

AquaTwin Installation Guide for ArcGIS Pro

April 2026



ArcGIS Pro version - 3.X
AquaTwin version - 5.X

Contents

1	Required: Disable ArcGIS backup	2
2	Install AquaTwin Software	2
3	Enable AquaTwin in ArcGIS Pro	2
4	Activate AquaTwin License	4
5	Install New Version of AquaTwin	11
6	Log Into a Different User	11

AquaTwin runs inside ArcGIS Pro and requires ArcGIS Pro 3.0 or later. Please apply the following steps to install the latest version of AquaTwin from [the Download Center](#). If multiple fixed licenses are purchased, or floating licenses are purchased, follow these steps for each individual computer that will be utilizing the software. For technical support, please email **Support@Aquanuity.com**.

1 Required: Disable ArcGIS backup

Aquanuity recommends users to turn off the automatic backup option in ArcGIS Pro. We have found there are issues with automatic refresh that can damage file paths. Disabling the backup will also enhance the speed of ArcGIS Pro. This will need to be done for each user of the software. To turn off this option:

1. Go to the *Project* tab in ArcGIS Pro (top left corner of the screen).
2. Go to *Options*.
3. Go to *General Options*
4. Expand *Project Recovery* and uncheck *Create a backup*.

2 Install AquaTwin Software

- a. Download and extract the AquaTwin installer.
- b. Click *Setup.msi* and follow the wizard to install the software.
- c. Once you have installed AquaTwin, you need to install additional two dependencies. To do that, please go to AquaTwin bin folder C:\ProgramFiles\AquaTwin\Bin and find the folder named *Redistributable* and open it.
- d. Please double click *VC_redist.x64.exe* to install the dependency. **You can skip this step if you have previously installed AquaTwin on the same machine.**

By installing AquaTwin, **all** AquaTwin products are installed. Each product is available for use when its corresponding product license is activated.

 ArcGIS® Pro

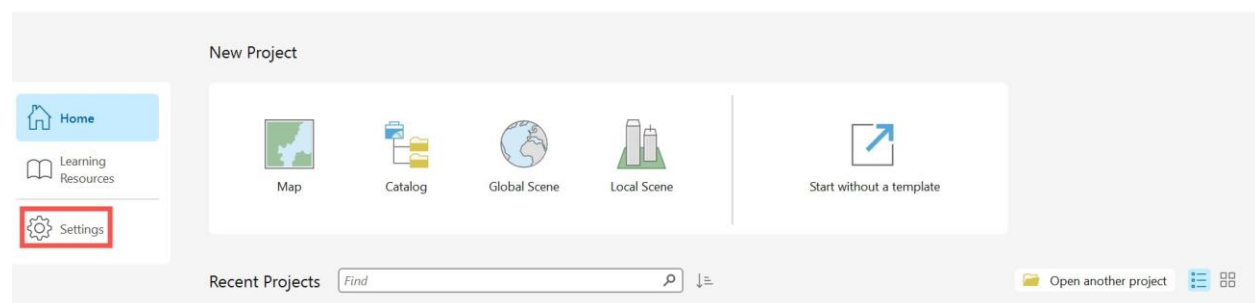


Figure 1: Location of Settings button

3 Enable AquaTwin in ArcGIS Pro

- a. To enable AquaTwin in ArcGIS Pro, open ArcGIS Pro.
- b. Before you open or create any new projects, click the *Settings* button as shown in **Figure 1**.
- c. The *Settings* button will lead you to ArcGIS Pro's backstage dialog. Please select Add-In Manager on

the menu as shown in **Figure 2c**.

