

# MIKE Internet License

## User Guide



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## PLEASE NOTE

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## 1 General information

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

*NB. The login for the Internet license service is for license access in MIKE software only and cannot be used for the [mikepoweredbydhi.com](http://mikepoweredbydhi.com) download page etc.*

The Internet license can be used for all MIKE software from version 2017 onwards.

## 2 Default settings

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

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

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

with HTTPS (port 443).

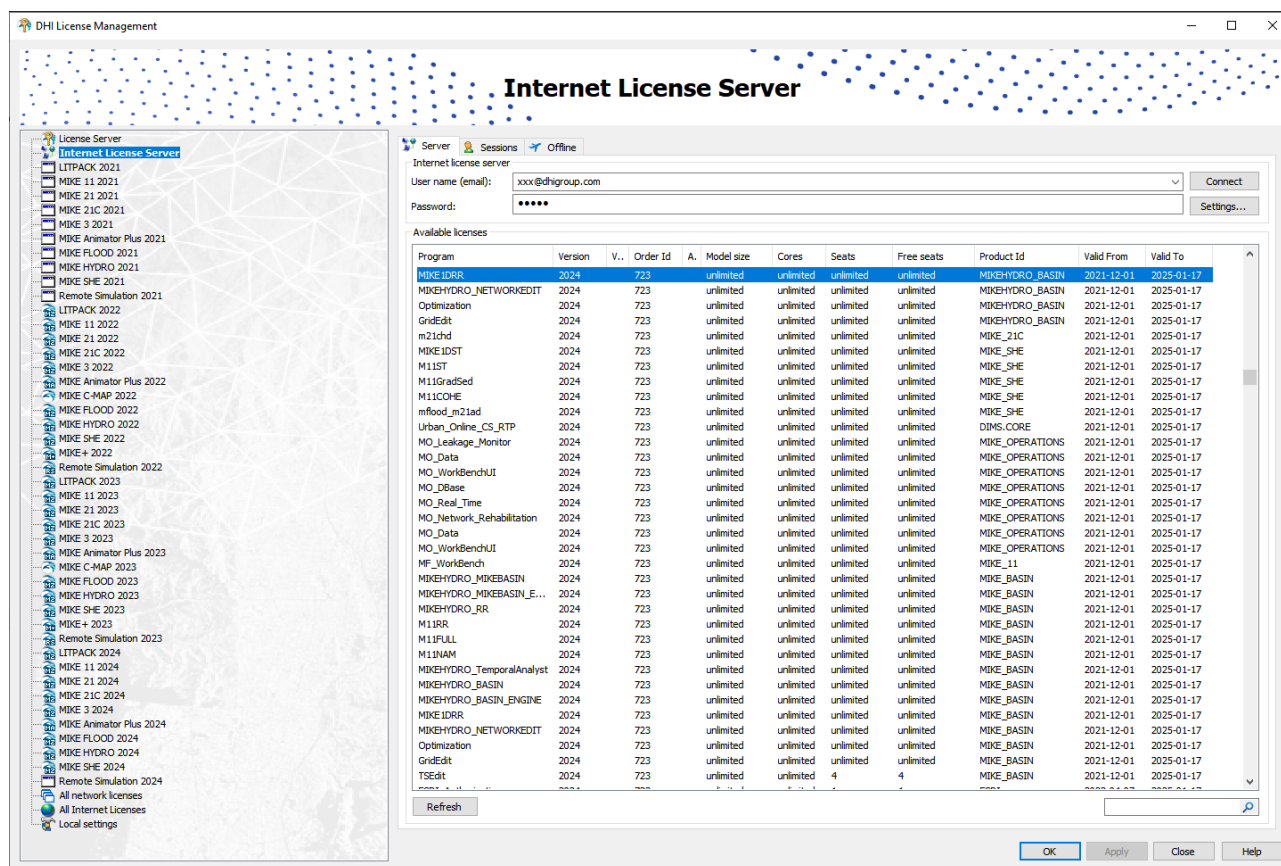
To be able to connect to the Internet license, it is required that service port 443 is open for an SSL connection.

Be sure that no firewalls are blocking the port. Contact your company's IT department for assistance. When contacting your company's IT department, then remember also to ask them if your company uses proxy servers or SSL inspection software. This information can be helpful when setting up the internet License.

### 3 Getting started

Once you have received your credentials for the Internet License service, you are ready to connect. Opening the DHI License Management Utility on your PC by right click then choose 'run as admin'.

It is not necessary to install the DHI License Manager separately to use the Internet License.



Enter your credentials before clicking Connect. Make sure you do not include any blanks/spaces around neither username nor password.

