

---

# AutoPIPE

---

CONNECT Edition v12.1

Quick Start Guide

---

*Last Updated: April 11, 2019*



# Disclaimer

---

The software and related documentation, including this documentation, are protected by both United States copyright law and international treaty provisions. Any unauthorized copying or reproduction is strictly prohibited and subject to civil and criminal penalties. Please refer to the End User License Agreement (EULA) for authorization to make a backup copy of the software. You may not sell this software or documentation or give copies to anyone else.

Except as expressly warranted in the EULA, Bentley Systems, Incorporated disclaims all warranties, expressed or implied, including but not limited to implied warranties or merchantability and fitness for a particular purpose, with respect to the software, the accompanying written materials, and any accompanying hardware. All results should be verified to the user's satisfaction. The contents of these written materials may include technical inaccuracies or typographical errors and may be revised without prior notice.

# Table of Contents

---

<b>Chapter 1: Download Guide.....</b>	<b>5</b>
Register as a CONNECTED User .....	5
CONNECTION Client Sign-In Window .....	6
Bentley IMS Website .....	7
Sign-In as a CONNECTED User .....	8
CONNECTION Client Sign-In Window .....	8
Product CONNECT Widget Sign-In .....	9
Website.....	9
Forgot Your Password? .....	10
Download Bentley AutoPIPE .....	10
Software Downloads Page .....	13
 <b>Chapter 2: Installation Guide .....</b>	 <b>15</b>
Install from Downloaded Files.....	15
Uninstall Previous Versions of Bentley AutoPIPE.....	15
Install Bentley AutoPIPE CONNECT Edition .....	16
Install AutoPIPE Updates .....	18
 <b>Chapter 3: License Setup Guide.....</b>	 <b>20</b>
CONNECT Licensing for Administrators.....	20
Installation .....	20
Entitlement Management.....	21
Real Time Usage reporting.....	26
CONNECT Licensing for Administrators and Users.....	29
Reserve a License .....	29
Release a License .....	29
 <b>Chapter 4: Starting AutoPIPE .....</b>	 <b>31</b>
Starting AutoPIPE.....	31
Welcome to AutoPIPE Licensing .....	31

<b>Chapter 5: Troubleshooting.....</b>	<b>33</b>
Installing on Windows 7 .....	33
Licensing Questions and Answers.....	35

## Download Guide

---

The following provides general instructions with which to download application(s) required to install AutoPIPE on a single computer system. You will need your Bentley login and password information to log into the Bentley website to download applications.

If you do not have login information, please contact your local Bentley office:

<https://www.bentley.com/en/about-us/contact-us/offices>.

If you have your email address and need your password (or have forgotten your password), click here: <http://www.bentley.com/forgotpassword/>.

To obtain Technical or Licensing Support for your products, please submit a service ticket here:

<http://apps.bentley.com/srmanager/ProductSupport>.

- Notes:**
1. The images, version numbers and products depicted in this Quick Start Guide may not be up-to-date, but the general procedures remain correct.
  2. Internet sites may appear differently or not at all when using specific Web browsers with existing security measures in place. Some amount of an iterative process may be needed to correctly display web pages with current browser/settings combinations.

If you are part of the QA&R program, any installation from a downloaded file for AutoPIPE or ATS is strictly forbidden and does not constitute a valid installation or verification. All QA&R users must install the applications from a DVD received from the Bentley QA&R manager. For more information on QA&R click here:

[https://communities.bentley.com/products/pipe\\_stress\\_analysis/w/pipe\\_stress\\_analysis\\_wiki/7919/autopipe-qa-r-program](https://communities.bentley.com/products/pipe_stress_analysis/w/pipe_stress_analysis_wiki/7919/autopipe-qa-r-program).

## Register as a CONNECTED User

If you have ever signed into Bentley's SELECT site to download a product, submit a service ticket, or sign up for a webinar then you are already registered to use the CONNECT services; proceed to [Sign-In as a CONNECTED User](#) below.

If you have not signed into Bentley for any reason, you can register for free using one of two ways: [CONNECTION Client Sign-In Window](#) or [Bentley IMS Website](#).

# Download Guide

Register as a CONNECTED User

---

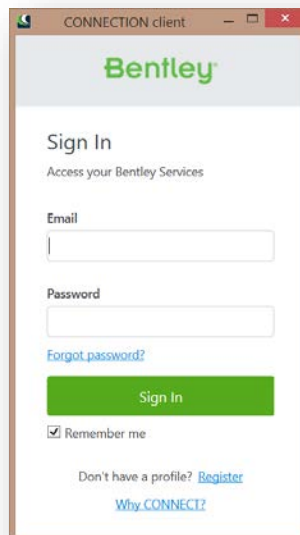
## CONNECTION Client Sign-In Window

If you have installed any CONNECT Edition\Services product then you have installed a CONNECTION Client. This client shows up as an icon on your taskbar.



**Note:** Download the Connection Client here:  
<https://store.bentley.com/en/products/iware/1000CC--CONNECTION-client>

Double-click the icon or **Right-Click > Open** on the icon to expose the CONNECTION Client Sign-in Screen.




Select the **Register** link on the window to display the *Create your Profile* window. Provide the details for your account, paying attention to your *Work email* and *Profession* (Role). The former will impact the users that will be considered part of an organization and the latter will impact services and notifications you receive that will be specific to your role. After completing this screen, you will be sent to the Bentley IMS profile page to set password and other information as you desire.

**Note:** To ensure all users within your company are identified as part of the same organization, contact your Bentley on-site Administrator to ensure the *Organization* name is the same for all users.

# Download Guide

Register as a CONNECTED User

---

### Create your Profile

Access the most relevant information based on your role.

**Work email**

**First name** **Last name**

**Organization**

**Profession**

**Country**

United States ▼

**Communication language**

English ▼

☐ Yes, please send me emails about Bentley software and solutions, services and events.

☐ I agree that I have read and accept the [Terms of Use And Privacy Policy](#).

**Submit**

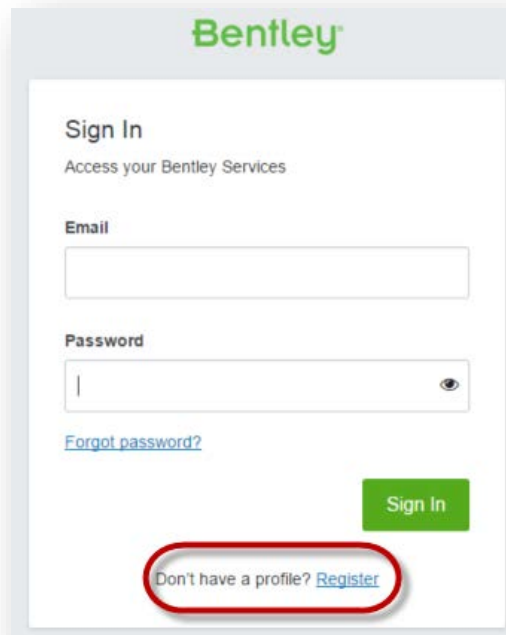
## Bentley IMS Website

Log in directly to the Bentley Connection website using the link here: <https://ims.bentley.com>. For new users, select the **Register** link near the bottom of the page and enter your profile information and password as previously mentioned above. Press the **Submit** button to continue.

# Download Guide

## Sign-In as a CONNECTED User


---

A screenshot of the Bentley Sign In web form. The form has a light gray header with the Bentley logo. Below the header, the text "Sign In" is followed by "Access your Bentley Services". There are two input fields: "Email" and "Password". Below the password field is a link "Forgot password?". At the bottom right is a green "Sign In" button. At the bottom left, there is a link "Don't have a profile? Register" which is circled in red.



## Sign-In as a CONNECTED User

Once you have registered as a CONNECTED User (see previous section) you can proceed to sign-in. Sign-in can be performed from one of three places:

### CONNECTION Client Sign-In Window

If you have installed any CONNECT Edition\Services product then you have installed a CONNECTION Client. This client shows up as an  icon on your taskbar.



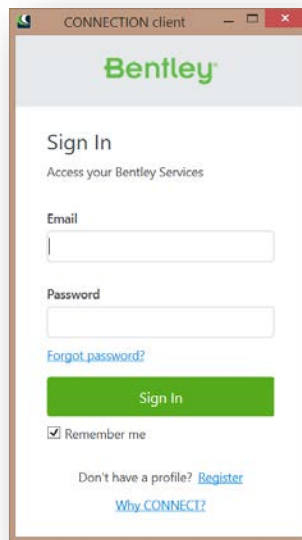
Double-click the  icon or **Right-Click > Open** on the  icon to display the CONNECTION Client Sign-in Screen.



# Download Guide

## Sign-In as a CONNECTED User

---



Enter the same email you provided in your registration and your password. It is highly recommended to enable **Remember Me** to avoid having to enter your credentials on each start-up.

### Product CONNECT Widget Sign-In

Each CONNECT Edition product has a new CONNECTION Widget in the frame of the product window. Most products, like AutoPIPE, have this widget on the upper-right or status bar of the window.



Select the widget dropdown and choose the Sign In command to display the CONNECTION Client Sign In window. Follow the direction as provided above for the CONNECTION Client.

