



Subscription Entitlement Service

Frequently Asked Questions



Subscription Entitlement Service: FAQ

Getting Started

What is the Subscription Entitlement Service?

The Subscription Entitlement Service empowers users and enterprises to maximize the value of their Bentley applications and services. It provides improved administrative capabilities such as near real-time usage monitoring, custom threshold alert notifications, and user-level entitlement management. Users will sign in to activate their applications, eliminating activation keys and resulting in more secure administration and quicker onboarding of new users. Powered by Microsoft Azure, the Subscription Entitlement Service is globally available. Embedded in each new release of CONNECT Edition applications and services, the Subscription Entitlement Service is now also available for V8i SELECTseries 10 applications.

Are there changes to the end-user experience with Subscription Entitlement Service?

With Subscription Entitlement Service, activation of Bentley applications is enabled through user sign-in. Users will no longer require a SELECTserver activation key resulting in more secure license administration. They will not have to wait for activation keys to be issued, which allows quicker onboarding of Bentley applications.

Since user registration is required to utilize the Subscription Entitlement Service, organizations that have completed the user registration process will find it easy to implement. For more information about completing the user registration process, [click here](#).

What's new for administrators with Subscription Entitlement Service?

In addition to standard capabilities such as checked-out licenses, Administrators are given user-level entitlement management, along with customizable alert notifications set to whatever threshold they wish. Administrators also have near real-time usage monitoring available to them to assist with managing Bentley applications available in the Subscription Services Portal. Administrators of multinational organizations can also confirm their users' entitlement countries. Administrators need to ensure their users are [registered](#).

To ease this process, Bentley offers [federation](#) options. More details about administering the Subscription Entitlement Service can be found in the *Administrator's Guide for Subscription Entitlement Service*.

What should administrators do now?

- Complete the User Registration process
- Review the Administrator's Guide to learn Subscription Entitlement Services capabilities
- Adopt Subscription Entitlement Service-enabled applications

Is internet access required?

An internet connection is required for users to activate applications with the Subscription Entitlement Service, although once activated, temporary off-line access is supported. Checked-out licenses are available for users requiring more extensive off-line usage. Subscription Entitlement Service administrative functionality always requires internet access.

Can I disable the user sign-in requirement for the Subscription Entitlement Service?

Applications that are delivered with the Subscription Entitlement Service require user sign-in. There is no option to disable the user sign-in.

Subscription Entitlement Service Compatibility

Does Subscription Entitlement Service work with every Bentley application?

Embedded in each new release of CONNECT Edition applications and services, the Subscription Entitlement Service is now also available for V8i SELECTseries 10 applications.

Can I still use older versions of applications while using new Subscription Entitlement Service applications?

You should upgrade to applications and services supported with the Subscription Entitlement Service. Nonetheless, as you make this transition, you will be able to continue to use SELECTserver for previous versions of your applications. Additionally, distinct applications using the Subscription Entitlement Service and SELECTserver can coexist on the same machine. Bentley also combines SELECTserver and Subscription Entitlement Service usage for consolidated usage reporting.

What reporting capabilities are available to review usage?

Individual usage logs can be viewed in reports available on the Subscription Services Portal. To gain greater insight into your usage, continue to visit the [Subscription Services Portal](#) as new, consolidated analytics become available.

Bentley Licenses and Subscriptions

Will the Subscription Entitlement Service affect current owned licenses and/or subscriptions?

The Subscription Entitlement Service will not impact owned licenses or subscriptions and does not represent any change to Bentley's commercial programs.

Does the Subscription Entitlement Service improve usage management?

With user-based entitlements, Administrators can restrict access to Subscription Entitlement Service-enabled applications to specific users or groups.

Also, Administrators can set a threshold at which a license alert notification is triggered. Administrators can also create a custom message to direct their users to take the appropriate action. Please note that the license alert notifications do not restrict users from accessing applications.

Can the Subscription Entitlement Service prevent a user from generating a term license?

While the new tools provided by the Subscription Entitlement Service can greatly improve an organization's ability to manage their subscriptions by providing warnings and alerts, these tools do not control usage. Subscribers are still contractually responsible for any term license that is generated.

How do I get technical support for the Subscription Entitlement Service?

For technical support, submit a Service Request on the [Subscription Services Portal](#).