Dynamics 365
On-premises solutions

This document covers licensing for the Dynamics 365 on-premises products. The licensing of the online solutions is covered in a separate handout in this series.

DYNAMICS 365

The Dynamics 365 family covers functionality for Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP), and solutions are available as on-premises or cloud offerings:

An online CRM solution

An online ERP solution

An on-premises CRM solution

An on-premises ERP solution

DYNAMICS 365 SERVER:
An on-premises CRM solution

Per User

Per Device

- Team Members CAL
- Sales CAL
- Customer Service CAL

Dynamics 365 Server is licensed with the Server/CAL licensing model

Client Access Licenses
- All CALs are available as User or Device CALs
- A Team Members CAL provides light access to all functionality, ideal for support staff. Choose Sales or Customer Service CALs for professionals in those areas. Sales and Customer Service CALs include Team Member rights
- Customers may change between User and Device CALs at SA renewal
- Step-up CALs are available from Team Member CALs to either Sales or Customer Service CALs if Software Assurance is active
- The usual multiplexing rules apply for CAL requirements

Server Licenses
- No Server license is required: customers with Microsoft Dynamics 365 CALs may install and use any number of copies of the corresponding Microsoft Dynamics 365 Server software on a network server or shared server
- Customers may install CRM Server 2016 or any previous version of the server software

External Users
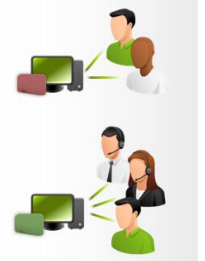- There is no requirement for CALs for external users

DYNAMICS 365 FOR OPERATIONS SERVER:
An on-premises ERP solution

Per User

Per Device

- D365 Team Members CAL
- D365 for Operations Device CAL
- D365 for Operations Activity CAL
- D365 for Operations CAL

Dynamics 365 for Operations Server is licensed with the Server/CAL licensing model

Client Access Licenses
- Team Members, Operations Activity, and Operations CALs are available as User CALs
- A Team Members CAL provides light access to all functionality
- Operations and Operations Activity CALs include Team Member CAL rights
- An Operations Activity CAL includes the rights of an Operations Device CAL
- Step-up licenses are available to step up from a Team Members CAL to an Operations Activity CAL or from an Operations Activity CAL to an Operations CAL
- The usual multiplexing rules apply for CAL requirements

Server Licenses
- A server license is required
- Customers may install Dynamics AX 2012 R3 Server or any previous version of the server software

External Users
- There is no requirement for CALs for external users

Software Assurance
- Active SA required on all licenses to use Dynamics 365 for Operations Server

Further Microsoft Licensing handouts and exams: GetLicensingReady.com

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