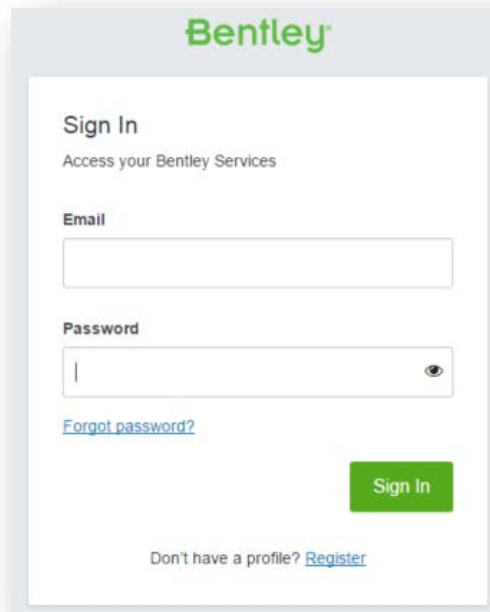
### Website

You can also log in directly from the Bentley website from <https://ims.bentley.com>. Doing this will send you to a sign-in web page as shown below where you can sign-in.

# Download Guide

## Download Bentley AutoPIPE

---

A screenshot of the Bentley Sign In web form. At the top is the Bentley logo in green. Below it, the text "Sign In" is followed by "Access your Bentley Services". There are two input fields: "Email" and "Password". The "Password" field has a small eye icon to its right. Below the "Email" field is a blue link "Forgot password?". At the bottom right is a green "Sign In" button. At the bottom center is the text "Don't have a profile? [Register](#)".

Once signed in from any of these places, you will be signed in for all services.

### Forgot Your Password?

If you don't recall your password, simply select the ***Forgot Password?*** link on the sign-in window and your password will be reset through email.

## Download Bentley AutoPIPE

**Note:** Only users with the *Product Delivery – Download* role can enter Software Downloads. For more information about User Management, please refer to the [User Management Wiki](#).

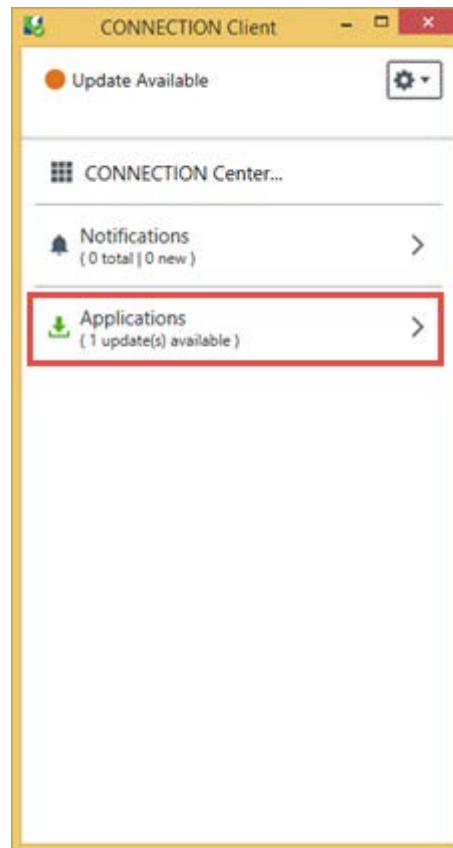
Open the *Software Downloads* page using one of the following methods:

### Method #1: Connection Client Sign-in

1. Once you are logged in as a CONNECTED user, the following application window will appear:

# Download Guide

## Download Bentley AutoPIPE



2. Select ***Applications***.
3. Then press the ***Find More*** button at the bottom
4. In a moment, the *Software Downloads* webpage will be opened in your Web browser.

### Method #2: Website Sign-in

1. Once you are logged in as a CONNECTED user, open a web browser and navigate to <https://www.bentley.com/en/support>.
2. Within the *Learning and Assistance* section, press **Go To Connection Center**. (go to Step 5).

#### GET HELP WITH YOUR SOFTWARE



#### Learning and Assistance

If you are a user of a Bentley application, you can interact with other users, get questions answered, explore new workflows, access learning resources, or get software issues resolved. Take advantage of the CONNECTION Center, your one stop hub for application support and **your access point to download software from Bentley**.

[LEARN MORE](#)

[GO TO CONNECTION CENTER](#)

Or

3. Open the CONNECTION Client.

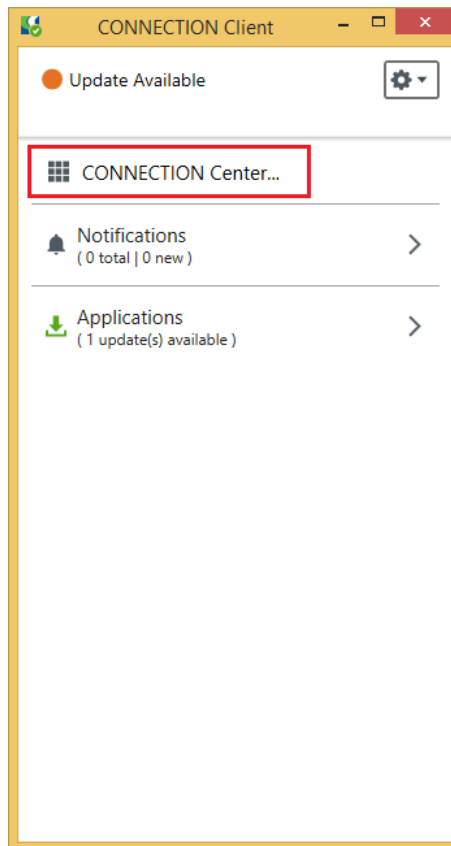
# Download Guide

## Download Bentley AutoPIPE

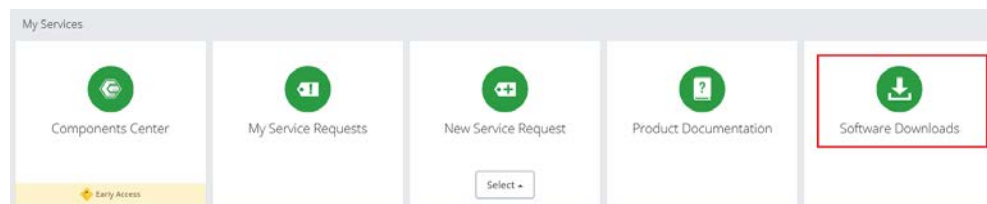
---



4. Then press **CONNECTION Center**.



5. Once you have logged into your *Connection Center*, press **Software Downloads** from within the *My Services* section (located at the bottom) to open the *Software Downloads* page.



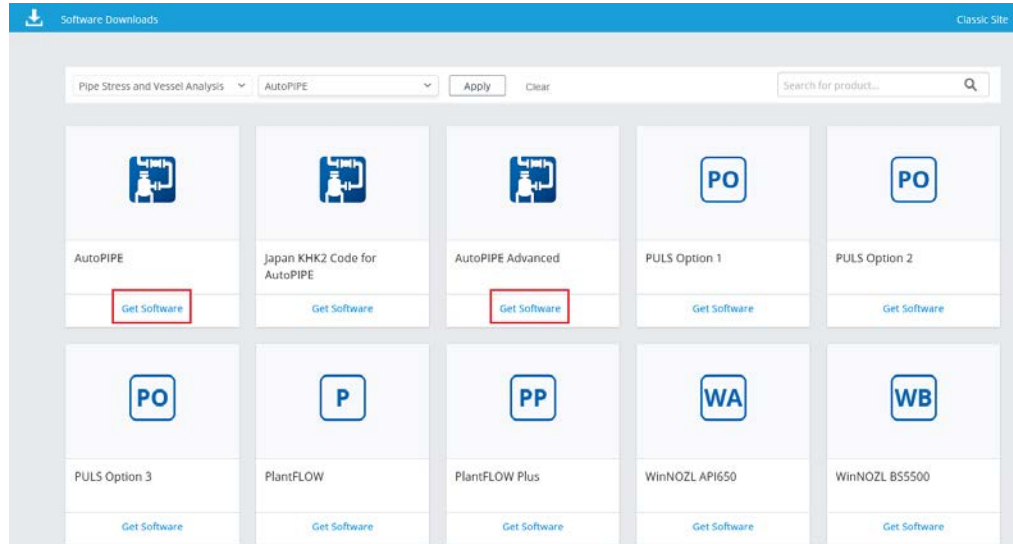
**Note:** If you do not have current login credentials, please contact your local Bentley on-site administrator who can assist you with the correct information and permissions.

# Download Guide

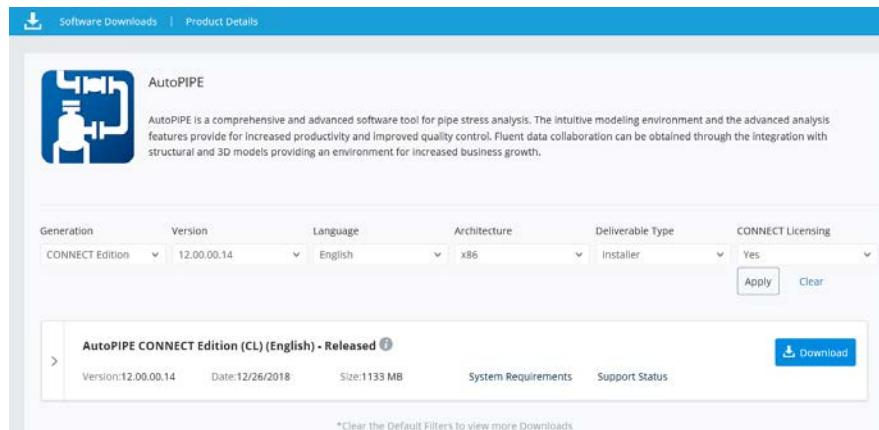
## Download Bentley AutoPIPE

### Software Downloads Page

1. With the *Software Downloads* page displayed, select **Pipe Stress and Vessel Analysis** from the *Product Line* drop-down, then select **AutoPIPE** from the *Brand* drop-down, then press **Apply**::



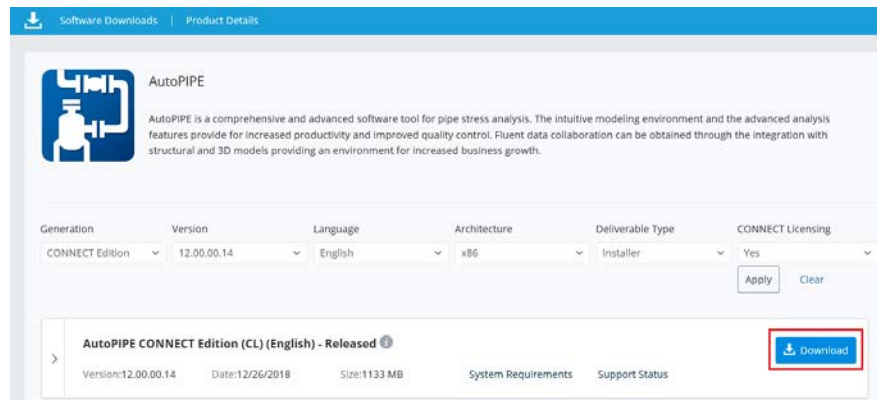
2. Press **Get Software** within the appropriate *AutoPIPE* group.



