

# **AquaTwin Installation Guide for ArcGIS Pro**

January 2024



**ArcGIS Pro version - 3.X**  
**AquaTwin version - 4.X**

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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. If multiple licenses are purchased, follow these steps for each individual computer. For technical support, please email [Support@Aquanuity.com](mailto:Support@Aquanuity.com).

## 1 Recommended: Disable ArcGIS backup

Aquanuity recommends users to turn off the automatic backup option in ArcGIS Pro. We have found there are ArcGIS bugs with the automatic refresh that can damage file paths. Disabling the backup will also enhance the speed of ArcGIS Pro. 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 unzip 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.

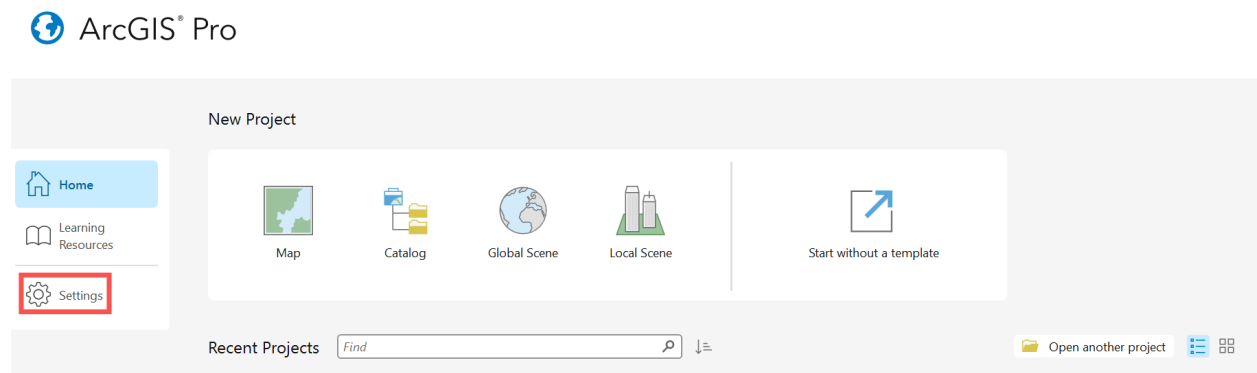


Figure 1: Location of Settings button

### 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**.

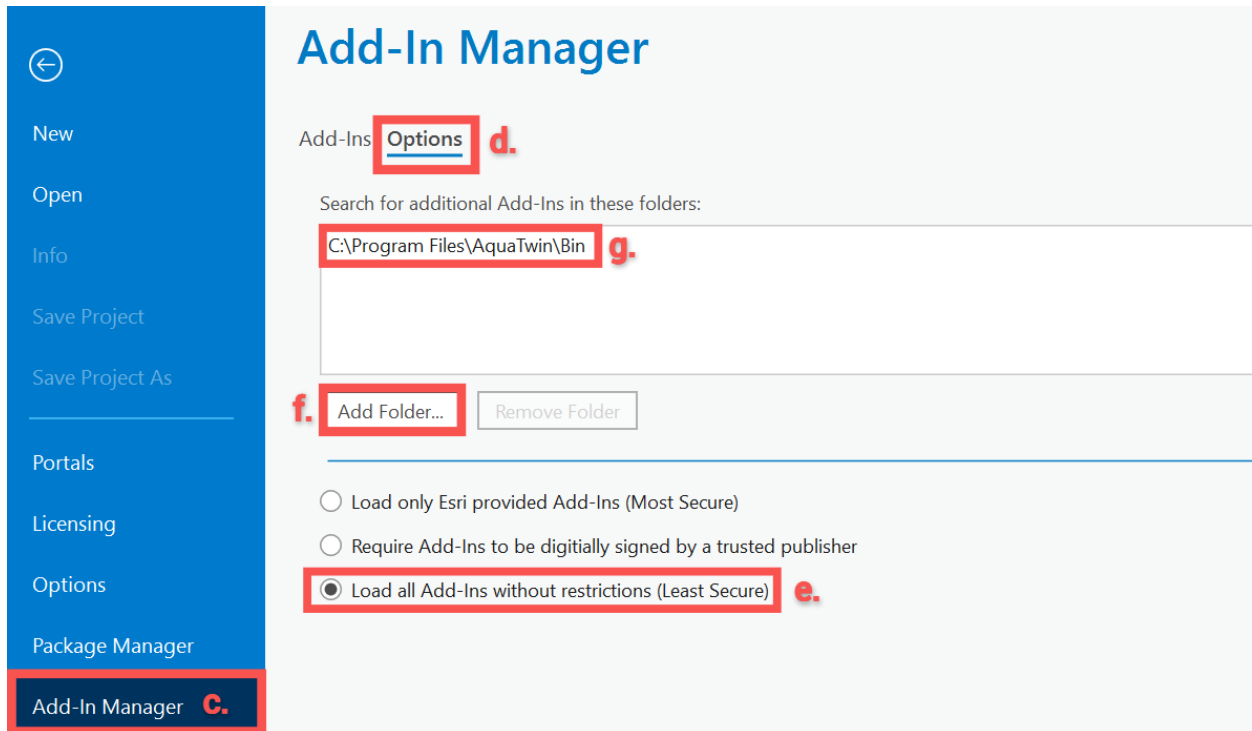


Figure 2: Add in screen with following steps defined

- 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 ??**) after you reopen ArcGIS Pro, you have installed and enabled AquaTwin successfully.

### 4 Activate AquaTwin Asset/Asset Pro/Water/Sewer/DCI License (Fixed License)

- a. To activate AquaTwin Asset license, please click *About AquaTwin* icon (not the drop down menu) inside the AquaTwin *Project* tab to open the About AquaTwin dialog (**Figure 3**).