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

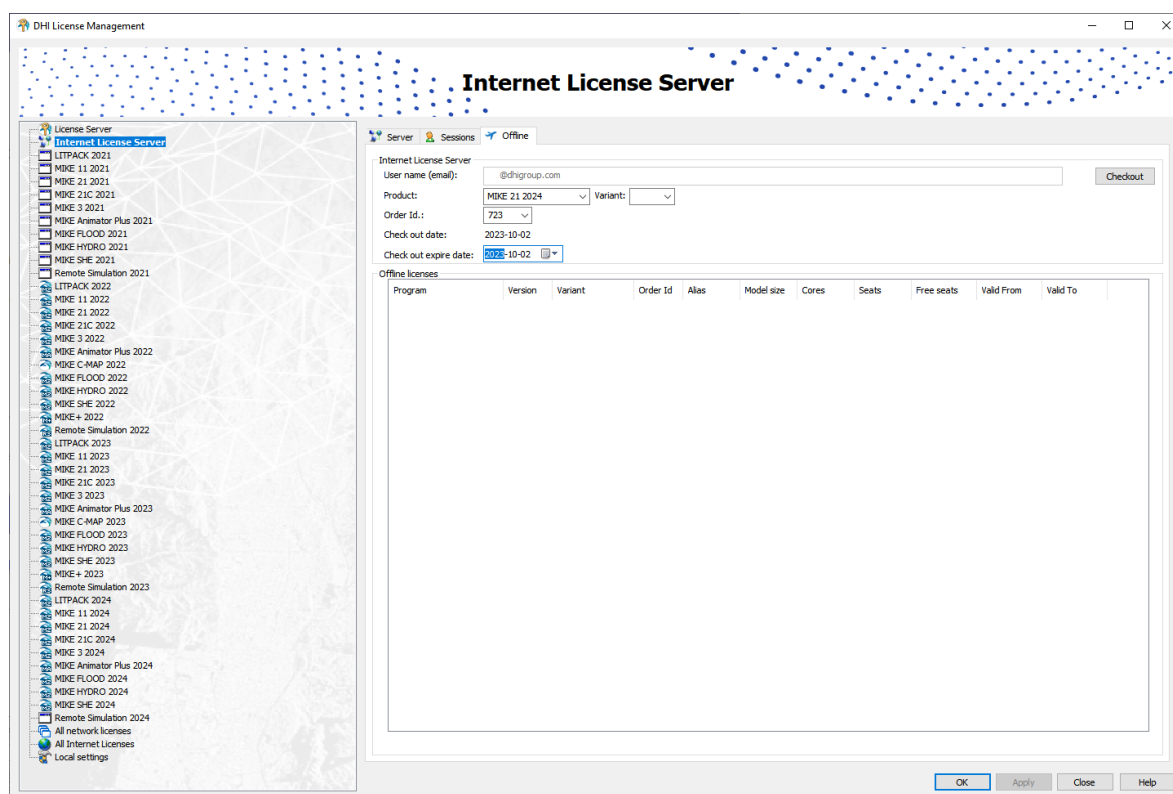
Clicking the Sessions tab at the top, will show you a list of who is currently using the licenses.

## 4 Offline mode

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

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

Firstly, open the DHI License Management utility and connect to the internet license server using your username and password, as described in the previous section. Then, select **Offline** in the tab menu as shown below.

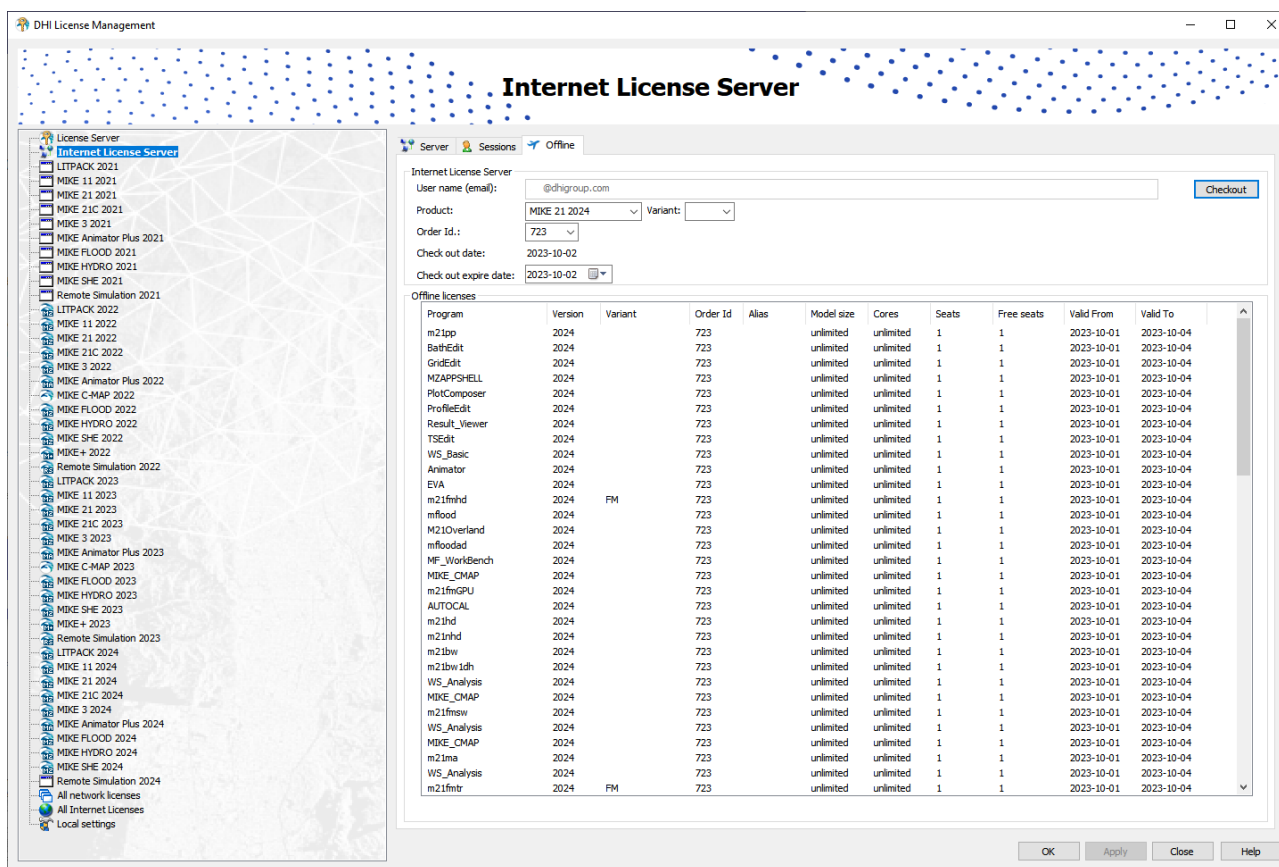


Under **Product**, select the product package you would like to check out. It is possible to check out more than one product package, but they must be checked out one after another. Only one seat can be checked out at a time and all modules under the product package will be checked out. When a product package is selected a list of available Order ID's will be shown under **Order ID**. Select the Order ID you would like to use.

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

Click '**Checkout**'. A popup window will appear asking you to confirm the check out. Click 'OK'. The check out process will take few seconds until a list of offline licenses showing up. Then the check out process is completed successfully and the offline licenses are activated.





Your application may use multiple license modules which are included in different product packages. Therefore, it is recommended to test the offline licenses in advance. The test can be performed like this, turn off the internet connection and test the application you would like to use offline. If any error message appears saying a missing license or model runs in Demo mode, turn on the internet connection and check out the additional licenses needed.