3. Set the appropriate filtering controls and press **Apply**.
4. Locate the version number to download and click the **Download** icon.

# Download Guide

## Download Bentley AutoPIPE

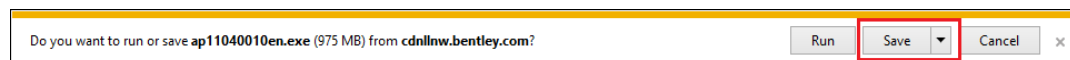


- Notes:**
1. The screen above may display different versions than those currently available, but the steps to download the software are the same.
  2. Only download OpenPlant Isometric Manager software if you plan to create Stress Isometrics. To use this feature in AutoPIPE, you must have AutoPIPE Advanced or Nuclear License on your account.

If you do not see check-boxes next to the applications, you do not have download rights. You can update your access rights by:

- Contacting your Bentley on-site Administrator to upgrade your user access with information on the [following Wiki site](#).
- Contacting your account manager to upgrade your user status.
- Contacting Bentley for additional help.

5. A box will appear near the bottom of the web browser.



6. Select **Save** (or **Save As**) to save the file to your desktop or to another folder location.

# 2

## Installation Guide

---

The following provides general instructions to install AutoPIPE on a single computer system. All downloaded installation files should be placed on the computer's desktop. **DO NOT** install the application from a network location. The procedure requires that an Administrator is logged on before initiating the installation.

**Note:** The images, version numbers and products depicted in this Quick Start Guide may not be up-to-date, but the general procedures remain correct.

### Install from Downloaded Files

1. To install Bentley applications, ensure you have logged in to the computer with an account that has administrative privileges. If you are unable to log in with a suitable account, contact your network administrator to login and perform the installation.
2. All download files should be placed onto the computer where the application(s) are to be installed; Bentley suggests the desktop or creating a folder to copy the files. **DO NOT** install the application from a network location. Use My Computer to browse to the downloaded files and double-click on the file **.EXE** file to start the installation.

**Note:** See the link below for information on silent installation.  
[https://communities.bentley.com/products/pipe\\_stress\\_analysis/w/pipe\\_stress\\_analysis\\_wiki/6449/06-performing-a-silent-installation---autopipe](https://communities.bentley.com/products/pipe_stress_analysis/w/pipe_stress_analysis_wiki/6449/06-performing-a-silent-installation---autopipe)

### Uninstall Previous Versions of Bentley AutoPIPE

All previous versions of AutoPIPE must be uninstalled before installing AutoPIPE CONNECT Edition. Use the **Add/Remove Programs** utility (found in the *Control Panel*) to uninstall all previous versions of AutoPIPE (remove AutoPIPE Setup). Uninstall the following applications:

- All previous versions of AutoPIPE.
- PCF to NTL translator.
- ADLPipe to NTL translator.
- Bentley STRAIT.
- Remove remaining AutoPIPE and Translator folders in:
  - C:\ProgramData\Bentley\

# Installation Guide

## Install Bentley AutoPIPE CONNECT Edition

- *C:\Users\username\AppData\Roaming\Bentley\*
- *C:\Program Files (x86)\Bentley\*

## Install Bentley AutoPIPE CONNECT Edition

**Note:** The application should not be installed from a network location. Bentley recommends placing the **.EXE** files on the users system before starting the installation.

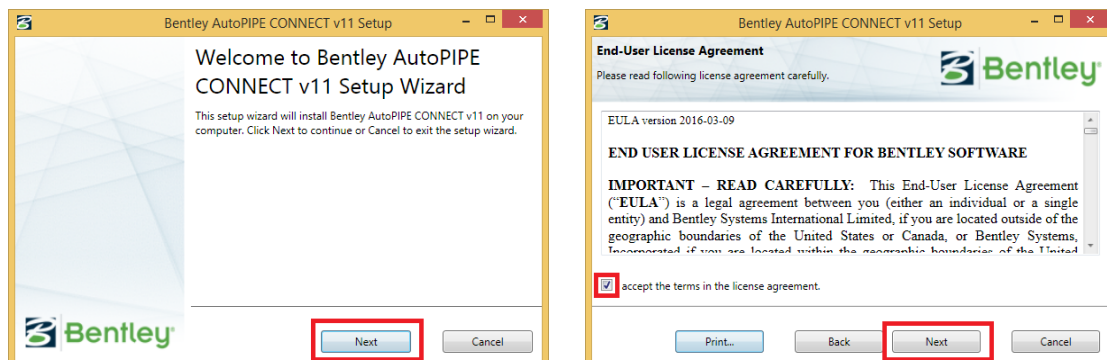
This procedure assumes that CONNECT license has been installed and configured. If it has not, contact the Bentley License group to assist you.

If you are part of the QA&R program, any installation from a downloaded file for AutoPIPE or ATS is strictly forbidden and does not constitute a valid installation or verification. All QA&R user must install the applications from the DVD received from Bentley Systems QA&R manager.

1. You must log onto the computer with full **Administration rights**. If you are unable to log in with a suitable account, contact your network administrator to log in and perform the installation.
2. Close all other applications currently running and then navigate to the **.EXE** and double-click on it to start the installation process.

**Note:** For those installing the application on Win 7 please see the [Install on Windows 7 OS](#) section found in Chapter 5 before continuing.

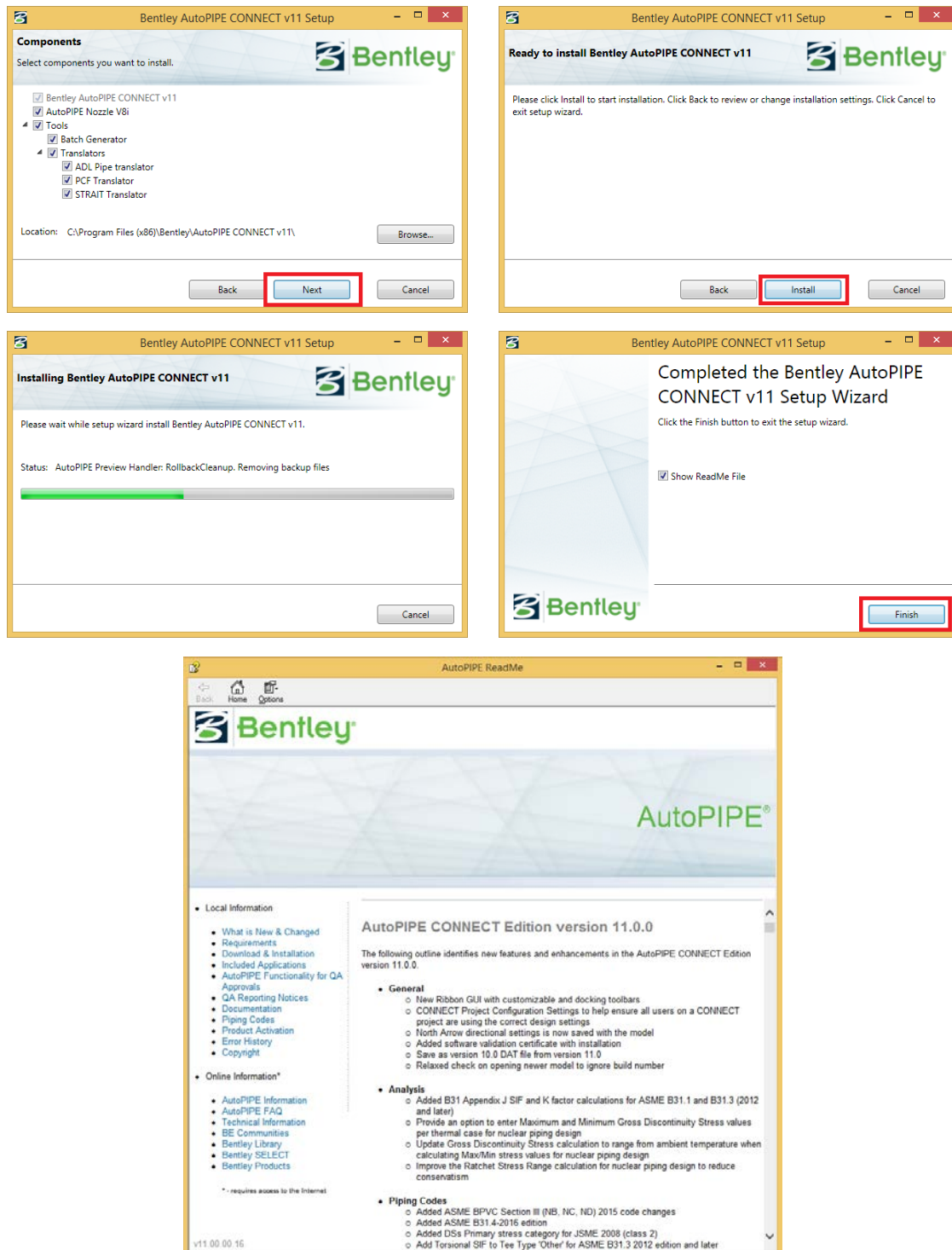
3. Nothing will appear while the installer is starting up. In a short time, the following screens will display. Bentley recommends accepting all default settings.





