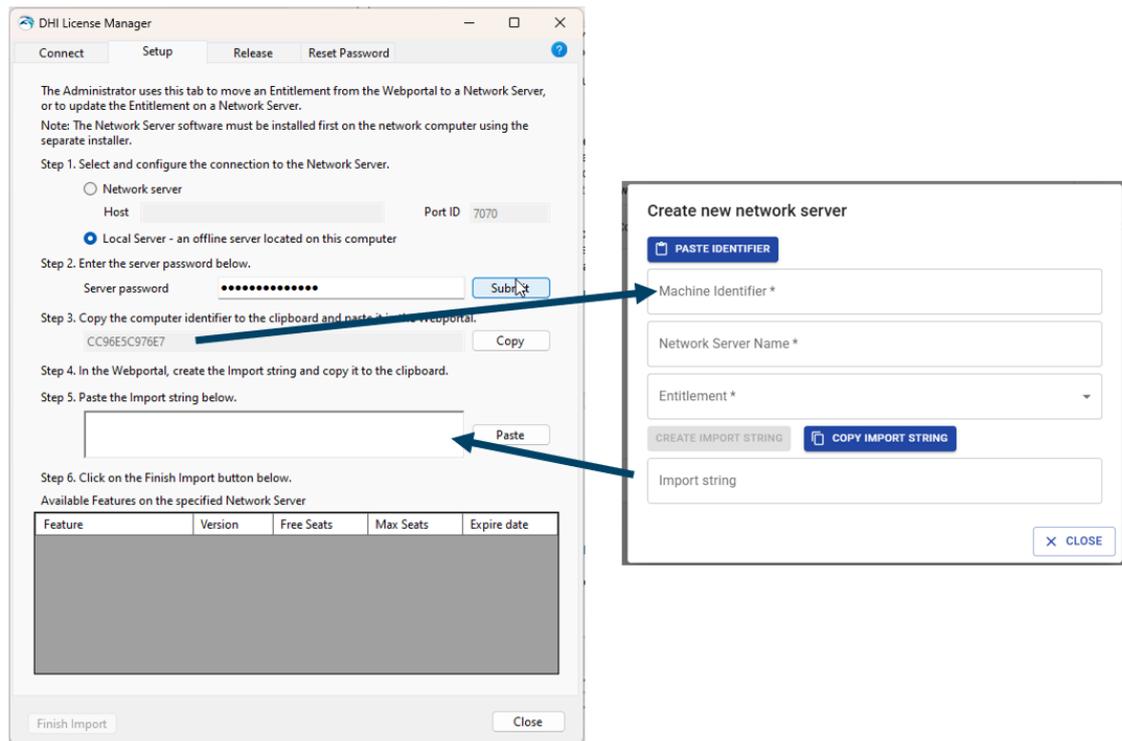


Figure 2 Copy/paste workflow for creating a network server and moving an entitlement to the server

6.5 Returning a network server 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.

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.

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

Releasing the network server and moving the entitlement involves the steps shown in Figure 3 based 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.

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.

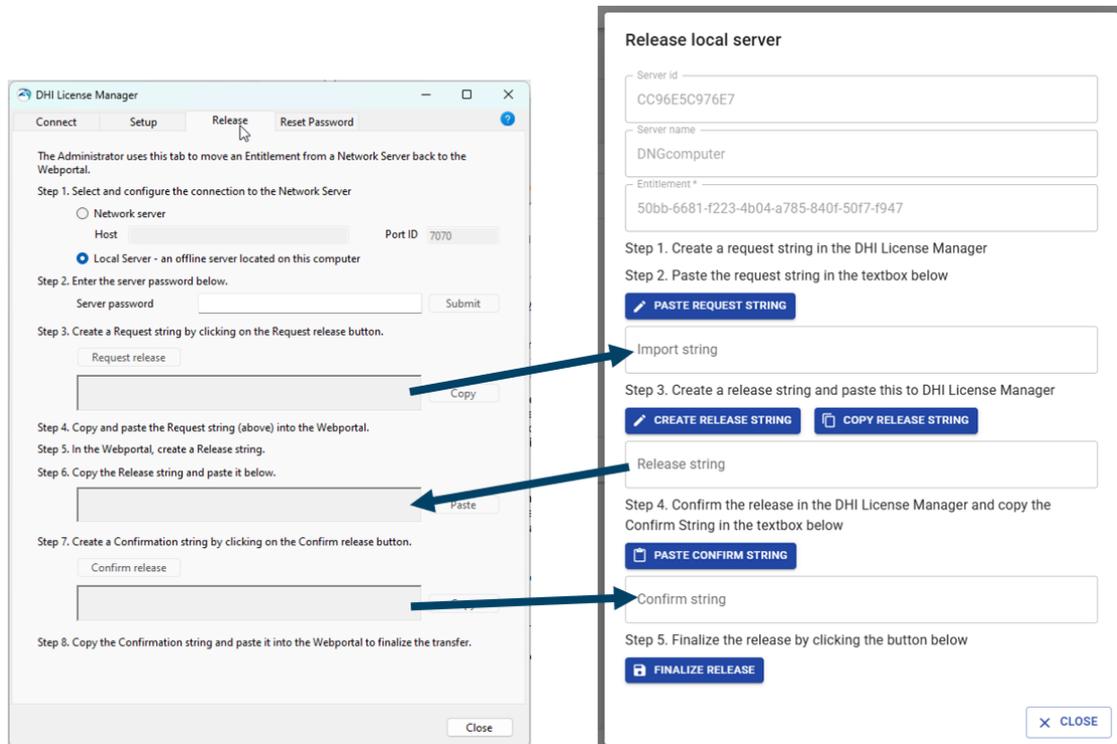


Figure 3 Copy/paste workflow for releasing a network server and moving an entitlement back to the DHI Entitlement Portal.

