Licensing the Dynamics 365 on-premises solutions

Dynamics 365 offers both CRM and ERM functionality deployed as either online or on-premises solutions. This handout focuses on licensing the Dynamics 365 on-premises solutions.

What is CRM?

CRM is a category of integrated, data-driven software solutions that improve how organizations do business with their customers, streamlining administrative processes in sales, marketing and service divisions.

What is ERP?

ERP is business process management software that manages and integrates a company's financials, supply chain, operations, reporting, manufacturing, and human resource activities.

	Dynamics 365 Server	Dynamics 365 for Operations Server
	An on-premises CRM solution	An on-premises ERP solution
Licensing model: **Server/CAL**	Per User Per Device Team Members CAL Sales CAL Customer Service CAL	Per User Per Device Operations CAL Operations Device CAL Operations Activity CAL Team Members CAL
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	• Operations Activity and Operations CALs are available as User CALs • A Team Members User or Device 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	• 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	• 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	• There is no requirement for CALs for external users
Software Assurance	• SA must be purchased with all licenses	• Active SA required on all licenses to use Dynamics 365 for Operations Server