# Installation Guide

## Install Bentley AutoPIPE CONNECT Edition



4. After the AutoPIPE installation is complete, continue with the next section before starting the application.

# Installation Guide

## Install AutoPIPE Updates

---

### Install AutoPIPE Updates

1. You must log onto the users's computer with full **Administration rights**. If you are unable to log in with a suitable account, contact your network administrator to log in and perform the installation.
2. If updates are available, install AutoPIPE per the instructions above, and then refer to the *ReadMe* file included with the downloaded update file.
3. Continue with the next section before starting the application.

Or

1. Open the CONNECTION Client.



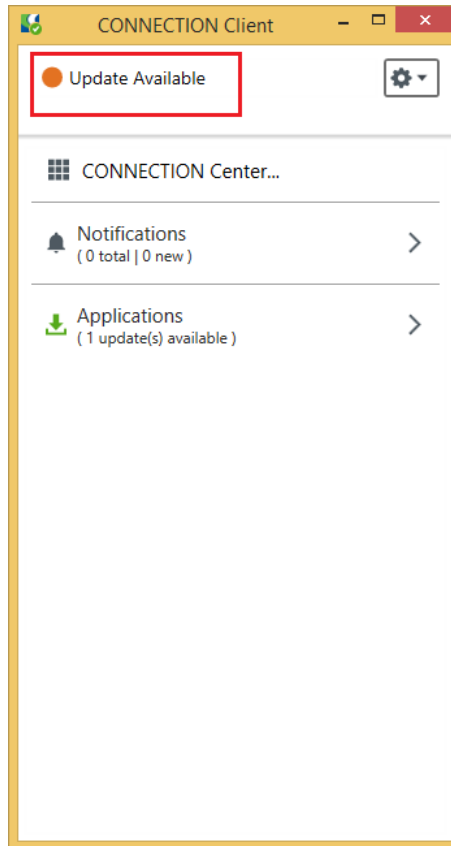
2. The CONNECTION Client will notify you if an update to an installed product is available.

**Note:** The CONNECTION Client may take up to 24 hours to refresh the listing of available updates. Check back the next day after installing a new version to confirm no additional updates are available.

# Installation Guide

## Install AutoPIPE Updates

---



3. Expand the *Applications* area to see the available product updates.
4. Enable the adjacent check-box, then press **Install Selected** to update the product.
5. Continue with the next section before starting the application.

# 3

## License Setup Guide

---

**Note:** The images, version numbers and products depicted in this Quick Start Guide may not be up-to-date, but the general procedures remain correct.

Product activation is managed by user sign-in through the CONNECTION Client. While connected, licenses can be checked in/out as required from a pool of available licenses on the contract. More features are available for license usage and reporting with CONNECT Licensing than are available with other options below.

All license management questions/modifications are handled by the Bentley License Team and Account Managers (NOT the AutoPIPE Technical Support Group). Your Account Manager can also assist with application pricing.

### CONNECT Licensing for Administrators

CONNECT Licensing is Bentley's new process for product activation, enhancing our users' digital workflows and improving our licensing capabilities with features such as:

- License alert notifications when you are approaching a custom usage threshold.
- Replacing site activation keys with user validation, enhancing security around your Bentley licenses and subscriptions.

With traditional SELECT Licensing, product activation has been through an activation key that an Organization distributed to all users. With CONNECT Licensing, product activation is managed by user sign in through the CONNECTION Client, which is installed on each machine that uses Bentley applications. This offers a more secure and manageable system as it offers usage alerts, notifying your users when they are about to reach a certain usage limit set by the Administrator.

Most of the information in this guide is also available on Bentley Communities Licensing and Activation Wiki - [CONNECT Licensing](#).

#### Installation

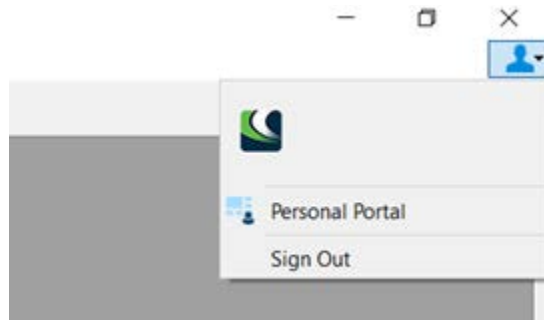
##### Setup

1. Ensure all active Bentley application users are registered as CONNECTED Users.
  - a. If your users have not registered, please follow the registration and CONNECTION Client installation steps here: [Bentley User Registration](#).
  - b. To view your registration process, the following report is available: [CONNECTED User Report](#).

# License Setup Guide

## CONNECT Licensing for Administrators

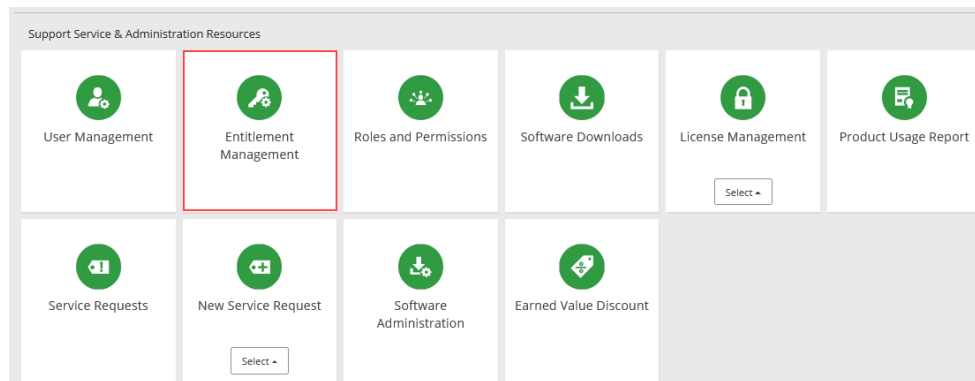
- c. Remain connected while using any Bentley application. You can also confirm that you are signed in by clicking the Avatar in the upper right-hand corner.



### Entitlement Management

The Entitlement Management Service, located on the CONNECT Enterprise Portal of the CONNECTION Center, allows an Administrator to manage license usage notifications for the Organization's applications.

- Navigate to the CONNECTION Center: <https://connect.bentley.com/> and sign in if required.
- Select the account name in the upper left to open the **Enterprise Portal**.
- Select the **Entitlement Management Service** tile (this will only be visible to those with the “Entitlement Management” role).



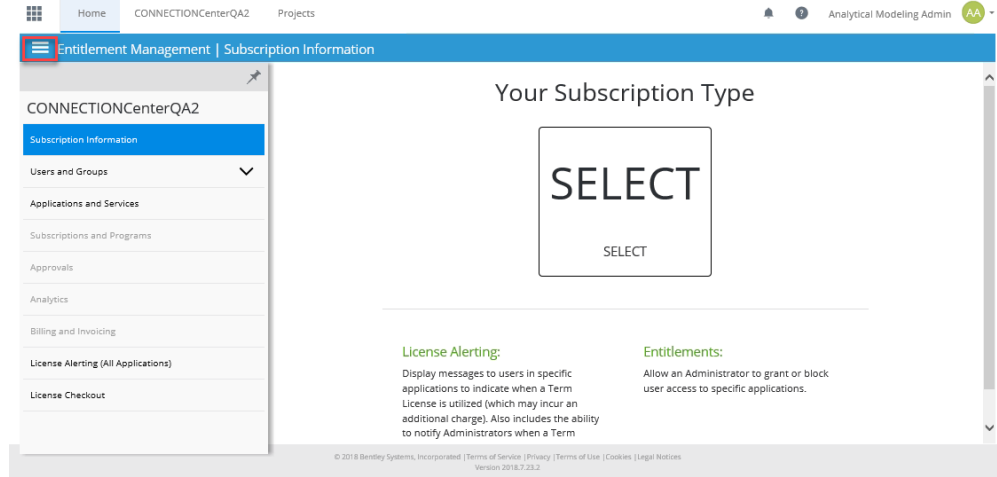
### Entitlement Management - Options

The functions of this Service are accessible via the *Entitlement Management* drop-down menu.

**Note:** Functions not yet available are greyed out. The Home screen displays basic subscription information pertaining to your account.

# License Setup Guide

## CONNECT Licensing for Administrators

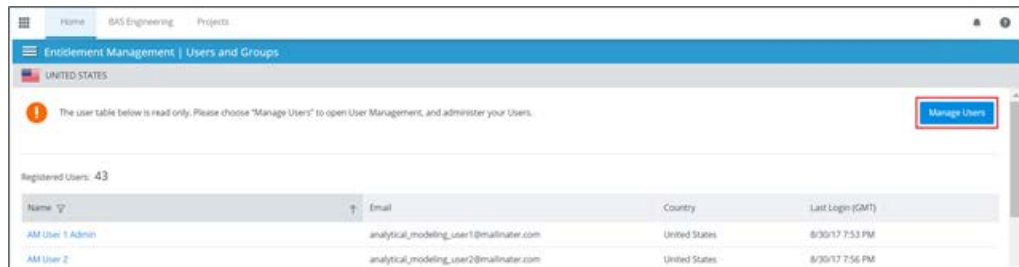


### Subscription Information

This screen displays the basic subscription information pertaining to your account as previously displayed on the Home screen.