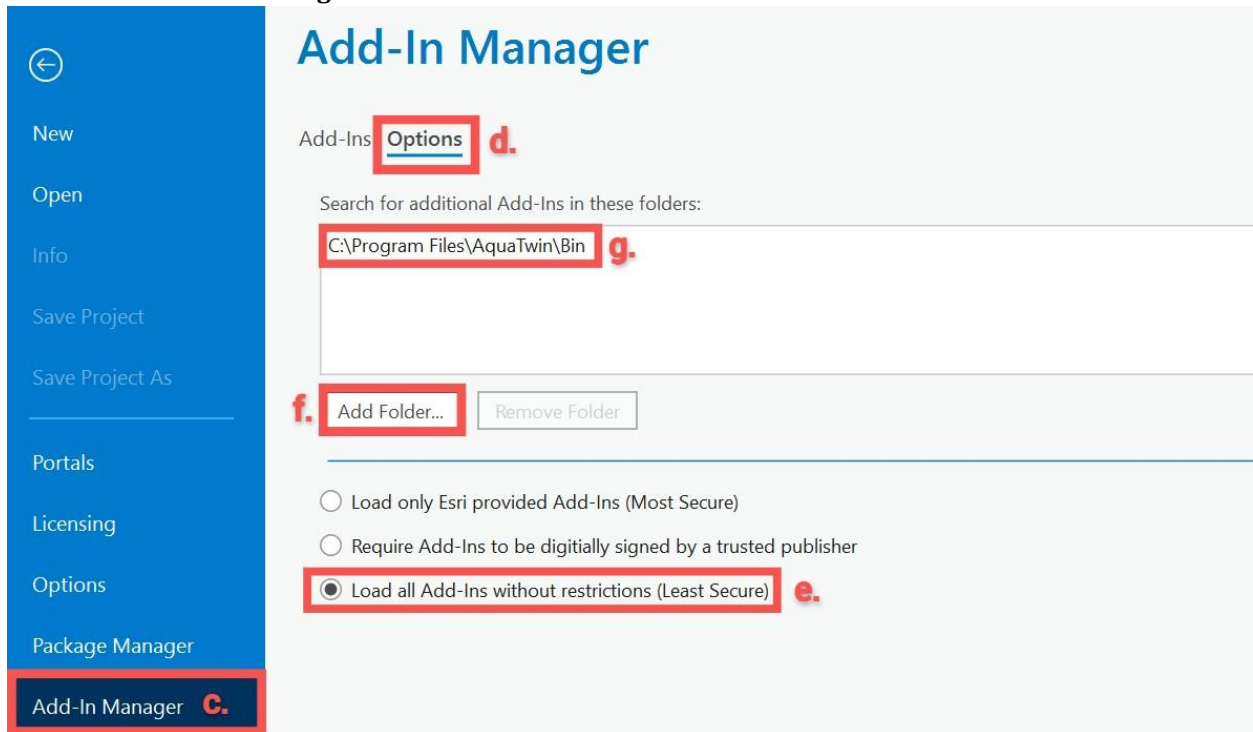


Figure 2: Add in screen with following steps defined

- d. On Add-In Manager page, please select the Options tab (**Figure 2d**).
- e. Within Options tab, select *Load all Add-Ins without restrictions* (**Figure 2e**).
- f. Then click *Add Folder* (**Figure 2f**) and select AquaTwin Bin folder (**Figure 2g**)
- g. Once you have done all previous steps. Please click the go-back arrow and **close ArcGIS Pro**. ArcGIS Pro will automatically load AquaTwin after you open it again.
- h. If you see AquaTwin tab in ArcGIS Pro (as shown in **Figure 3**) after you reopen ArcGIS Pro, you have installed and enabled AquaTwin successfully.

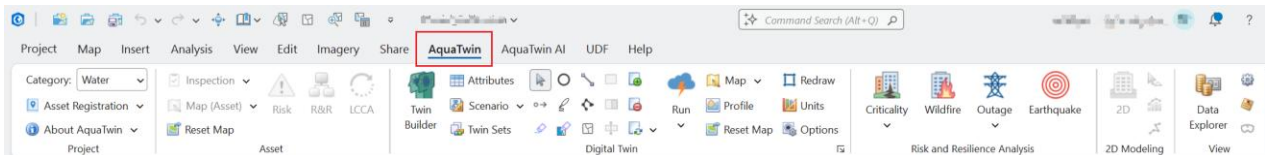


Figure 3: AquaTwin Ribbon upon successful install

4 Activate AquaTwin License

When a Product License is purchased, the following steps will occur:

1. Receive the License Request instruction email and submit your information
2. Receive your License Activation email with your credentials
3. Activate your license

Step 1: License Request Email

The activation process begins when Aquanuity sends you the **Aquanuity License Request Instruction email**. This email is triggered by your team upon onboarding or license renewal.

