

BENTLEY SUPPORT POLICY

Desktop Applications Support Policy

For SELECT, Term License, and ELS Subscribers

The tables below show the support status and support services for all versions of Bentley applications.

SUPPORT STATUS	CONTINUOUS SUPPORT	FULL SUPPORT	EXPIRING SUPPORT	SUPPORT DISCONTINUED
CONNECT Edition	■			
V8i SELECTseries 10 Refer to V8i SELECTseries 10 Applications		■	As of January 1, 2021	As of January 1, 2022
V8i (Earlier SELECTseries)			■	As of January 1, 2021
V8, XM, 2004, ...				■

SUPPORT SERVICES		CONTINUOUS SUPPORT	FULL SUPPORT	EXPIRING SUPPORT	SUPPORT DISCONTINUED
Entitlements	Upgrade to Latest Version	Automated	■	■	■
	Portfolio Balancing	■	■	■	■
	Available for Download	■	■		
	Support in <i>ProjectWise Design Integration</i>	■	■	■	
	License Pooling (with Supported <i>License Administration Service</i>)	■	■	■	
New Functionality	Frequently Scheduled Enhancements	■			
	Automated Updates	■			
Maintenance	Automated Patches	■			

Updates	(Critical Fixes)				
	Certification of Operating System Updates (e.g. Windows 10)	■	■		
	Maintenance Fixes	■	■		
	Escalation Installation (Critical Fixes)	Automated	■	■	
User Assistance	Access to Support Analysts	■	■		
	Service Request Submittal	■	■	■	
	Online Knowledge Base	■	■	■	
Learning Services	In-Application Learning	■			
	Online Learning Content	■	■	■	
Compliance Certification	Automated Security Patches	■			
	Available Security Builds	Automated	■		
	Security and Privacy Regulatory Requirements, such as GDPR	■			