### Users and Groups

The Users and Groups pages shows you a list of your Bentley application users. They can be managed via User Management, which is accessed by the *Manage Users* button.



### Applications and Services

Select **Applications and Services** to display all application licenses available within your Organization.

- General Access – Allows you to confirm if access to the product is granted or denied and set exceptions for specific users.
- License Alerting – Allows you to enable alerts for product usage.

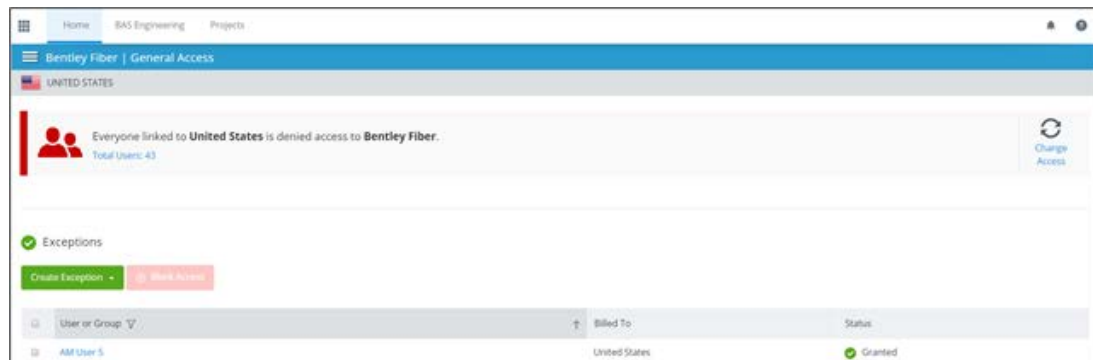
The screenshot shows the 'Applications and Services' page. The left sidebar has 'Entitlement Management' selected, and 'Applications and Services' is highlighted. The main content area shows a table of application licenses. The table has columns for Application Name, Feature String, General Access, License Alerting, and Usages.

Application Name	Feature String	General Access	License Alerting	Usages
Bentley Fiber		General Access	License Alerting	Unlimited
Bentley Map	platform-standalone	General Access	License Alerting	Unlimited
Bentley Map	platform-microstation	General Access	License Alerting	Unlimited
Bentley Map Enterprise	platform-standalone	General Access	License Alerting	Unlimited
Bentley Map PowerView		General Access	License Alerting	Unlimited
MicroStation		General Access	License Alerting	Unlimited

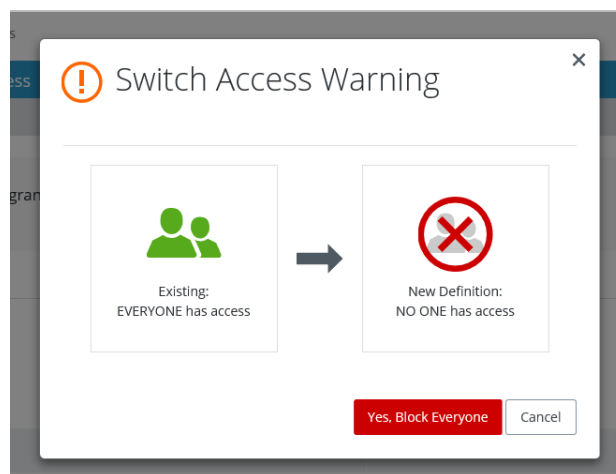
# License Setup Guide

## CONNECT Licensing for Administrators

### General Access



For each product there is a General Access condition that applies to everyone in a region. By default, everyone has access to every product and then Exceptions to the General Access rule can be created to deny specific users from accessing applications. Clicking Change Access reverses the condition so that everyone is denied access to a product, and then exceptions can be set to grant access to specific users and products.



### License Alerting

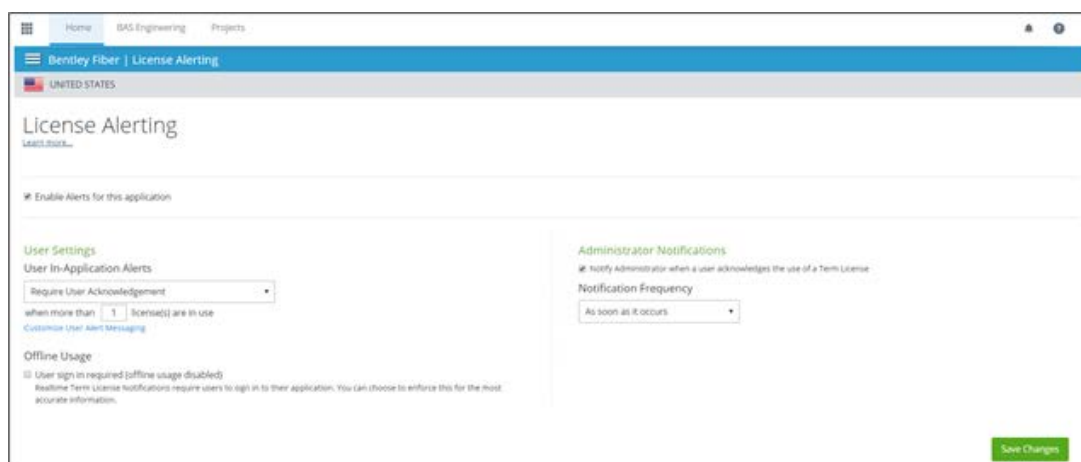
Select **License Alerting** to configure the Term Licensing Alerts and Notifications required for Administrators and Users.

- Enable Alerts for this application – If ON, will send alerts for this application.

**Note:** *License Alerting* applies to the Term Licensing pop-up alert displayed to users while *Notifications* apply to the messaging sent to Administrators and Co-Administrators.

# License Setup Guide

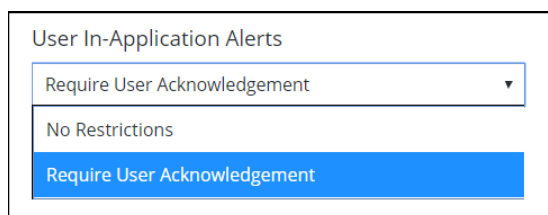
## CONNECT Licensing for Administrators



The default threshold number should be equal to the number of perpetual licenses owned for the selected product and other number can be input. For example, if you would like to allow 1 more license to be used for a period input a number one larger and warnings would come up to prevent the second over use occurrence. The number cannot be set to 0.

### User Settings:

Select if the user is required to acknowledge the alert. No Restrictions allows the user to continue without acknowledging the alert.



Then select the license threshold for when the alert will occur. You should set a threshold that reflects your company policy. If you wish to reduce the risk that a Term License is issued for this product, you should set the threshold to be at or below the number of licenses held for this product. Otherwise you can set it to the number of licenses (perpetual + term) that you wish to allow.



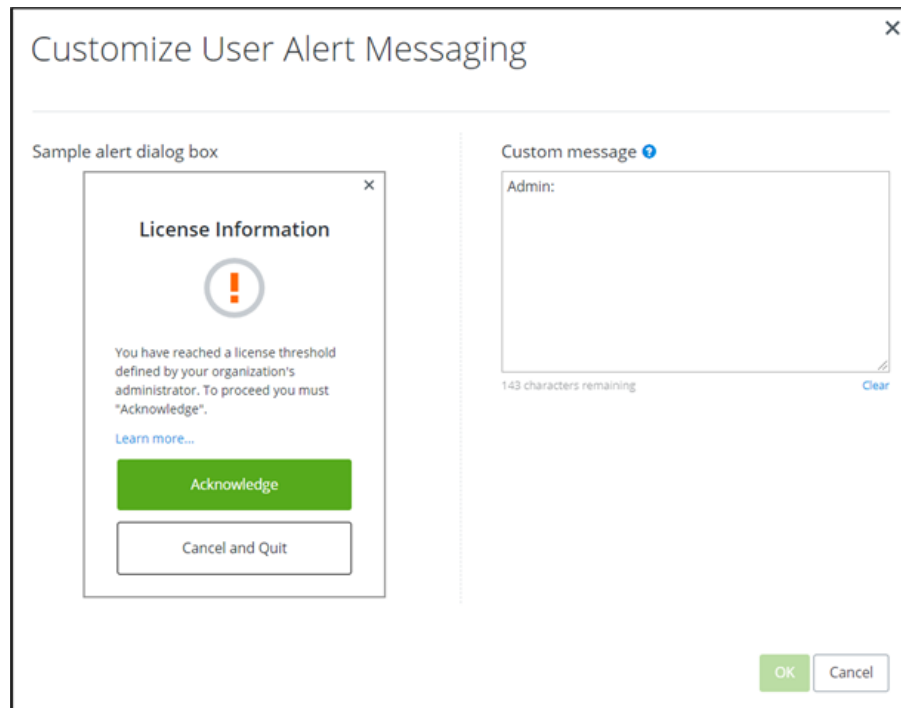
**Note:** There are situations that may prevent the alert from displaying. Some of these situations are described in the [CONNECT Licensing FAQ](#). Organizations should be aware that regardless of the alerting settings, it is still the responsibility of the Organization to fulfil the obligations of their license agreement.

Optionally, you can customize the message that is displayed at the time of the alert.