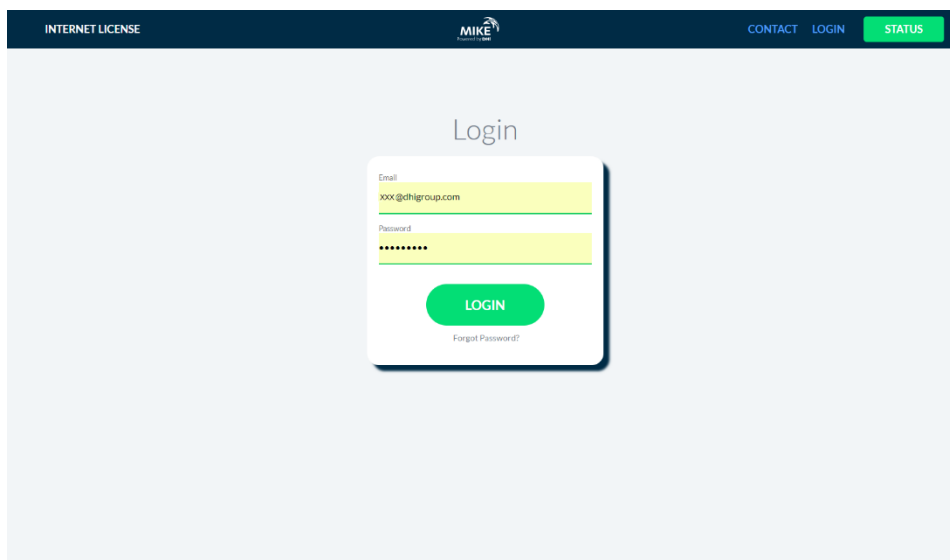
When offline, a list of offline licenses will show including Order ID and Valid To date. The offline licenses for a product package will also be displayed under 'Available Licenses' when selecting the product package or Internet License Server on the main menu.

## 5 Web portal

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

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

To log into the portal please use the same credentials as for connecting to the license.

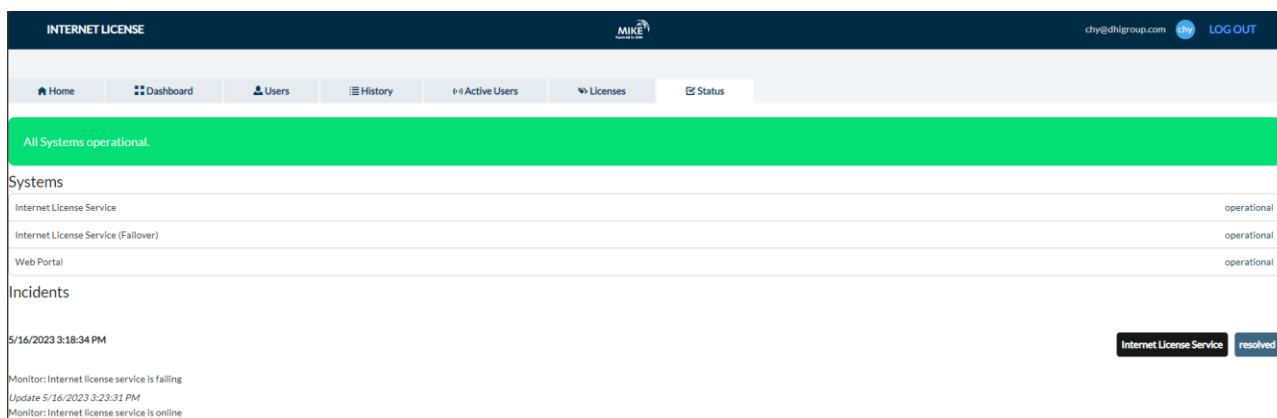


### 5.1 Internet license servers' status

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

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

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

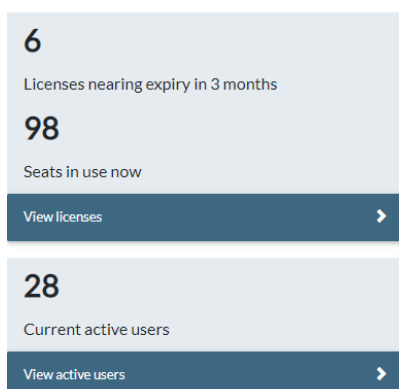
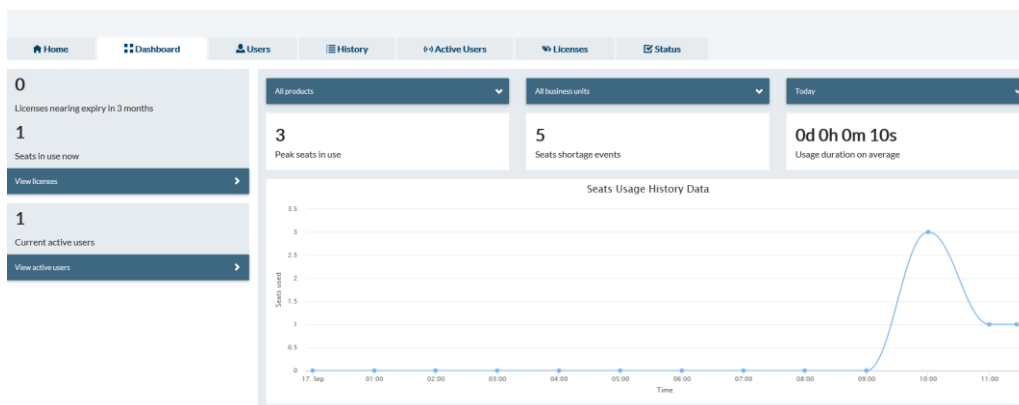


## 5.2 Portal Features

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

### 5.2.1 Dashboard

You will be directed to the **Dashboard** when you log on to the portal. The dashboard gives a quick overview of the usage of MIKE products in the shared pool of licenses within your organisation.



