

Bentley User Registration

Technical FAQ

I am an administrator and I forgot my password for User Management. What do I do?

If you do not remember your password, use your email address as the sign-in and choose "Forgot Password." If you never created a password for the account, it will provide instructions on how to do so. A verification email will be sent to the email address entered. When creating your new password, you must confirm the email address to proceed.

Is there a sample template for the bulk user upload into User Management?

Yes. Please see our [sample template here](#). NOTE: The tool allows a maximum of 1,000 users in one .CSV file. If you have more users than the maximum count, please create and import additional .CSV files.

Are there any prerequisites to installing the CONNECTION Client?

Yes, .NET Framework 4.6.1.

What will happen to users who have already installed the CONNECTION Client?

There will be no effect on users who have already installed the CONNECTION Client on their machine, unless the version is outdated. If the CONNECTION Client is outdated, then there will be an automatic update. For users who have already installed the CONNECTION Client to their machine, please ensure they have signed into the CONNECTION Client with their email address and password to complete the process.

Do I need an internet connection to install the CONNECTION Client?

If .NET Framework 4.6.1 is installed on the machine, no internet connection is required. If it is not installed, the software will attempt to download and install it, in which case internet connection is required.

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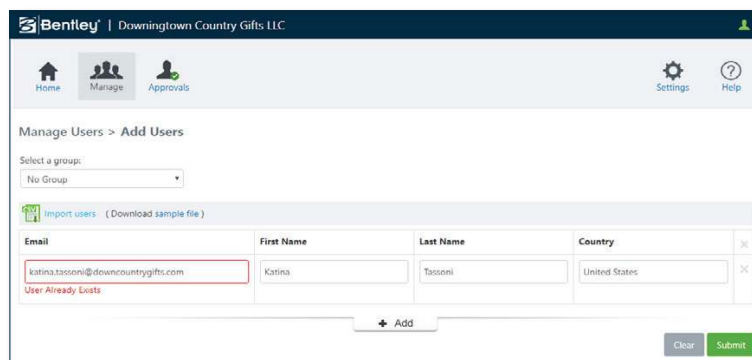
What operating systems are supported by the CONNECTION Client?

The CONNECTION Client can only be installed on devices that run on Windows 7 SP1, Windows 8, Windows Server 2008, Windows Server 2012, and Windows 10.

What do I do if a user is duplicated in User Management?

In the event of a bulk upload, we recommend administrators review the existing users in User Management before uploading the .CSV file to avoid any duplicates.

If there is a duplicate, whether in a bulk load or individual user entry, User Management will highlight those users as shown in the screenshot below. If the entry should be deleted, click the 'x' to the right of that row.



The screenshot shows the Bentley User Management interface for 'Downingtown Country Gifts LLC'. The 'Add Users' section is active, displaying a table with columns for Email, First Name, Last Name, and Country. The first row contains the email 'katina.tassoni@downcountrygifts.com', first name 'Katina', last name 'Tassoni', and country 'United States'. This row is highlighted in red, and a red error message 'User Already Exists' is displayed below the email field. The interface includes navigation tabs for Home, Manage, and Approvals, and buttons for Settings and Help. An 'Add' button is located at the bottom of the table, along with 'Clear' and 'Submit' buttons.

What is Auto Approval?

Bentley recommends administrators enable the Auto Approval feature before beginning the registration and installation process. In order to enable the feature, a domain must be added to the organization.

Please review the [Auto Approvals page](#) for more details.

There is a required action in the header of my User Management. What does this mean?

Bentley recommends administrators create their domain and enable the Auto Approval feature before beginning the registration and installation process. If you are seeing this, or if you are a user with a similar action in your header, please review the [Auto Approvals page](#). Please note that only an administrator can add domains (co-administrators cannot claim domains).

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Where do I find the CONNECTION Client logs folder?

Typically, when you are having an issue with the CONNECTION Client, you are asked to zip the entire Logs folder and send it in to support. It's located at `C:\Users\User Name\AppData\Local\Bentley\Logs` or use this shortcut in the browser address bar `%localappdata%\Bentley\Logs`.

What Bentley (DNS) domains do the CONNECTION Client and Bentley Cloud Services Portal need to have access to?

RECOMMENDATION:

whitelist *.Bentley.com

Or:

buddi.bentley.com

ims.bentley.com

waz-search.bentley.com

connect-agreement.bentley.com

connect-wsg20.bentley.com

connect-recommendation.bentley.com

connect-updatev1.bentley.com

services.bentley.com

bentleysystems.122.2o7.net

Is there a specific port that must be opened?

Yes, the domains must be accessed via Port 443.

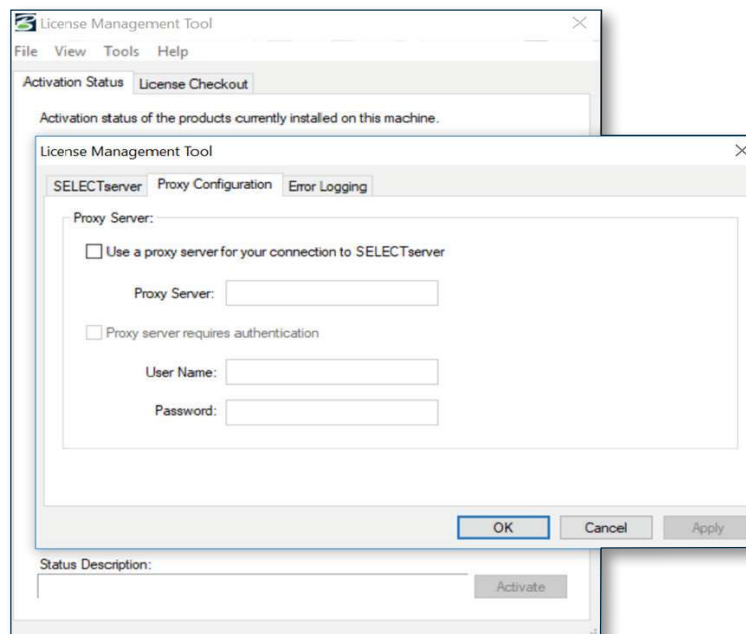
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If I have a proxy server, where do I enter the server name, user name, and password in the CONNECTION Client?

Bentley recommends administrators create their domain and enable the Auto Approval feature before entering proxy information in the License Management Tool. To locate the License Management Tool, go to **C:\Program Files\Common Files\Bentley Shared\CONNECTION Client** and double click the **LicenseTool.exe**. In the License Management Tool, go to **Tools > Options > Proxy Configuration tab > Enter the information > Click Apply > OK**.

NOTE: This option only works if you are using the online (hosted) SELECTserver. If you are using an in-house (deployed) SELECTserver, you will need to create an exception on the proxy server for traffic originating from the CONNECTION Client to the Bentley (DNS) domains listed above.



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How much time should I expect this to take me as an administrator?

The amount of time it takes to complete the administrative responsibilities is dependent on the number of users in the organization and your organization's ability to identify Bentley application users. It is also dependent on your preferred method of installation (individual or silent bulk).

Once my users successfully register, will they have to sign in to the CONNECTION Client when accessing a Bentley application every single time?

Upon registration, users will be defaulted to the automatic sign-in option, which prevents users from having to sign in at the beginning of each session.

What information is collected from our users?

When users are added into User Management, Bentley is receiving their first name, last name, email address, and country. Bentley is committed to your privacy protection. Learn more about our [privacy policies](#) and our [compliance standards](#).