

# Desktop Applications Support Policy

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 <a href="#">V8i SELECTseries 10 Applications</a>				✓
V8i (Earlier SELECTseries)				✓
V8, XM, 2004, ...				✓

Support Services	Continuous Support	Full Support	Expiring Support	Support Discontinued
<b>Entitlements</b>	Upgrade to Latest Version	Automated	✓	✓
	Portfolio Balancing	✓	✓	✓
	Available for Download	✓	✓	
	Support in <i>ProjectWise Design Integration</i>	✓	✓	✓
<b>New Functionality</b>	Frequently Scheduled Enhancements	✓		
	Automated Updates	✓		
<b>Maintenance Updates</b>	Automated Patches (Critical Fixes)	✓		
	Certification of Operating System Updates (e.g. Windows 10)	✓	✓	
	Maintenance Fixes	✓	✓	
	Escalation Installation (Critical Fixes)	Automated	✓	✓
<b>User Assistance</b>	Access to Support Analysts	✓	✓	
	Service Request Submittal	✓	✓	✓
	Online Knowledge Base	✓	✓	✓
<b>Learning Services</b>	In-Application Learning	✓		
	Online Learning Content	✓	✓	✓
<b>Compliance Certification</b>	Automated Security Patches	✓		
	Available Security Builds	Automated	✓	
	Security and Privacy Regulatory Requirements, such as GDPR	✓		

RETIRED  
 REPLACED WITH  
 FIXED LIFECYCLE POLICY.