You can get an idea of licenses expiring within the next 3 months and an estimate of the number of seats in use over a period of time. The number of seats in use is calculated by adding up all modules in use, including the engine and editors. Therefore, this number may exceed the number of editor seats that you have purchased.

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

*NB: The numbers only update when entering the Dashboard*

The information above the graph and the graph itself can be filtered based on products, business units and datetime.

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

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

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

All business units
▼

## 12

Seats shortage events

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

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

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

Feel free to contact the support [mike@dhigroup.com](mailto:mike@dhigroup.com) if you need further information about the shortage.

Today
▼

## 0d 1h 11m 25s

Usage duration on average

Clicking on **Today** will allow you to change the date range applied.

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

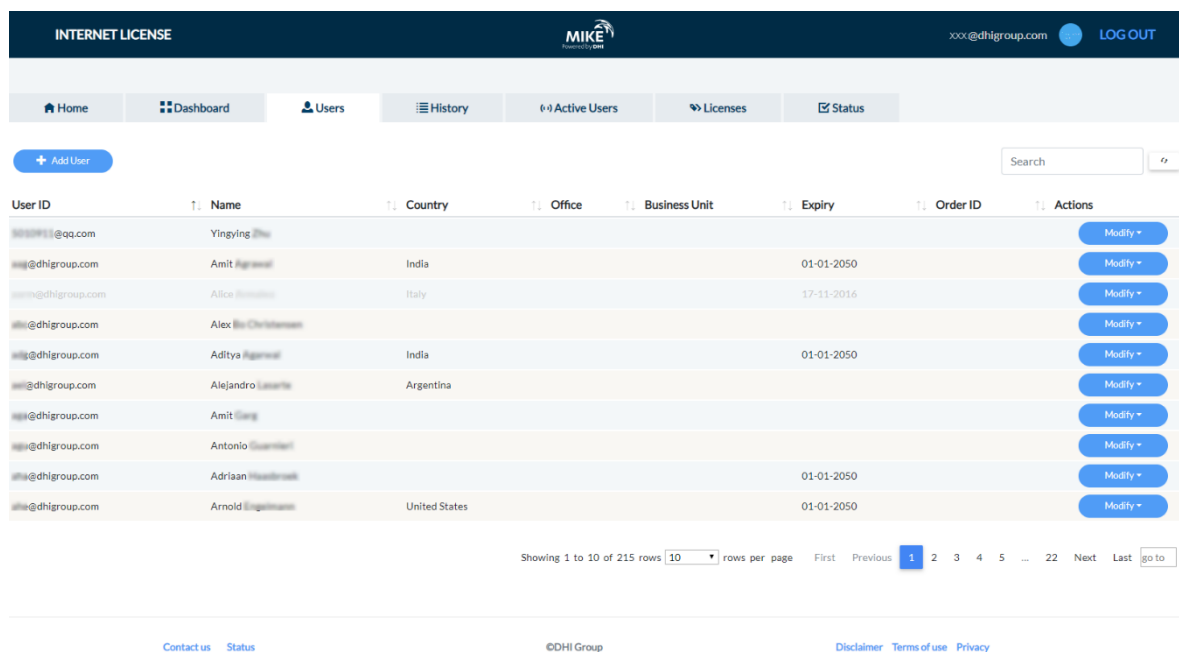
*NB: The date and time is localised to your local region based on your browser settings.*

## 5.2.2 Users and User's Role

The **Users** tab shows you all the users registered within your company who have access to use the Internet license.

There are two user roles available 'Standard user and Administrator'.

As a standard user you will only be able to edit your own account. An administrator will have several additional options for managing the accounts and users.



The screenshot shows the 'INTERNET LICENSE' dashboard with the 'Users' tab selected. The interface includes a navigation bar with 'Home', 'Dashboard', 'Users', 'History', 'Active Users', 'Licenses', and 'Status'. Below the navigation is an 'Add User' button and a search bar. The main content is a table of users with columns for User ID, Name, Country, Office, Business Unit, Expiry, Order ID, and Actions. The table contains 10 rows of user data, each with a 'Modify' button. At the bottom, there is a pagination control showing 'Showing 1 to 10 of 215 rows' and a 'go to' field.

User ID	Name	Country	Office	Business Unit	Expiry	Order ID	Actions
xxxxxx@qq.com	Yingying						Modify
xxxx@dhigroup.com	Amit	India			01-01-2050		Modify
xxxx@dhigroup.com	Alice	Italy			17-11-2016		Modify
xxxx@dhigroup.com	Alex						Modify
xxxx@dhigroup.com	Aditya	India			01-01-2050		Modify
xxxx@dhigroup.com	Alejandro	Argentina					Modify
xxxx@dhigroup.com	Amit						Modify
xxxx@dhigroup.com	Antonio						Modify
xxxx@dhigroup.com	Adriaan				01-01-2050		Modify
xxxx@dhigroup.com	Arnold	United States			01-01-2050		Modify

## Standard User options

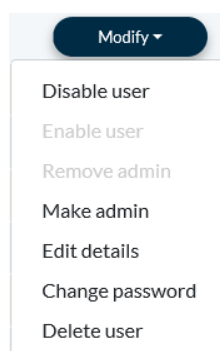
- View all users in the organisation
- Edit your own user details
- Change your own password
- Subscribe / unsubscribe on notifications

## Administrator options

*NB: Administrators have an admin icon besides the modify button.*



By using the Add User and Modify buttons an Administrator may:

