



# Maintaining Your Licenses and Support

Frequently Asked Questions



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## Maintaining Your Licenses and Support: FAQs

On January 1, 2021 SELECTserver® will be deprecated with a sunsetting phase. SELECTserver will remain available, including license pooling abilities, during this phase. However, we strongly encourage migrating any older applications to Bentley's CONNECT Edition version, licensed via the Subscription Entitlement Service (SES), in advance to prepare for the full deprecation.

Bentley continues to invest heavily in the applications and administrative services geared toward your digital advancement and enhanced security. We plan to re-evaluate timelines at the beginning of 2021 and will provide at least six months' notice prior to full deprecation of SELECTserver.

- There will be no impact on the SES desktop applications (CONNECT Edition SES-enabled and SELECTseries 10).
- Server and client applications such as ProjectWise® CONNECT Edition are currently unaffected.

Remember, every project (or machines associated to those projects) you get current improves your security, brings you access to the latest and greatest features, saves you money, and ensures you do not lose your ability to pool your licenses.

We have created several infographics in this [Upgrade Guide](#) to show the ideal migration paths, contingent on application versions. If you have further questions, please reach out to your success manager or email [successforce@bentley.com](mailto:successforce@bentley.com).

### Why is Bentley introducing the sunsetting phase?

Because the pandemic has introduced unforeseen business challenges, we wish to provide you with some additional time before implementing the full deprecation of SELECTserver.

### What SELECTserver functionality will change during this phase?

During the sunsetting of SELECTserver, some of the functionality around license management and access will be either removed or replaced with functionality within the Subscription Entitlement Service:

- **SELECTserver Admin Portal** – The Admin Portal in its entirety will be removed and all management functionality will move into the Subscription Services Portal.
- **Checkout Restrictions** – Checkout restrictions within SELECTserver have been removed and replaced with SES checkout restrictions. Existing restrictions must be recreated in SES. Checkout restrictions can be defined at the global- or country-level and not at the activation key level.
- **License Checkouts** – License checkouts will continue to be supported via the desktop license tool and within the Subscription Services Portal.
- **Custom Activation Groups (CAGs)** – Activation keys for CAGs will continue activating Bentley software. However, any product restrictions that were applied to those CAGs need to be recreated as entitlement groups within SES and then associated with an activation key.

- **Temporary Activation Keys** – Temporary activation keys will continue to activate software; however, the end date of an activation key will no longer be honored. Like CAGs, product restrictions will be removed and must be recreated with entitlement groups.
- **Client Access Restrictions** – Client access restrictions will no longer be supported.

## Will machine registration be needed during the sunseting phase?

No. Machine registration or node locks will not be needed to maintain access to applications licensed via SELECTserver during sunseting. However, machine registration will be required upon full deprecation.

## How can I avoid future impact from the SELECTserver deprecation?

Please upgrade to applications licensed via the SES: CONNECT Edition applications or V8i SELECTseries 10 applications. [Upgrade your Bentley applications.](#)

## How do I best maintain my license pooling benefit?

Current application versions and SES provide the benefit of license pooling. Upon the full deprecation of SELECTserver, pooling will only be available on SES, so you should begin the upgrade process now. [Upgrade your Bentley applications.](#)

## What if I have an existing project or customer mandate to utilize a non-CONNECT Edition version?

Older application versions will still be accessible but will be subject to the SELECTserver usage charge per machine. To provide disruption-free migration for your existing projects and to address client requirements for V8i, a V8i SELECTseries 10 application version may offer you a smoother transition. [Learn more about support status and support services for desktop applications.](#)

## What if I am already in the process of connecting my users and migrating to CONNECT Edition?

We strongly recommend upgrading to the most current software options. Please continue upgrading your applications. [Federation](#) is available to help streamline this process. Success Plays may also be available to assist with the upgrade. [Click here](#) for more information on Connected Users. More information on how to upgrade can be found [here](#).

## What will happen to home-use licenses?

Bentley will be turning off home-use licenses. For specific home-use license requests, users must contact Bentley for a 30-day evaluation of an eligible CONNECT Edition product. The SELECT® Agreement states home-use licenses are not intended for commercial, production, evaluation, or training use.

## What if my organization utilizes a deployed SELECTserver?

Both deployed and hosted SELECTservers are covered by the answers in this FAQ.

## Is SELECTserver supported during the sunseting phase?

Yes. [Learn more about Bentley's Support Policy.](#)

## How will my organization benefit from the Subscription Entitlement Service?

Outside of preserving your license pooling benefits, SES enhances users' digital workflows. With improved licensing capability features such as license alert notifications, which can be set with a custom usage threshold, and the replacement of site activation keys with user validation, SES enhances security around your Bentley licenses and subscriptions. [Learn more.](#)

# Desktop Application Support

## Will service requests be answered for unsupported versions?

Bentley will prioritize service requests for supported versions of applications and cannot guarantee that service requests for unsupported application versions will be monitored. Users will continue having access to the resources and information available on [Bentley Communities](#).

## What are the risks of running unsupported applications?

- Potential increase in project downtime
- Operating System Upgrades (ex. to Windows 10) and associated security patches may not be supported and may cause application failures
- Compliance (ex. SOX) could be at-risk

## What benefits do I obtain from my SELECT subscription for discontinued applications?

There are many benefits to SELECT including the ability to upgrade to supported versions, providing your organization the benefit of license pooling.

## Will this impact my SELECT subscription?

Bentley encourages all organizations to update their contract to our latest terms and conditions. Your existing contract dates are independent from the information detailed in our Support Policy or the deprecation of the SELECTserver. For more information on the Support Policy, please [click here](#).