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.

6.6 Updating a network server

A network server is not connected to the DHI Entitlement Portal. So, it cannot be updated automatically - for example, if the expiry date for SMA Benefits is extended or you purchase new modules.

If you need to update an entitlement that is on a network server, you can do this by creating a new import string and then adding it in the DHI License Manager. This will overwrite the existing import string.

Updating the network server involves the steps shown in Figure 3 based 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.

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,
2. **Update network server dialog:** Click on Create Import String to create a new unique text string that identifies the entitlement and all the features that it contains.
3. **Update network server dialog:** Click on the Copy Import String button to copy the string to the clipboard.
4. **DHI License Manager:** Click on the Paste button to paste the Import String into the Import string field.
5. **DHI License Manager:** Click on the Finish Import button to finalise the import.

At this point, the entitlement is replaced, and the table will be populated with the modules that are available on the server.

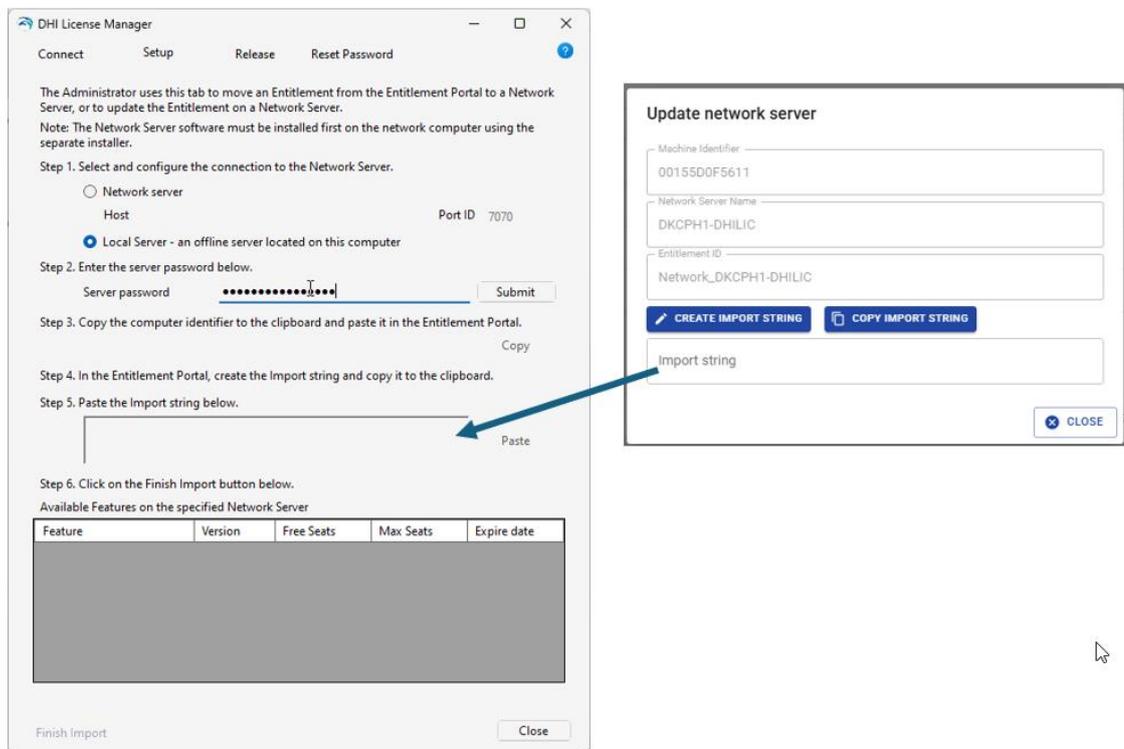


Figure 4 Copy/paste workflow for updating a network server.

7 Frequently asked questions

I am a User, not an Administrator. What should I do?

There is a separate Quick Start Guide for Users with more detailed information on connecting to your entitlements.

I am the only user in the company. Who is my Administrator?

If you are the only user then you are probably also the Administrator. However, the default Administrator may be the person who purchased the software. If you are in doubt and do not have Administrator access, then you can contact Customer Care to find out who the default Administrator is.

How do I find out who my Administrator is?

The Administrator is typically the person who purchased the software. If you are already on boarded, then you can see in the portal who has the Administrator role. If you are not on boarded yet and you are in doubt, you can contact Customer Care to find out who the default Administrator is.

I am a User. can I also be an Administrator even if there is already one?

There is no limit on the number of Administrators. You need to contact your current Administrator to have your role upgraded.

As a User, do I have to download and install the software myself?

In most cases, users have the software installed on their own PC. In some companies, installing software is managed by the central IT department. Some companies are less restrictive. The main criteria is that you need to have administrator privileges on your computer to install MIKE 2026. If you are in doubt, contact your IT department.

As a User, do I have to install the new license system?

No. As a user, all the necessary license files are installed when you install MIKE 2026.

Is the OneLogin to the Customer Care portal also for the DHI Entitlement Portal?

No. The OneLogin is used to identify who is using the download site. You need to log in with the OneLogin before you are allowed to download. This can be done directly from the Download page, or you will be asked when trying to download a file.

What is the difference between an 'entitlement' and a 'license'?

An entitlement is what you buy – a right to use the software. A license is what the software locks when you use the software.