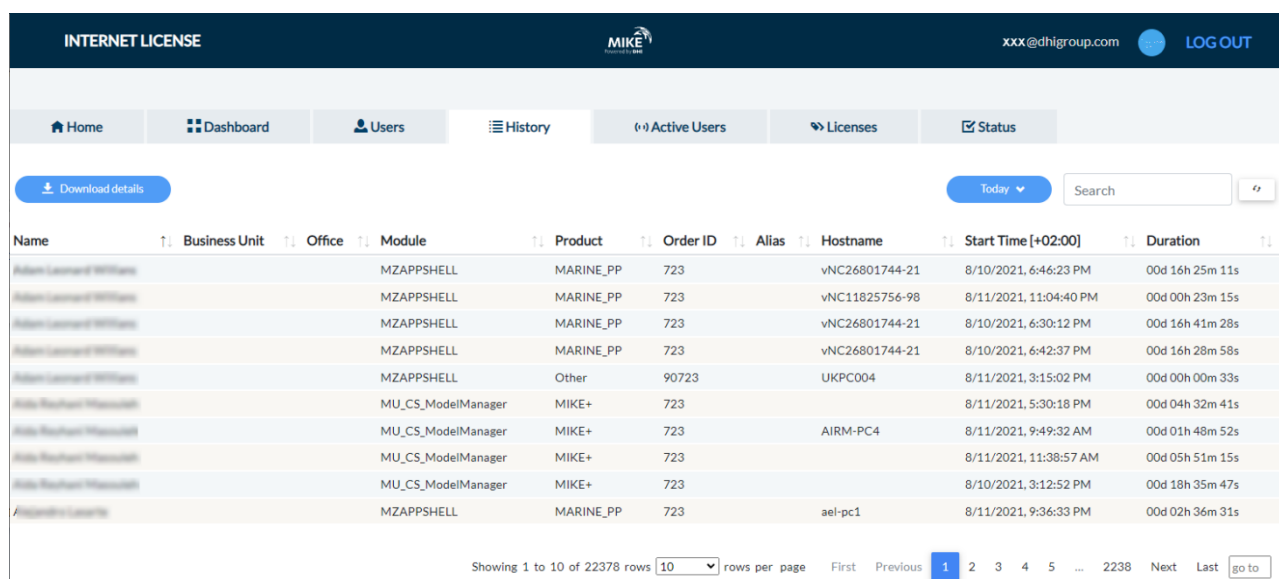


- Add new users and delete existing users. *NB: a deleted user cannot be restored.*
- Dis- and enable users. A disabled user will not be able to access and use the Internet license
- Give and remove admin rights to/from standard users. You can have multiple administrators within an organisation
- Edit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

## 5.3 History

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

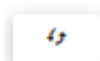
*NB: the datetime displayed on the web portal is localised to your region based on your browser settings.*



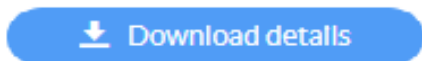
Name	Business Unit	Office	Module	Product	Order ID	Alias	Hostname	Start Time [+02:00]	Duration
Admin License of 9999999			MZAPPSHELL	MARINE_PP	723		vNC26801744-21	8/10/2021, 6:46:23 PM	00d 16h 25m 11s
Admin License of 9999999			MZAPPSHELL	MARINE_PP	723		vNC11825756-98	8/11/2021, 11:04:40 PM	00d 00h 23m 15s
Admin License of 9999999			MZAPPSHELL	MARINE_PP	723		vNC26801744-21	8/10/2021, 6:30:12 PM	00d 16h 41m 28s
Admin License of 9999999			MZAPPSHELL	MARINE_PP	723		vNC26801744-21	8/10/2021, 6:42:37 PM	00d 16h 28m 58s
Admin License of 9999999			MZAPPSHELL	Other	90723		UKPC004	8/11/2021, 3:15:02 PM	00d 00h 00m 33s
Admin License of 9999999			MU_CS_ModelManager	MIKE+	723			8/11/2021, 5:30:18 PM	00d 04h 32m 41s
Admin License of 9999999			MU_CS_ModelManager	MIKE+	723		AIRM-PC4	8/11/2021, 9:49:32 AM	00d 01h 48m 52s
Admin License of 9999999			MU_CS_ModelManager	MIKE+	723			8/11/2021, 11:38:57 AM	00d 05h 51m 15s
Admin License of 9999999			MU_CS_ModelManager	MIKE+	723			8/10/2021, 3:12:52 PM	00d 18h 35m 47s
Admin License of 9999999			MZAPPSHELL	MARINE_PP	723		ael-pc1	8/11/2021, 9:36:33 PM	00d 02h 36m 31s

Showing 1 to 10 of 22378 rows | 10 rows per page | First Previous 1 2 3 4 5 ... 2238 Next Last go to

When entering the tab search display of data no longer happens automatically, so only an empty list is displayed initially. For getting data displayed in the list the “search” button should be pressed:



or for downloading data to .csv file the “**Download details**” button should be pressed:

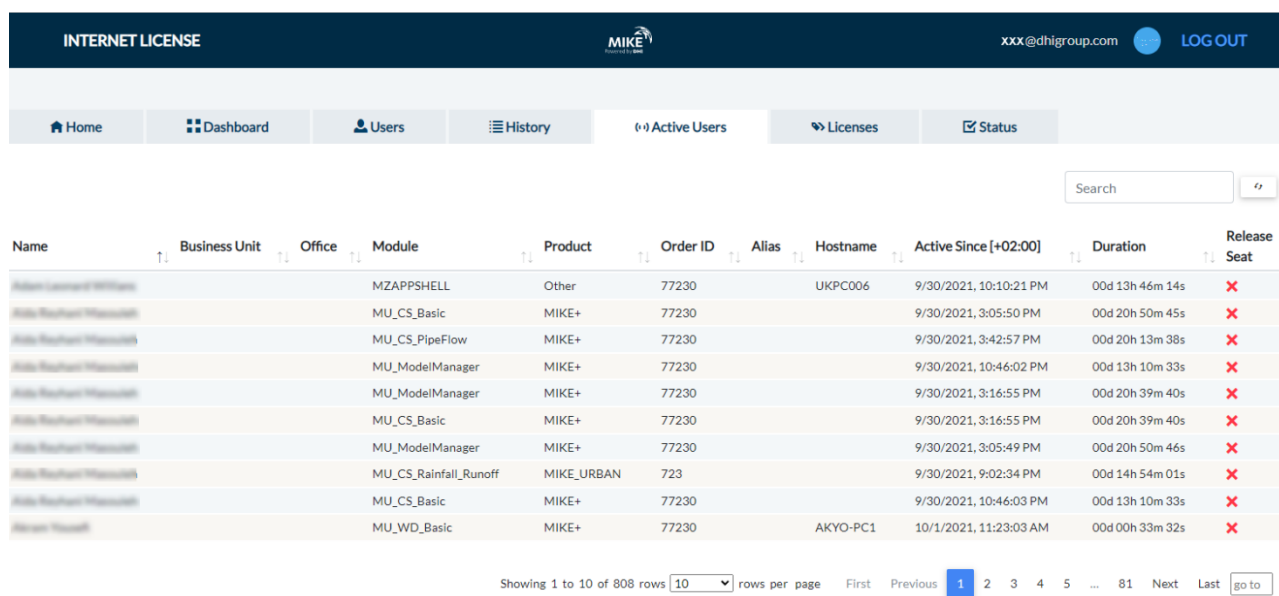


You can change the time range of the historical data by clicking on **Today** and selecting from the options within the menu. Based on the time range selected and criteria data can be displayed in the list by pressing the “search” button, or data can be downloaded to a file by pressing the “Download details” button.

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

## 5.4 Active Users

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



The screenshot shows the 'Active Users' tab in the MIKE application. The interface includes a navigation bar with 'INTERNET LICENSE', 'MIKE', and 'xxx@dhiigroup.com' with a 'LOG OUT' button. Below the navigation bar are tabs for 'Home', 'Dashboard', 'Users', 'History', 'Active Users', 'Licenses', and 'Status'. A search bar is located on the right. The main content area displays a table of active users with the following columns: Name, Business Unit, Office, Module, Product, Order ID, Alias, Hostname, Active Since [+02:00], Duration, and Release Seat. The table contains 10 rows of data. At the bottom, there is a pagination control showing 'Showing 1 to 10 of 808 rows' and a dropdown for 'rows per page' set to 10. The page number '1' is highlighted in the pagination sequence.

Name	Business Unit	Office	Module	Product	Order ID	Alias	Hostname	Active Since [+02:00]	Duration	Release Seat
[Redacted]			MZAPPSHELL	Other	77230		UKPC006	9/30/2021, 10:10:21 PM	00d 13h 46m 14s	✘
[Redacted]			MU_CS_Basic	MIKE+	77230			9/30/2021, 3:05:50 PM	00d 20h 50m 45s	✘
[Redacted]			MU_CS_PipeFlow	MIKE+	77230			9/30/2021, 3:42:57 PM	00d 20h 13m 38s	✘
[Redacted]			MU_ModelManager	MIKE+	77230			9/30/2021, 10:46:02 PM	00d 13h 10m 33s	✘
[Redacted]			MU_ModelManager	MIKE+	77230			9/30/2021, 3:16:55 PM	00d 20h 39m 40s	✘
[Redacted]			MU_CS_Basic	MIKE+	77230			9/30/2021, 3:16:55 PM	00d 20h 39m 40s	✘
[Redacted]			MU_ModelManager	MIKE+	77230			9/30/2021, 3:05:49 PM	00d 20h 50m 46s	✘
[Redacted]			MU_CS_Rainfall_Runoff	MIKE_URBAN	723			9/30/2021, 9:02:34 PM	00d 14h 54m 01s	✘
[Redacted]			MU_CS_Basic	MIKE+	77230			9/30/2021, 10:46:03 PM	00d 13h 10m 33s	✘
[Redacted]			MU_WD_Basic	MIKE+	77230		AKYO-PC1	10/1/2021, 11:23:03 AM	00d 00h 33m 32s	✘

## Releasing license seats

If you have the Administrator right, you have access to this feature.

If a computer or a model crashes, the taken modules will normally be released automatically after approximately 15 minutes making them available for use. However, this will not be shown in the available seats overview. It may take up to 2 hours before it shows in the portal.

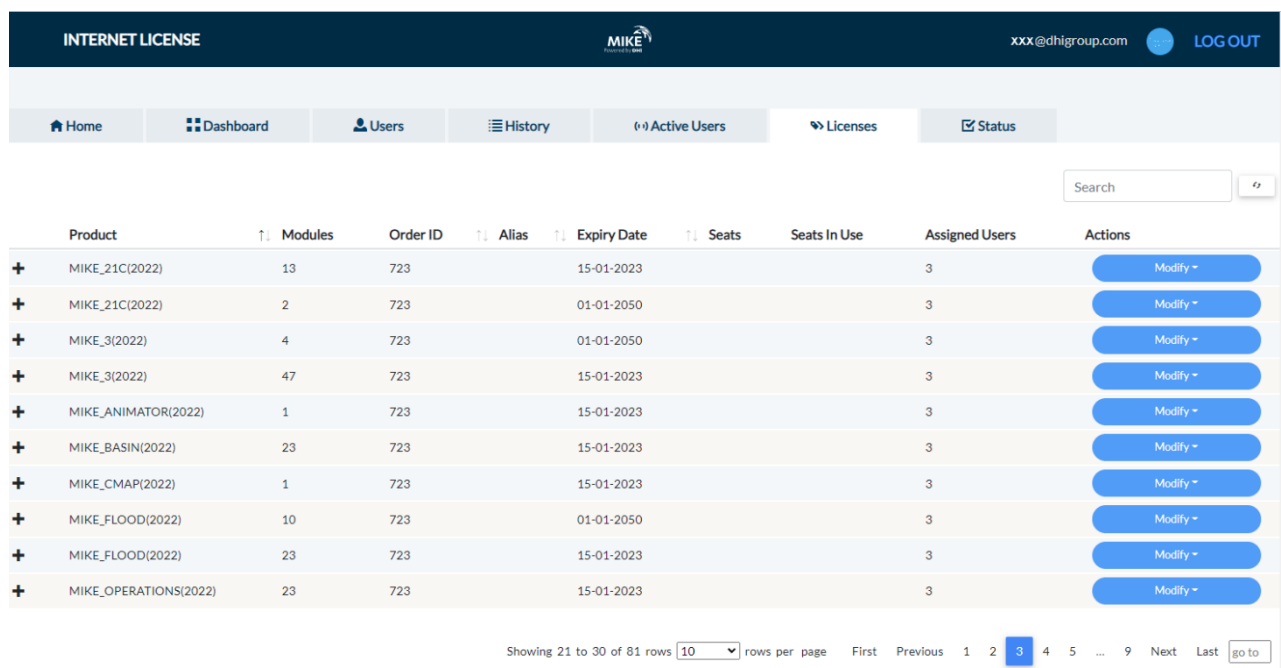
If there is a need to release license seats, an administrator can click the **✘** for a specific active user and release the license seat. This seat will be available immediately.