What to Expect

You will receive an email from Aquanuity with the subject line:

“Aquanuity License Request Instruction”

This email will contain:

- Your License(s) ID(s)
- A brief description of the next steps
- A link to the Aquanuity License Request Form

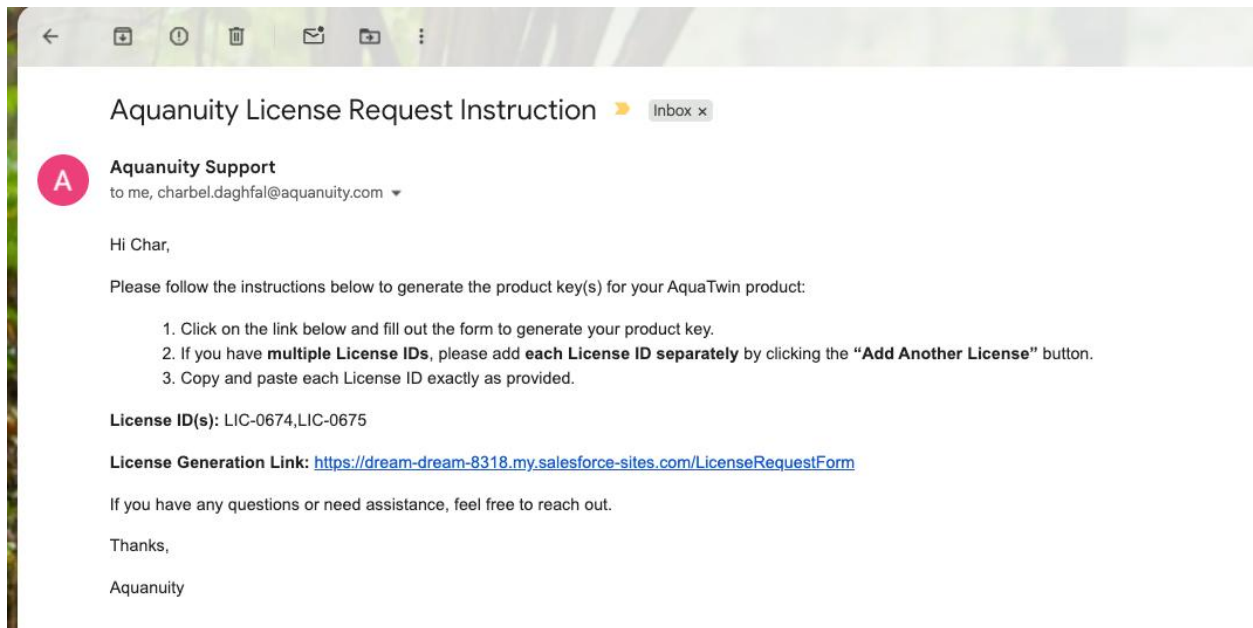
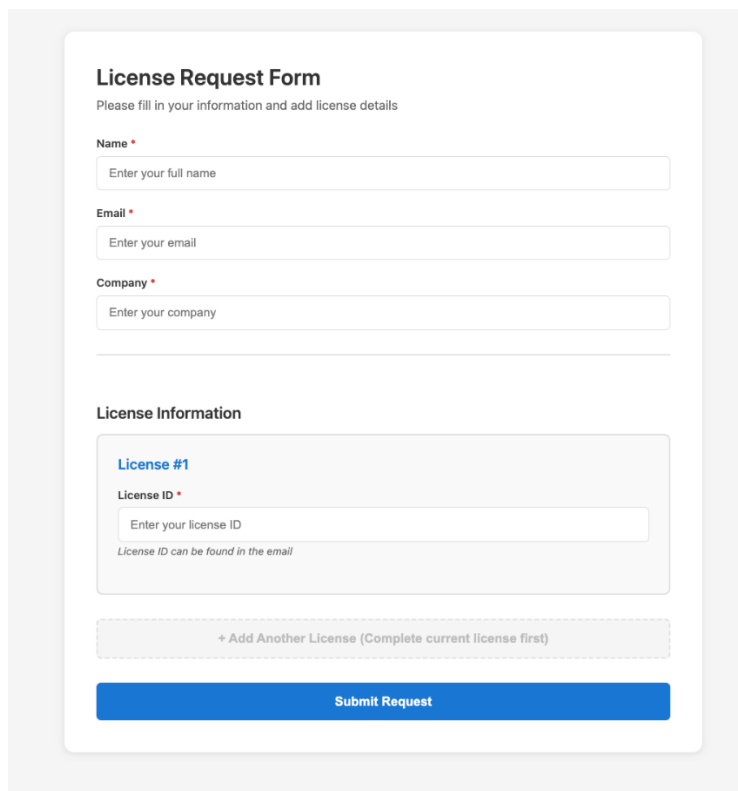