- b. In the *About AquaTwin* dialog, shown in **Figure 3**, please choose the purchased license's tab and you will see a hardware key for your computer. Please provide this 5 digit number to Aquanuity support team (Support@Aquanuity.com).

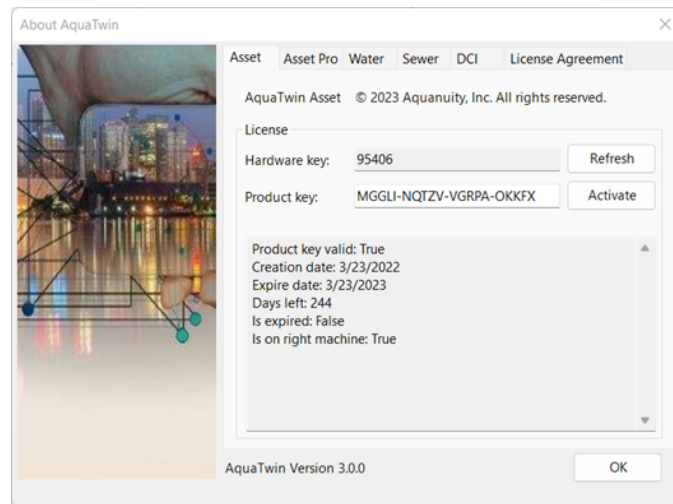


Figure 3: AquaTwin license dialog

- c. The support team will then send back a product key for you to activate the appropriate AquaTwin license.
- d. Once you receive the product key from the Aquanuity support team, please copy and paste it into product key text box and then click *Activate* to activate the software.

Please note that AquaTwin DCI is an extension of AquaTwin Asset and thus needs to be activated on a machine with Asset already installed.

## 5 Floating License

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 4**).

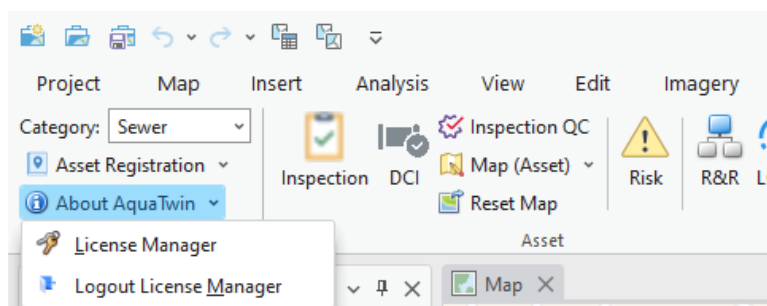


Figure 4: AquaTwin License Manager

When a floating license is purchased, the following steps will occur:

- a. You will receive a confirmation email of your purchase.
- b. You will contact support@aquanuity.com and the Aquanuity support team will reach out and provide a username and password to log in to the license manager. This user will have admin rights once inside the license manager.
- c. In the *Users* tab (see **Figure 5**), 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.
- d. The *Products* tab (see **Figure 6**) 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.
- e. To check in/out a license, click on the license (the row will be highlighted) and click *Check In License* or *Check Out License*.

