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Dear Valued Bentley User,

To ensure we better align with industry standards and continuously evolve by delivering security-critical projects across the globe, Bentley has updated our support policies to reflect the need for a more consistent and streamlined approach to software updates. We have consolidated the following policies into what is now known as our **Fixed Lifecycle Policy**:

- Desktop Applications Support policy
- ProjectWise Support policy
- License Administration Services Support policy

[Bentley's Fixed Lifecycle Policy](#) provides clearly defined lifecycle and support terms explaining how available technical support and maintenance services will change throughout the application lifecycle. **For products covered under this policy, new versions released after January 1, 2023, will follow the new versioning strategy and new version support lifecycle outlined in said policy. They will also be supported (at least) until the end of the calendar year, three (3) years after the original release date. All CONNECT Edition versions released prior to this date will be supported (at least) until December 31, 2025. Additionally, all V8i SS10 or older software remains unsupported per our previous [announcement in 2021](#).** Adopting this Fixed Lifecycle Policy will enable Bentley users to better plan for major version upgrades while staying current with security and performance updates.

To read more about this policy change, please visit [Bentley.com](#), where you will find a Policy Overview and FAQ. Should you have any additional questions that are not answered in the FAQ, please contact your account manager, support account manager, or success manager and they will follow-up with our internal product team for a response.

Thank you for choosing Bentley as your trusted infrastructure software partner.

Respectfully,
Susanne Trierscheid
VP, Modeling and Facilities Engineering



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