Figure 4: Aquanuity License Request Instruction Email

What To Do

1. Open the email and locate the form link.
2. Click the link to open the Aquanuity License Request Form in your browser.
3. Complete all required fields in the form. Fields typically include:
 - Your full name
 - Your contact email address
 - Your Company name
 - License ID (as provided in the email)
4. Review your entries for accuracy, then click Submit.



The image shows a web form titled "License Request Form" with the instruction "Please fill in your information and add license details". The form is divided into two main sections: "Personal Information" and "License Information".

Personal Information:

- Name ***: A text input field with the placeholder "Enter your full name".
- Email ***: A text input field with the placeholder "Enter your email".
- Company ***: A text input field with the placeholder "Enter your company".

License Information:

- License #1**: A sub-section containing a text input field for "License ID *" with the placeholder "Enter your license ID". Below the field is a note: "License ID can be found in the email".
- A dashed border button with the text "+ Add Another License (Complete current license first)".
- A solid blue button at the bottom labeled "Submit Request".

Figure 5: License Request Form

NOTE: If your license is a floating license, the “License Request Form” will prompt you to create a ‘Username’ and a ‘Password’ that will be used to create your Floating License ID in the License Manager.

NOTE: If your license is a FIXED license, the “License Request Form” will prompt you enter your Hardware ID, which is unique to each computer and can be found by clicking “About AquaTwin” inside the AquaTwin Project tab to open the About AquaTwin dialog (Figures 6 and 7).

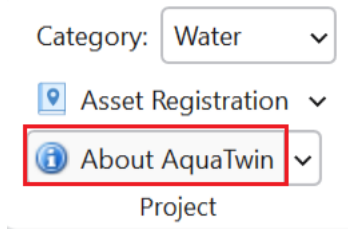


Figure 6: About AquaTwin button location

In the *About AquaTwin* dialog, shown in **Figure 7** you will see a hardware key for your computer. Enter this into the License Request Form.