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

## 5.5 Licenses

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

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



Product	Modules	Order ID	Alias	Expiry Date	Seats	Seats In Use	Assigned Users	Actions
+ MIKE_21C(2022)	13	723		15-01-2023			3	Modify
+ MIKE_21C(2022)	2	723		01-01-2050			3	Modify
+ MIKE_3(2022)	4	723		01-01-2050			3	Modify
+ MIKE_3(2022)	47	723		15-01-2023			3	Modify
+ MIKE_ANIMATOR(2022)	1	723		15-01-2023			3	Modify
+ MIKE_BASIN(2022)	23	723		15-01-2023			3	Modify
+ MIKE_CMAP(2022)	1	723		15-01-2023			3	Modify
+ MIKE_FLOOD(2022)	10	723		01-01-2050			3	Modify
+ MIKE_FLOOD(2022)	23	723		15-01-2023			3	Modify
+ MIKE_OPERATIONS(2022)	23	723		15-01-2023			3	Modify

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

See the following example.



+ MIKE_21C(2022)	2	723		01-01-2050			2	Modify
- MIKE_3(2022)	4	723		01-01-2050			2	Modify
	m3fmGPU				unlimited	3	@dhigroup.com	✗
	MIKE_CMAP				unlimited	0	@dhigroup.com	✗
	MIKE_CMAP				unlimited	0		
	WS_Analysis				unlimited	0		
+ MIKE_3(2022)	47	723		15-01-2023			2	Modify
+ MIKE_ANIMATOR(2022)	1	723		15-01-2023			2	Modify
+ MIKE_BASIN(2022)	23	723		15-01-2023			2	Modify
+ MIKE_CMAP(2022)	1	723		15-01-2023			2	Modify

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

## Modify

The **Modify** action gives access to this functionality for the license administrator:

- Define / edit an alias for the Order ID.
- Add assigned users feature (previously was labelled “Add assigned users”)
- Assign multiple users.

## Edit Alias

This **Alias** function gives to the license administrator the option to give a ‘nickname’ / alias for the order IDs for the licenses. This functionality is particularly useful if available licenses have different order IDs.

The dialogue for specifying the alias looks like this:

### Change Alias ✕

Order ID 723

---

Alias

---

Confirm
Cancel

When the alias is confirmed, then the list of licenses is updated accordingly.

## Add assigned users

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

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

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

INTERNET LICENSE									
xxx@dhigroup.com <span style="float: right;">LOG OUT</span>									
<span>Home</span> <span>Dashboard</span> <span>Users</span> <span>History</span> <span>Active Users</span> <span>Licenses</span> <span>Status</span>									
Search <input type="text"/>									
	Product	Modules	Order ID	Alias	Expiry Date	Seats	Seats In Use	Assigned Users	Actions
+	MIKE_21C(2022)	13	723		15-01-2023			2	Modify
+	MIKE_21C(2022)	2	723		01-01-2050			2	Modify
+	MIKE_3(2022)	4	723		01-01-2050			2	Modify
+	MIKE_3(2022)	47	723		15-01-2023			2	Modify
+	MIKE_ANIMATOR(2022)	1	723		15-01-2023			2	Modify
+	MIKE_BASIN(2022)	23	723		15-01-2023			2	Edit alias Assign multiple users <input type="text" value="@dhigroup.com"/> <input type="text" value="@dhigroup.com"/> <input type="text" value="@dhigroup.com"/> <input type="text" value="@dhigroup.com"/>
+	MIKE_CMAP(2022)	1	723		15-01-2023			2	
+	MIKE_FLOOD(2022)	10	723		01-01-2050			2	
+	MIKE_FLOOD(2022)	23	723		15-01-2023			2	
+	MIKE_OPERATIONS(2022)	22	723		15-01-2023			2	

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

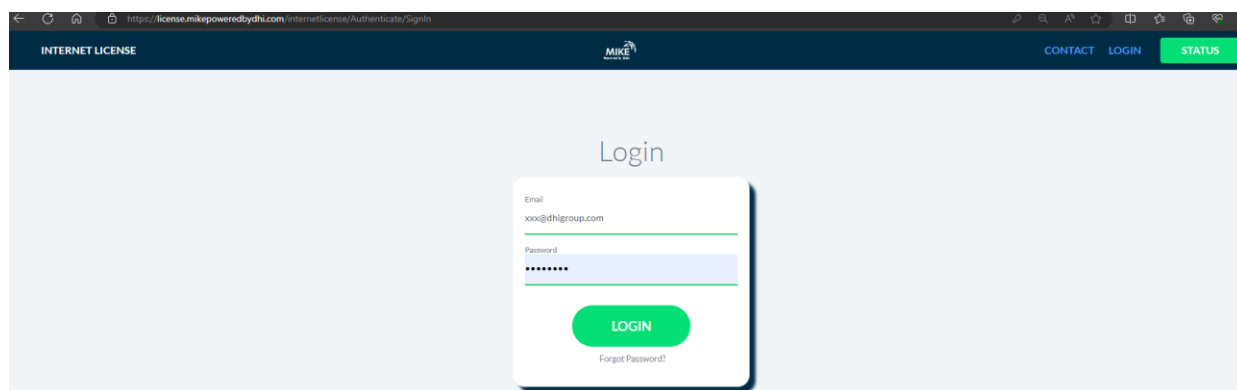




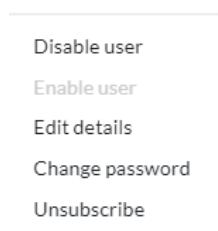
## 5.6 Forgot password / Changing passwords

If a user has forgotten the password or wants to change the password for his/her own account, this operation can be performed in these ways:

- Use the **“Forgot Password?”** at the login page to the DHI Internet License Portal. Then the password for the specified account/e-mail address is set to an auto generated password, which is sent to the E-mail account.