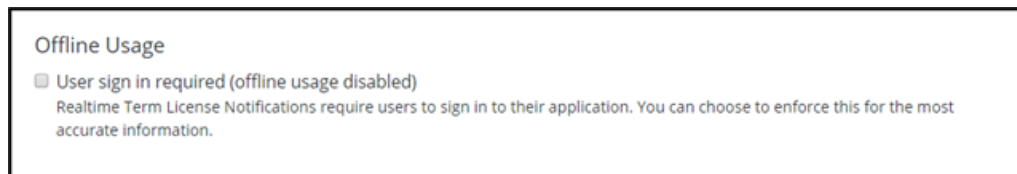


# License Setup Guide

## CONNECT Licensing for Administrators

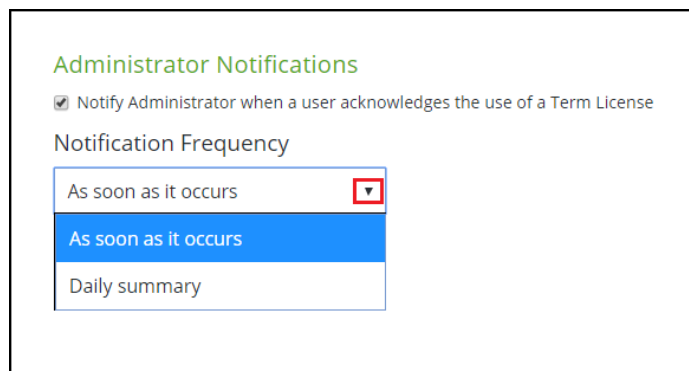


Finally, you can decide if offline usage is enabled. If turned ON, the user must be online and signed in to use the product. If this is turned OFF, users will be able to use the product even when there is no network connection.



### Administrator Settings

This allows the Administrator to receive notifications for any usage that occurs past the limit they designated.



**Note:** Click **Save** to apply changes or they will be lost.

# License Setup Guide

## CONNECT Licensing for Administrators

### *License Alerting (All Applications)*

The instructions outlined above allow an Administrator to apply notification options to a specific application. To apply the same notification rules to all your Bentley applications, use the *License Alerting (All Applications)* option.

Toggle on **Enable Alerting and Notifications (all applications)** to receive a notification when a desktop application will exceed the usage limit set.

Set the appropriate notification levels.

If you need to change the values, you may do so under 'Exceptions'.

Application Name	T	Alerting?	User Alerts?	Admin Notify	Threshold Set	Offline Usage
Bentley Map - gisbent/arcswatcom		On	Yes	Instantly	3	Allowed
Bentley Map - platformstandalone		On	Yes	Instantly	3	Allowed

### *License Checkout*

The Administrator can use this page to view current and past license checkouts or check out a new license. Non-administrators can also Reserve Licenses through the Bentley Licensing Tool. License checkout is only required when users are going to be disconnected from the server for more than 7 days.

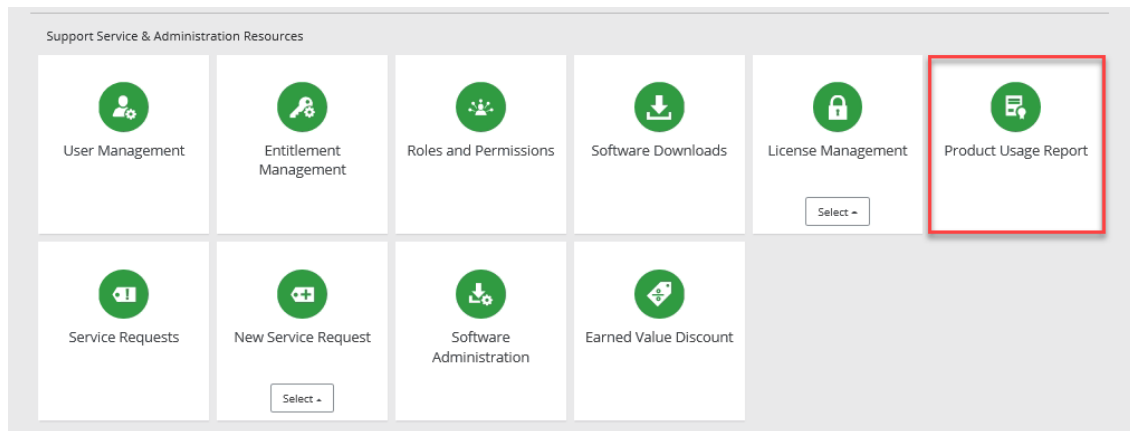
User Name	License	Validity	Status
AM User 1 Admin test23457	1 License	Valid: 9/1/2018	***
AM User 1 Admin adrguaf8	1 License	Valid: 1/9/2019	***
AM User 2 test347532	1 License	Valid: 11/2/2018	***
User Eleven muedgewin12	1 License	Valid: 6/12/2018	***
User Five muedgewin10	1 License	Valid: 1/15/2019	***

### Real Time Usage reporting

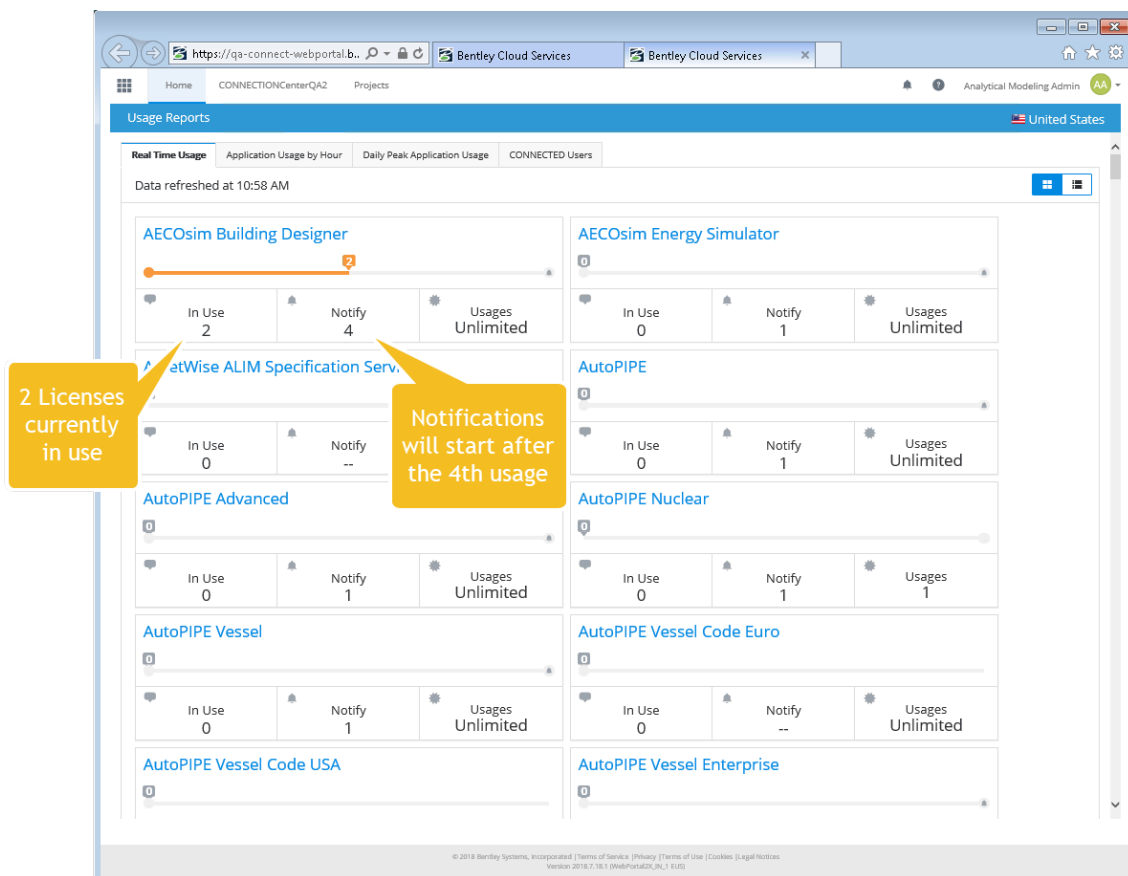
With CONNECT Licensing, administrators can check Real Time usage through the CONNECTION Center. To do so, Click on the **Product Usage Report** tile in the Enterprise Portal.

# License Setup Guide

## CONNECT Licensing for Administrators



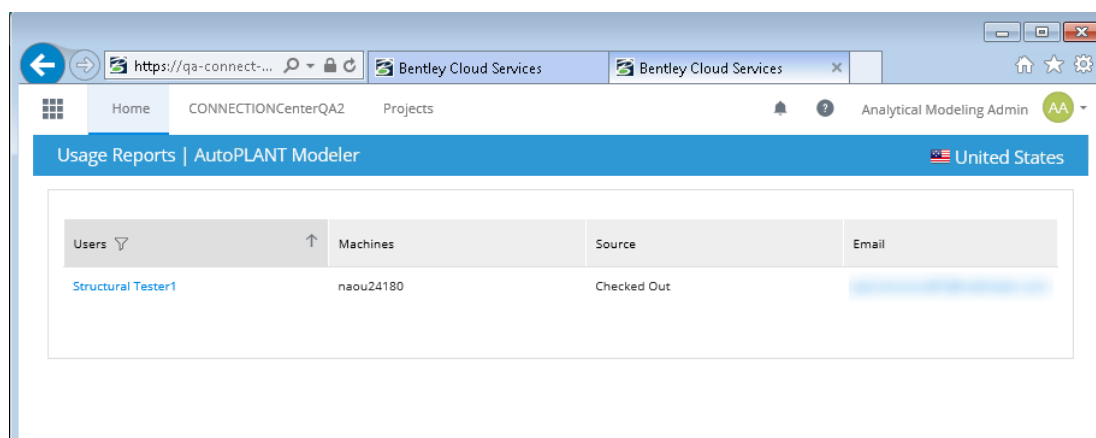
Here's an example of what that looks like:



You can drill into a single application from this view to see who is using it, from what machine, and whether the license has been checked out. The user's email address is also shown.