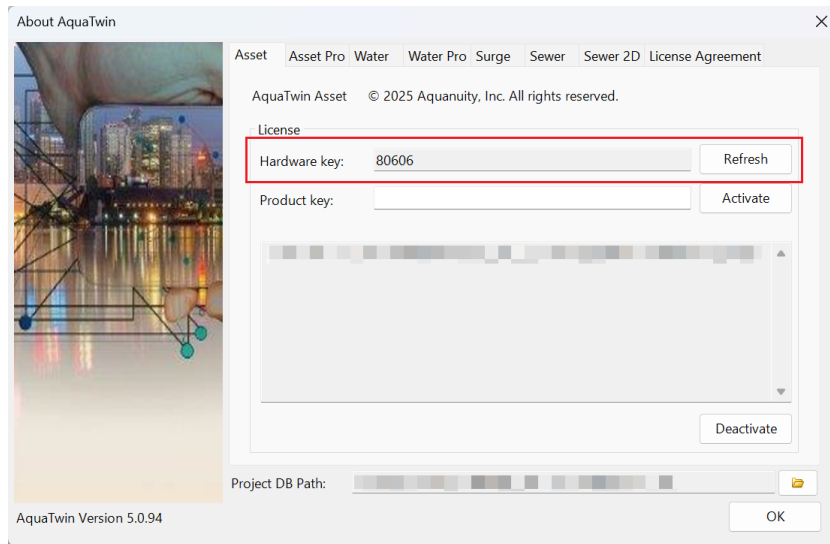


Figure 7: AquaTwin fixed license Hardware Key.

Step 2: License Activation Email

Once your form submission is received and processed by Aquanuity, you will be sent the AquaTwin License Activation email (Figures 8 and 9). The contents of this email differ depending on your license type.

Fixed License

For Fixed licenses, your activation email will contain the following three items:

Field	Description
Hardware Key	A unique key provided by the client tied to the physical machine where AquaTwin is installed.
Product	The specific AquaTwin product or module you are licensed for.
Product Key	The alphanumeric license key used to activate AquaTwin on your machine.

Note: Keep your Hardware Key and Product Key in a safe place. These will be required if you ever need to reinstall AquaTwin or move it to a new machine.

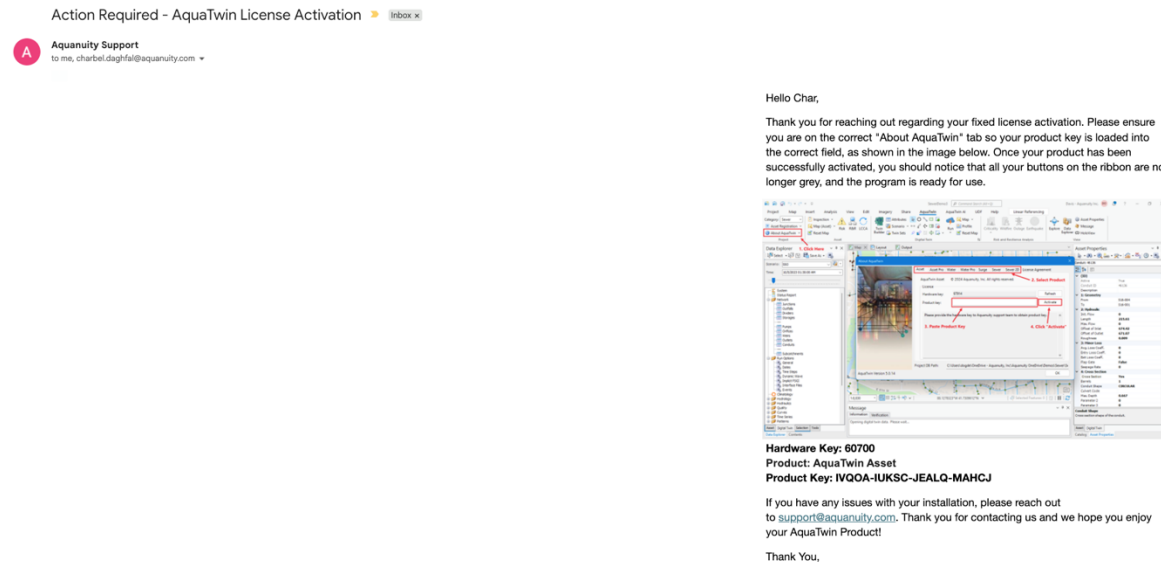


Figure 8: AquaTwin License Activation Email

Floating License

For Floating licenses, your activation email will contain login credentials to be used with the Aquanuity License Manager:

Field	Description
Username	Your unique identifier in the Aquanuity License Manager system.
Password	Your initial password to access the License Manager.