- Get the company administrator for the MIKE products to change the password for the user.
- Changing password - Under the **‘Users’** tab on the DHI Internet License Portal and search the account, then use the change password option under actions. This option only works if the user can remember the current password.



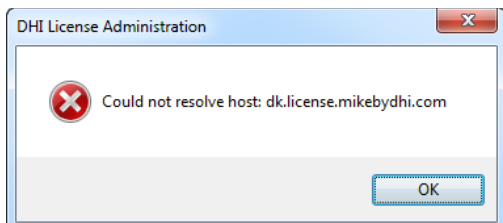
Be aware that MIKE products only read the configuration when starting, so changing the password MIKE products are running will make these programs fail. The recovery for this is changing password back to the original value.

*\*It is recommended to let any running MIKE job for a user account finish before changing the password for the account.*

## 6 Troubleshooting connection problems

### 6.1 Error messages

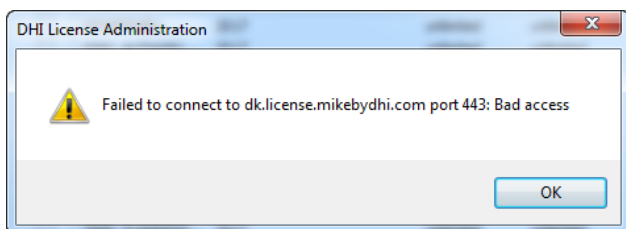
#### 6.1.1 Error message 1



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

Please check if you can login to <https://license.mikepoweredbydhi.com/internetlicense>.

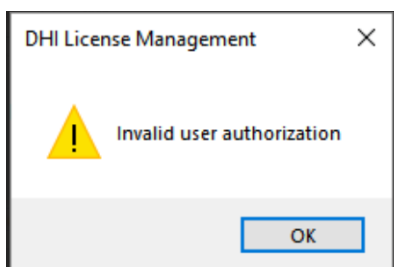
#### 6.1.2 Error message 2



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

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

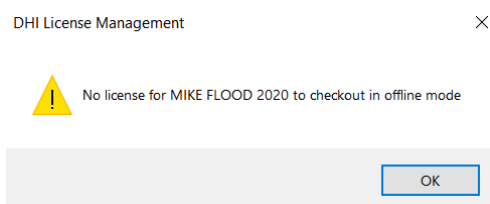
#### 6.1.3 Error message 3



Please check that username and password are correctly entered without any space before or after the letters. You can also check the credentials form this link <https://license.mikepoweredbydhi.com/internetlicense>

Make sure that the latest service packs are installed for your MIKE products.

## 6.1.4 Error message 4



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

## 6.1.5 Other Error messages

If you get other error messages than the above, please contact our support about your problems. Please include screen dumps of error messages and these logfiles:

- C:\Users\\AppData\Roaming\DHI\LicSys\NetLmLcw.log
- C:\ProgramData\DHI\LicSys\Relay\netlmrelay.log
- C:\Windows\System32\config\systemprofile\AppData\Roaming\DHI\LicSys\NetLmLcw.log (if running on remote simulation)

The MIKE product log messages into these log files in a cyclic way, so the log files only use a limited amount of disk space. For the NetLmLcw.log files (newest entries) 2 more logfiles named NetLmLcw.log.0 and NetLmLcw.log.1 exists: These files contain older log messages. In the same way there is file with older log messages exists for the netlmrelay.log file. This file is named netlmrelay.log\_. There are cases where the content of log files with older messages is relevant.

Check our knowledge base for more support references, guides, and frequent asked questions from here: [Knowledge Base - DHI Customer Care Portal \(dhigroup.com\)](https://www.dhigroup.com/knowledge-base)

## 6.2 SSL Certificate

DHI software using the DHI Internet License service makes a strong check on the SSL certificates from the DHI Internet License Servers. The software checks that the pinned public key in the certificate installed on the Internet License Servers matches certificates issued for DHI Internet License Service. If the certificate check fails, then DHI applications will not communicate with DHI Internet License Service, and applications can only run in demo mode.

The certificate check used also means that if any network security program checks communication between DHI programs and DHI Internet License Service and in this process replaces or manipulates the certificates DHI Internet License will not work. Exceptions for DHI Internet License should be configured in these internet security products.

Make sure that you have the latest Windows updates and the latest service packs for your MIKE products. The software comes with information that is used for validating the certificates in Internet License solution.

Current certificates in DHI Internet License solution:

- SSL certificate for *dk.license.mikebydhi.com* is valid to 4<sup>th</sup>-May-2024 23:59:59 GMT. It is issued by Sectigo RSA Domain Validation Secure Server CA.
- SSL certificate for *license2.mikebydhi.com* is valid to 09<sup>th</sup>-September-2024 23:59:59 GMT. It is issued by Sectigo RSA Domain Validation Secure Server CA.

- Certificate for *license.mikepoweredbydhi.com* is valid to 12<sup>th</sup>-February-2024 23:59:59 GMT. It is issued by Sectigo RSA Domain Validation Secure Server CA.

The first two certificates are for the DHI Internet License Service, and the third one is for the DHI Internet License Portal. DHI will renew the certificates, when they are nearing the expire date, or replace the certificates, if they are revoked or there are doubt about their status.

## 6.3 Proxy Server

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

- proxyserver[:port] – HTTP proxy, it is the same as the next one (https://...)
- [https://\[user:password@\]proxyserver\[:port\]/](https://[user:password@]proxyserver[:port]/) - HTTP proxy server
- socks4://[user:password@]proxyserver[:port]/ - SOCKS4 proxy server
- socks4a://[user:password@]proxyserver[:port]/ - SOCKS4a proxy server
- socks5://[user:password@]proxyserver[:port]/ - SOCKS5 proxy server
- socks5h://[user:password@]proxyserver[:port]/ - SOCKS5a proxy server

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

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