# License Setup Guide

## CONNECT Licensing for Administrators



**Note:** For more information about CONNECT Licensing click here:  
[https://communities.bentley.com/products/licensing/w/licensing\\_wiki/38532/3---connect-licensing-faq](https://communities.bentley.com/products/licensing/w/licensing_wiki/38532/3---connect-licensing-faq)

To see if your Bentley applications are eligible for CONNECT Licensing, please view the "Entitlement Management" Service in the CONNECTION Center under 'Applications and Services'. If the application is not listed the features of CONNECT Licensing will not function.

1. Ensure all active Bentley application users are registered.
  - If your users have not registered, please follow the registration and CONNECTION Client installation steps here: [Bentley User Registration](#).
  - To view your registration process the following report is available: [CONNECTED User Report](#).
2. In order to access the Entitlement Management Service, you must be an Administrator or Co-Administrator.
3. Configure the 'Entitlement Management' Service. For instructions on this Service, please click here: [Entitlement Management](#).
4. Notify the users that you have enabled CONNECT Licensing. Here are some points you may wish to discuss:
  - a. Product activation will now occur via user sign in to the CONNECTION Client.
  - b. A 7-day offline period is permitted after you've signed in to the CONNECTION Client at least once.
  - c. Users will receive an alert (if enabled) that there are no more available licenses when they are about to exceed the defined limit. This is only applicable for applications running on CONNECT Licensing. Any applications utilizing a SELECTserver activation key will not be counted for the notification threshold, nor will those users receive notifications. Regardless of licensing, usage of products will continue to be logged and pooled and may be subject to term licensing.
  - d. Usage is NOT restricted. Users will still be able to access Bentley applications if they continue to use products after receiving the alert.

# License Setup Guide

CONNECT Licensing for Administrators and Users

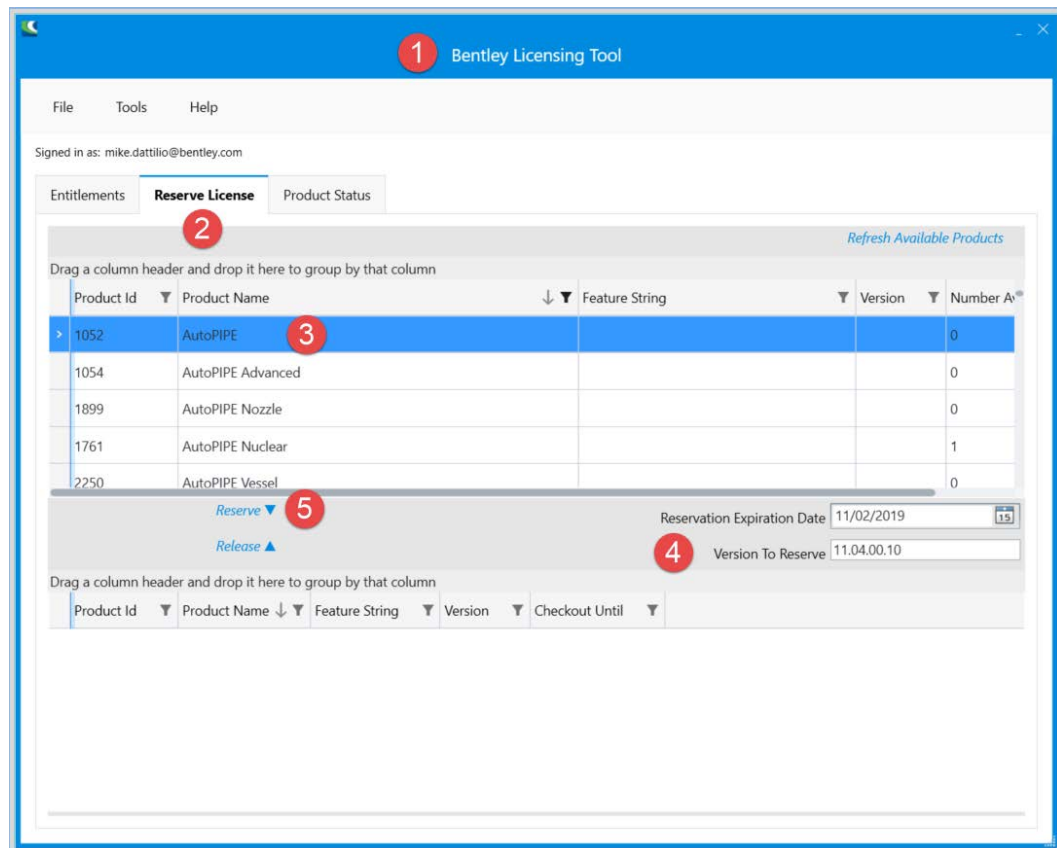
## CONNECT Licensing for Administrators and Users

**Note:** You must be logged into the CONNECTION Client to license the application.

### Reserve a License

Licenses can be reserved for users who may not have internet access or to allocate a license for a specific individual.

1. Open the Bentley License Tool.
2. Select the **Reserve License** tab.
3. Highlight a row for the application license to be reserved (example: 1052 – AutoPIPE).
4. Enter the **Version** number to be reserve (must be the exact version).
5. Click on the **Reserve** hyperlink.

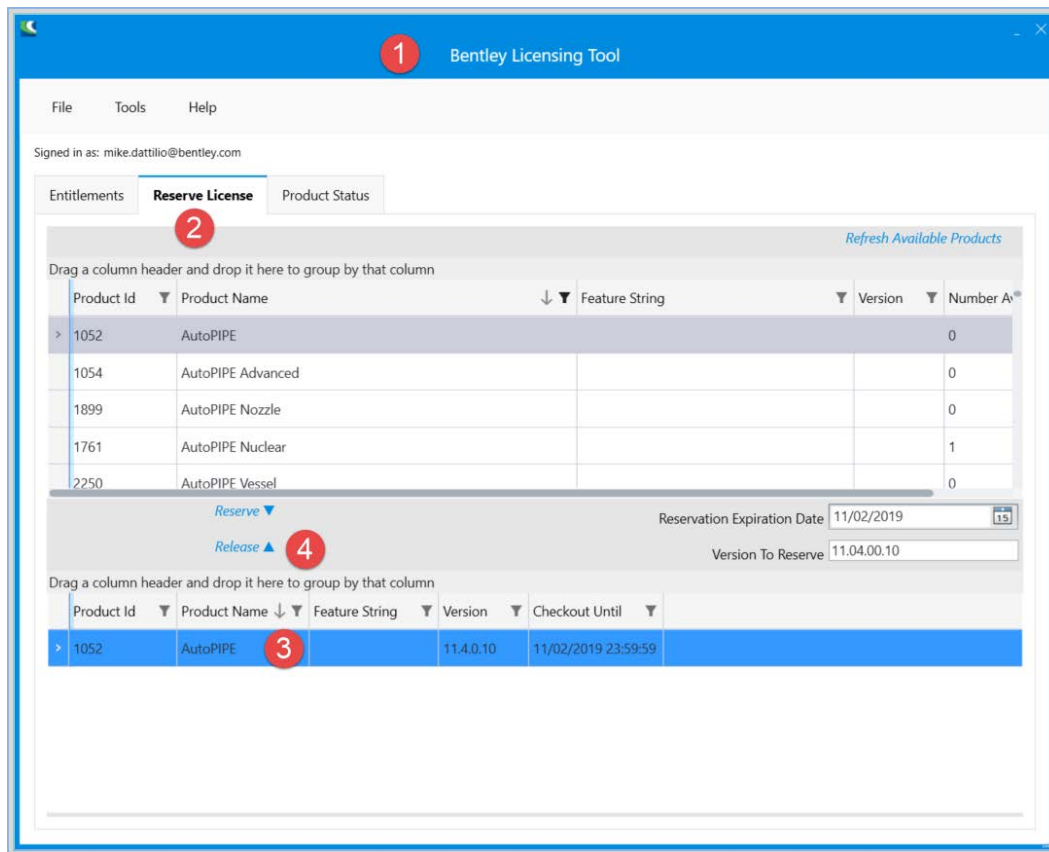


### Release a License

1. Open the Bentley License Tool.
2. Select the **Reserve License** tab.
3. Highlight a row for the application license to be released (example: 1052 – AutoPIPE).
4. Click on the **Release** hyperlink.

# License Setup Guide

## CONNECT Licensing for Administrators and Users



Please see our [CONNECT Licensing FAQ](#) if you have any questions. For additional issues, please file a Service Request or post to Bentley Communities.

# 4

## Starting AutoPIPE

---

**Note:** The images, version numbers and products depicted in this Quick Start Guide may not be up-to-date, but the general procedures remain correct.

### Starting AutoPIPE

AutoPIPE should only be started after all previous sections have been completed. Missing any of the previous steps could result in AutoPIPE reverting to Demo mode.

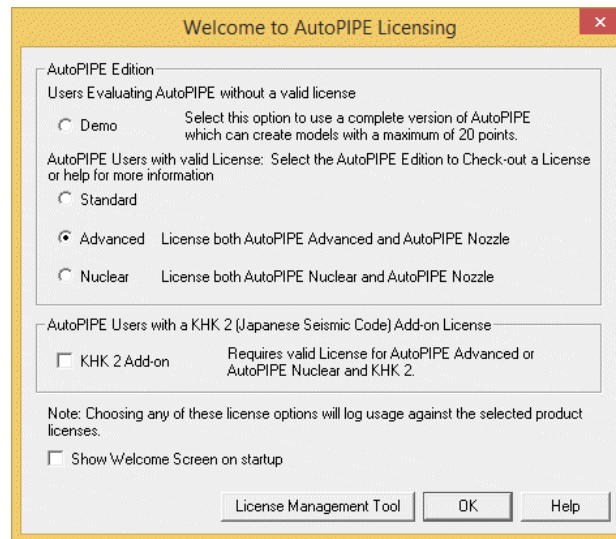
Start AutoPIPE by double-clicking the desktop icon , or select **Start > Programs > Bentley > AutoPIPE CONNECT > AutoPIPE**.