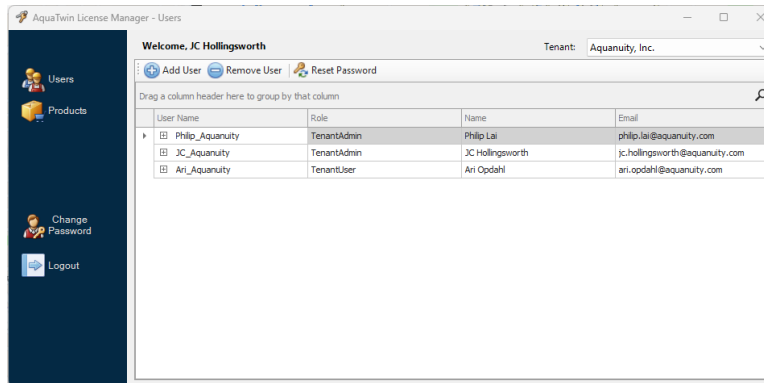


Figure 5: AquaTwin License Manager Users

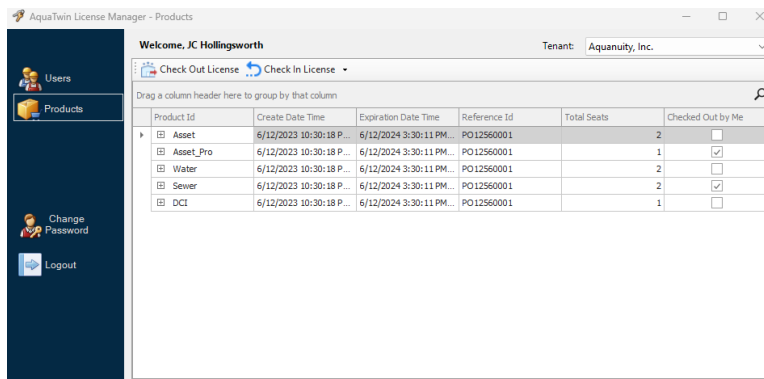


Figure 6: AquaTwin License Manager Products

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.

## 6 Activate Help File

In certain instances, the help file may require permission to open, as it could be blocked by default system settings. To ensure smooth access, follow these steps to grant the necessary permissions for opening the help file:

1. Go to the .chm file which is located in the C:\Program Files\AquaTwin\Help folder.
2. In Windows Explorer, right-click on the CHM file, and select Properties from the popup menu.
3. Click on the Unblock button immediately below the Advanced button on the General page.
4. Click Apply to show the file's content.

## 7 Install New Version of AquaTwin

To install a new version of AquaTwin, you need to uninstall the previous version of the software first.

- a. To uninstall the software, please go to your windows' search button and search *add or remove programs*. In the *Add or Remove Programs* dialog (**Figure 7**), please select AquaTwin and select *Uninstall* to uninstall AquaTwin. Alternatively, you can also go to the *Control Panel* to uninstall the software.

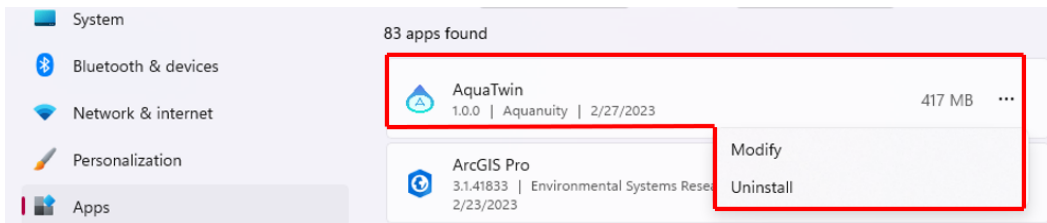


Figure 7: Uninstall AquaTwin to be able to install latest version

- b. Then double click the *Setup.msi* and follow the wizard to install the software. You do not need to install any other dependencies or activate the license again.

## 8 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.