Note: For floating licenses, access is managed through the Aquanuity License Manager. Wait to be notified by your Aquanuity contact that your account has been set up in the License Manager before attempting to login.

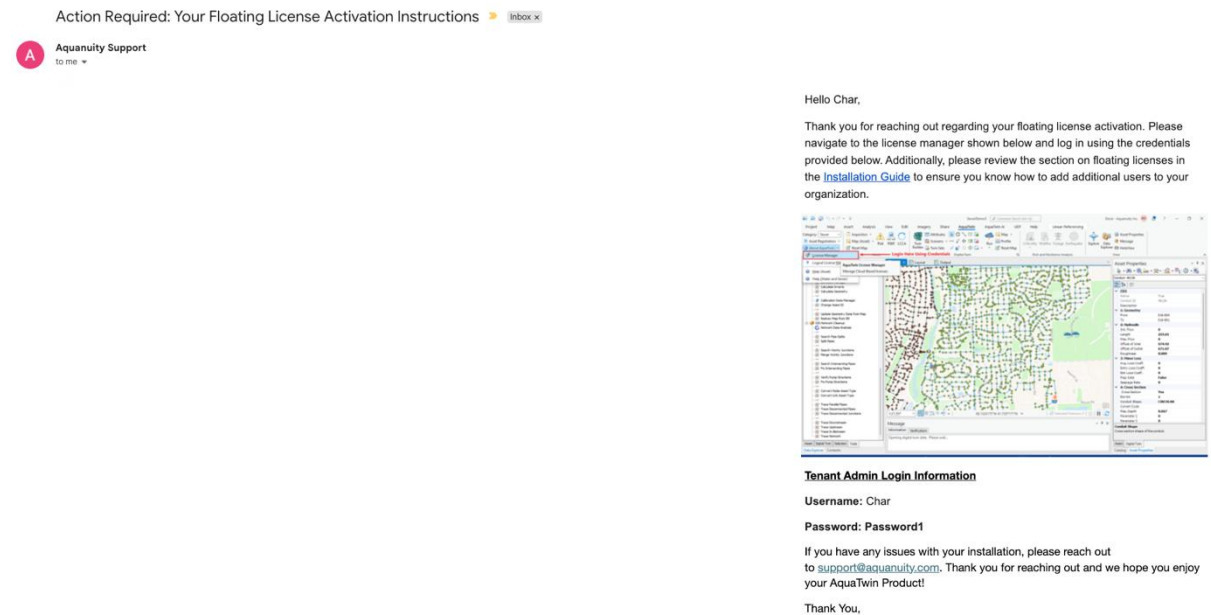


Figure 9: AquaTwin Floating License Activation Instructions Email

Step 3: Activate Your License

Fixed License Activation

To activate a fixed license, click on the “About AquaTwin” button to open the fixed license dialogue box (Figures 10 and 11)

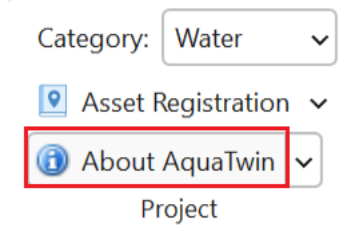


Figure 10: “About AquaTwin” button to activate Fixed Licenses

Once you receive the Product Key from the link in the “Aquanuity License Request Instruction” email, please copy and paste it into Product Key text box and then click *Activate* to activate the software. Ensure you are on the correct “Product” Tab:

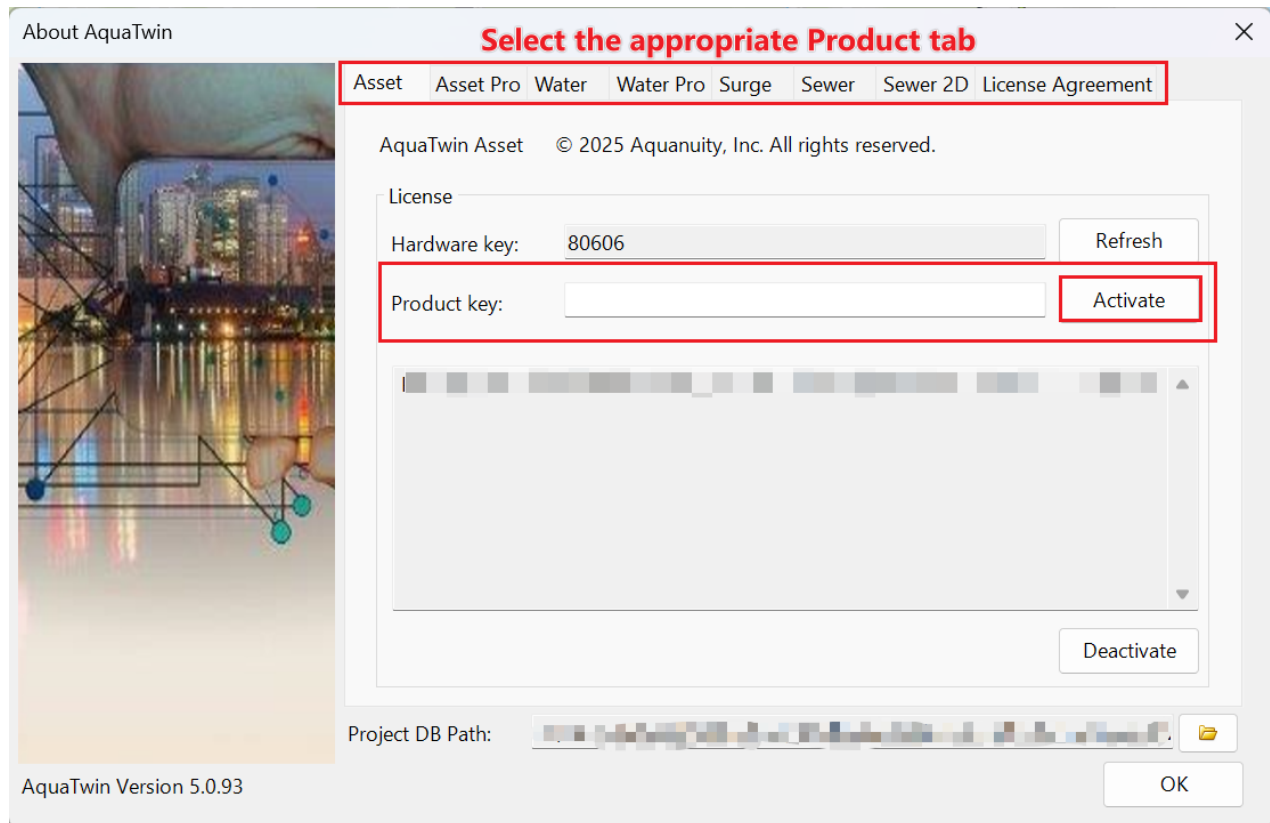


Figure 11: Fixed License Dialogue box - Enter Product Key

Please note that AquaTwin Surge is an extension of AquaTwin Water and thus needs to be activated on a machine with Water already active.

Floating License Activation

Our floating license manager is internal to the AquaTwin software package (does not require a separate license manager installation) and can be accessed in by clicking the drop-down menu next to *About AquaTwin* and then by clicking *License Manager* (see **Figure 12**).