### Welcome to AutoPIPE Licensing

1. Each time AutoPIPE is started, the application will display the *Welcome to AutoPIPE Licensing* splash screen as shown below, unless the *Show Welcome Screen on startup* check-box is disabled.
2. Depending on your licenses available in the Bentley Licensing Tool, select the appropriate radio button.
3. If your license contract has the KHK 2 Add-on and you wish to add that feature, you can also select that check-box in addition to the *AutoPIPE Edition* radio button.

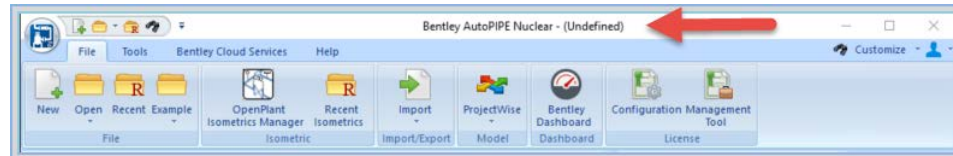
# Starting AutoPIPE

## Welcome to AutoPIPE Licensing



4. After pressing the **OK** button, AutoPIPE:
  - a. Verifies the Bentley Licensing Tool has been installed.
  - b. Checks for available licenses for the selected product.
  - c. If available, reduces the available pool licenses by one.

AutoPIPE will then be ready for use. The *Title Bar* verifies if the application has a valid license. For example:



If a valid license was not found (i.e., License pool = 0, or the application is not listed in the Bentley Licensing Tool), the application will revert to *Demo* mode.

5. If the application reverts to Demo mode:
  - a. Verify the AutoPIPE version selected in Step 2 matches the license available in the Bentley Licensing Tool Product list.
  - b. Verify a license is available (i.e., Available > 0, *Available* column in the Bentley Licensing Tool *License Checkout* tab).
  - c. Verify the internet connection and server connection.
  - d. Verify the SELECTserver Dashboard Settings (i.e., Application restrictions, user restrictions, etc.) <http://selectserver.bentley.com/bss/admin/> (can only be accessed by Bentley On-site Administrator).
  - e. Refer to *Chapter 5, Troubleshooting*.



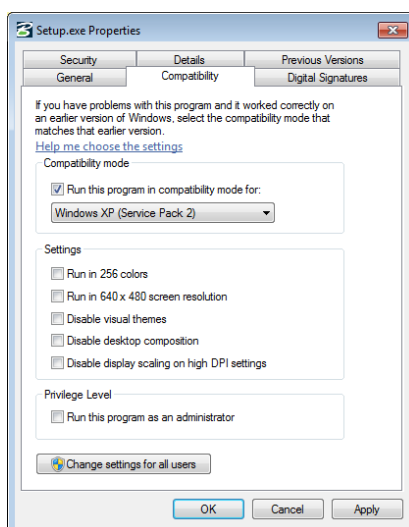
# 5

## Troubleshooting

### Installing on Windows 7

On some **Windows Vista** and **Windows 7** systems, it has been observed that selecting a different installation path can crash or hang the installer. This is caused by compatibility issues between the InstallShield script and Windows Vista/Windows 7 in certain configurations. Please follow the steps below to resolve this issue.

1. Platforms supported: Windows 7 Professional or higher (the application will not function correctly on other versions of Windows).
2. Install to the default locations (do not select a different installation drive location as this has been known to crash the installer).
3. Modify the setup properties: change the compatibility mode.
  - Download AutoPIPE to your local computer hard drive.
  - Log on with Administrator privileges.
  - Navigate to the extracted setup files found in the ...\*BentleyDownloads\ap09060011en\09060011en\product\install* (the file path name may change with different AutoPIPE versions, but the procedure remains correct).
  - Right click on **Setup.exe** and select **Properties**.
  - In the *Compatibility* tab, enable the **Run this program in compatibility mode for** checkbox, then select **Windows XP SP2** as shown below.



- Click **OK** to close this dialog.

# Troubleshooting

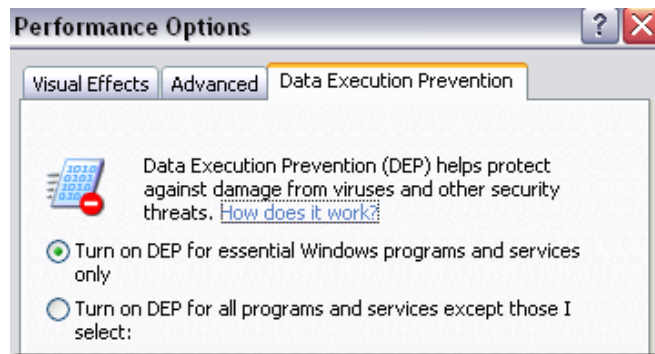
## Installing on Windows 7

---

- Install the application using all default settings.
4. Modify the setup properties: run the program as an Administrator.
    - Right click on **Setup.exe** and select **Properties**.
    - In the *Compatibility* tab, enable the **Run this program as an administrator** check-box.
    - Begin the installation process again.
  5. Error occurs when installing: Unhandled Exception Error number 0x80040707:

If this error message displays during an installation or upgrade, circumvent the problem by:

- Navigate to the directory that contains the file for launching the installation (for example, Setup.exe).
  - Right-click on the installation file and select **Run As**.
  - Disable the **Protect My Computer And Data From Unauthorized Activity** check-box, then press OK.
  - Alternatively, if you're running this installation from a CD, you may need to clean the CD and try the installation again.
  - This error may also be resolved by running Windows Update on the system before running the installation.
  - There are many on-line references for this error. Bentley recommends searching for additional information/solutions.
6. Turn off DATA execution.
    - Turn off data execution protection before installing AutoPIPE.
    - Right click on **My Computer** and choose **Properties**. Then select the **Advanced** tab, **Performance**, and then **Settings**.



7. Inspect background processes.

Some applications running in the background may cause problems when trying to install the application. Verify the following types are turned off during the installation process:

- File Management software.
- Virus protection software.

## Licensing Questions and Answers

### **What is CONNECT Licensing?**

CONNECT Licensing is Bentley's updated licensing management system that provides additional functionality to optimize the value of your Bentley Subscription. License entitlements are granted and maintained through User Management by the replacement of site activation keys with user validation in order to enhance security around your Bentley licenses and subscriptions.

### **How do I enable CONNECT Licensing?**

First, your users must be registered. [Click here for detailed instructions](#). Once users have completed registration they must install an application that features CONNECT Licensing.

### **Can I disable CONNECT Licensing?**

No, Applications that are delivered with CONNECT Licensing cannot be disabled.

### **Does CONNECT Licensing work with every Bentley application?**

Not at this time. However, we are currently certifying the CONNECT License Client with our application versions, so the list will continue to expand. Currently, the Administrator can only see the list of applications (no version information) in the 'Entitlement Management' service under 'Applications and Services' in the CONNECTION Center. A current list of the certified applications and versions will be available shortly.

### **If I have CONNECT Licensing enabled for a Bentley application loaded and I install a newer product version, is CONNECT Licensing automatically enabled?**

Yes, all newly released Bentley applications will be CONNECT Licensing enabled.

### **Do I need any special roles?**

You'll need an Administrator or Co-administrator role assigned to access Entitlement Management so that they can set the appropriate notification and access settings. End users do not need any special role assigned.

### **Is there an offline mode?**

Yes. The Administrator can choose to enforce sign in, thus disabling offline usage.

### **Can users still check out a license?**

Yes. License checkout still functions. This can be done by the Administrator via the Entitlement Management Service or by the user in the Bentley Licensing Tool.

### **Does CONNECT Licensing restrict usage?**

No. Users can still use more applications than they have licenses, however they can enable a notification letting users know when they may be about to exceed a certain number of seats set by the Administrator in Entitlement Management.

### **Can I restrict a user from gaining access to a specific application?**

Yes. The Administrator can add or remove entitlements for one or more applications per user.

### **How do I know I am about to use an incremental license?**

A dialog box will display a warning alert to the user when they are about to exceed a limit set by the Administrator. A custom message can be created by the Administrator to provide the user with instructions on what to do when that notification appears.

### **What do I do after I get the usage alert?**

The user may either end the application session or continue to use the application. The Administrator has the ability to customize this alert to reflect your Organization's policy. If the notification option is enabled in the Entitlement Management Service, that allows the user to continue to use the application, the Administrator will be notified if the user chooses to do so. (In this case it may result in a [term license](#) being issued if that usage is incremental to the number of licenses covered under SELECT).

### **If I do not get a license notification is my Organization still responsible for application usage?**

Subscribers continue to hold the responsibility to manage their licenses within the terms of the SELECT Agreement. The license alert notifications assist with license management but is not meant to supplement the responsibility of the account to monitor their usage.

### **What might cause notifications or alerts not to occur?**

Some reasons this might occur (but are not excluded to):

- Users may be working on a product not configured for notifications properly;
- The threshold may not be set according to the available licenses;
- Users may become disconnected from the network while they are using the product;
- A network delay/outage prevents the message from presenting to the user;
- Notifications may not be enabled by your administrator.