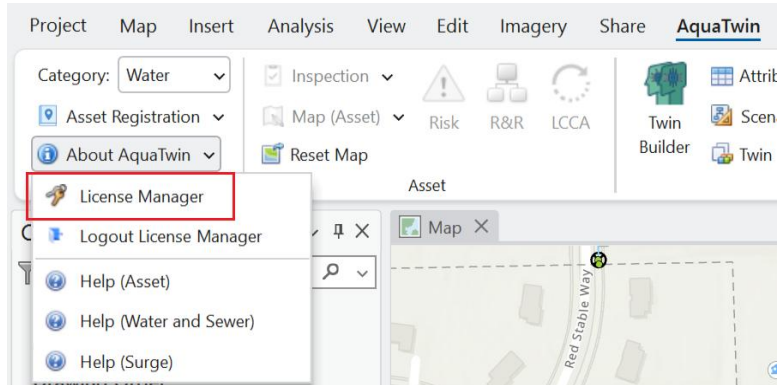


Figure 12: AquaTwin License Manager

- a. The Aquanuity support team will reach out after authorizing the Login Username and Password you entered in the License Request form in Step 1. This user will have admin rights once inside the license manager. Once you receive this confirmation, you can log in to the license manager using those credentials.

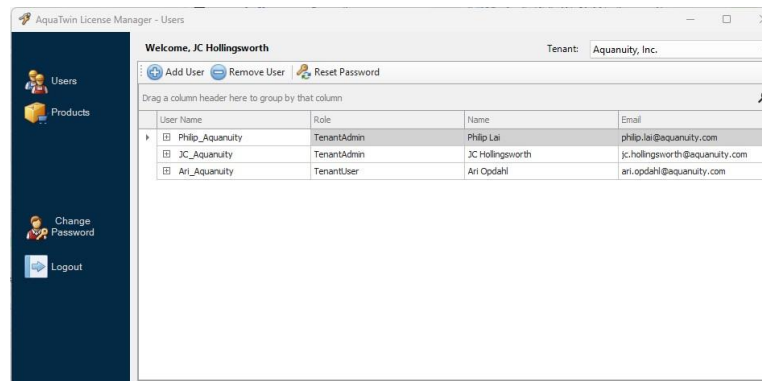


Figure 13: AquaTwin License Manager Users

- b. In the *Users* tab (see **Figure 13**), all of the users of the organization will be shown. The *Admin* has the ability to add and remove users. When adding a new user, the *Admin* creates a new username and password for the new user and specifies if they want the new user to be an *Admin* or *User*. A *User* does not have admin rights.
- c. The *Products* tab (see **Figure 14**) shows the available products for the organization. A *User* can only check in/out their own licenses, while an *Admin* can check in/out their own licenses, as well as anyone's license in the organization.

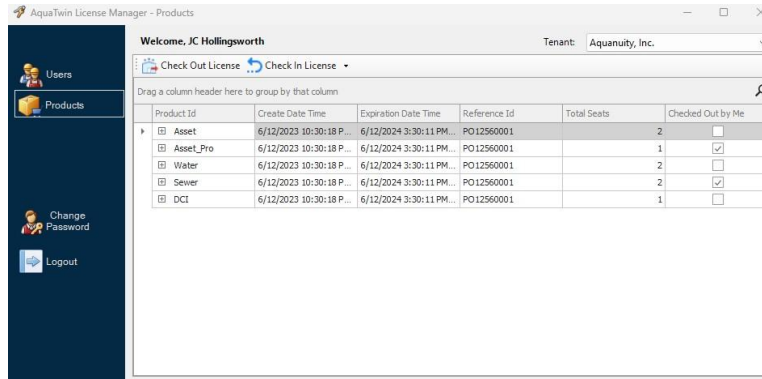


Figure 14: AquaTwin License Manager Products

d. To check in/out a license, click on the license (the row will be highlighted) and click *Check In License* or *Check Out License*.

A few more notes about AquaTwin’s Floating License:

- A user must always be logged in to the license manager to be able to use an AquaTwin product. A user will automatically stay logged in if they use the same machine.
- The floating license can be used on a local machine or virtual machine.
- To activate the license, a user must open AquaTwin and then log in through the license manager.
- All Licenses will be Checked Out indefinitely until they are Checked back In, whether by the *User* or the *Admin*.

5 Install New Version of AquaTwin

To install a new version of AquaTwin, you need only download the new version from [the Download Center](#). And all settings and user environments will be maintained.

6 Log Into a Different User

AquaTwin license information is stored under an individual windows user profile. Please use the same product key to activate the license for the different windows users.