Microsoft | Dynamics 365

Microsoft Dynamics 365 (On-Premises), Enterprise edition

Licensing Guide

December 2016

Contents

Using This Guide

Use this guide to improve your understanding of how to license Microsoft Dynamics 365 (On-Premises). Microsoft Dynamics 365 (On-Premises) is the newest version of Microsoft's current CRM On-Premises solution, with new purpose-built apps to help manage specific business functions. Dynamics 365 (On-Premises) apps are designed so they can be easily and independently deployed. A customer can start with what they need, yet the applications work together so, as the business demands, the customer can adopt additional capabilities with ease.

This document does not apply to Microsoft Dynamics NAV, Microsoft Dynamics GP, Microsoft Dynamics SL, Microsoft Dynamics AX 2012, or Microsoft Dynamics CRM 2016 or prior versions. This guide also does not apply to Microsoft Dynamic CRM Online, or Microsoft Dynamics AX cloud. This guide is not intended to influence the choice of Microsoft Dynamics products and services. The examples presented in this guide are illustrative. Microsoft reserves the right to review or update this document at any time without notice.

Customers who are using Microsoft Dynamics CRM licenses today should refer to the [Microsoft Dynamics CRM Licensing Guide](#) for details on their entitlements and use rights. The technical upgrades related to Dynamics 365 (On-Premises) are available to Dynamics CRM customers as a benefit of Software Assurance, while use rights will continue to be governed by the Dynamics CRM Licensing Guide. This document applies only for users licensed with Dynamics 365 licenses.

For help determining the right technology solution for any given organization, including the license requirements for a specific product or scenario, consult with your Microsoft account team or your Microsoft Dynamics Certified Partner.

This guide does not supersede or replace any of the legal documentation covering use rights.

Introduction to Microsoft Dynamics 365 (On-Premises)

Microsoft Dynamics 365 is the next generation of intelligent business applications in the cloud. Dynamics 365 unifies CRM and ERP capabilities by delivering new purpose-built applications to help manage specific business functions for full users, including Dynamics 365 for Sales (On-Premises) and Dynamics 365 for Customer Service (On-Premises), as well as a lower tier application for light users: Dynamics 365 for Team Members (On-Premises).

Basic Licensing Requirements

For software deployments, Microsoft Dynamics 365 (On-Premises) is licensed under the Server + Client Access License (CAL) model, which requires that you license the server(s) running the software as well as the users and/or devices that connect to the solution.

With Dynamics 365 (On-Premises) the Dynamics 365 Server License(s) are included with purchase of the Client Access License(s).

Available Server Editions

There is only one server edition available for Microsoft Dynamics 365 (On-Premises):

Microsoft Dynamics 365 Server

Microsoft Dynamics 365 (On-Premises) Server is comprised of the Microsoft Dynamics 365 Server with the December Update for Dynamics 365 applied to it. This server offers a rich feature set and supports multi-

tenant deployments. It is licensed along with the purchase of Dynamics 365 (On-Premises) Client Access Licenses. You can add additional users at any time by purchasing additional CALs and there is no limit on the number of users who can access the server; the number of users is limited only by your server capacity.

Server and Client Access Licenses

All Microsoft Dynamics 365 (On-Premises) customers need to license:

- Microsoft Dynamics 365 (On-Premises) software running on the server(s), which is (are) included with the purchase of the Microsoft Dynamics 365 (On-Premises) Client Access Licenses (CALs).

- Access to the Microsoft Dynamics 365 (On-Premises) software by users or devices, which is licensed through CALs.

Microsoft Dynamics 365 (On-Premises) Server offers a rich feature set supporting multi-tenant deployments. Users or devices accessing the server software on multi-tenant deployments need to purchase the Microsoft Dynamics 365 (On-Premises) CALs.

Figure 1 – Server Client Access License Model
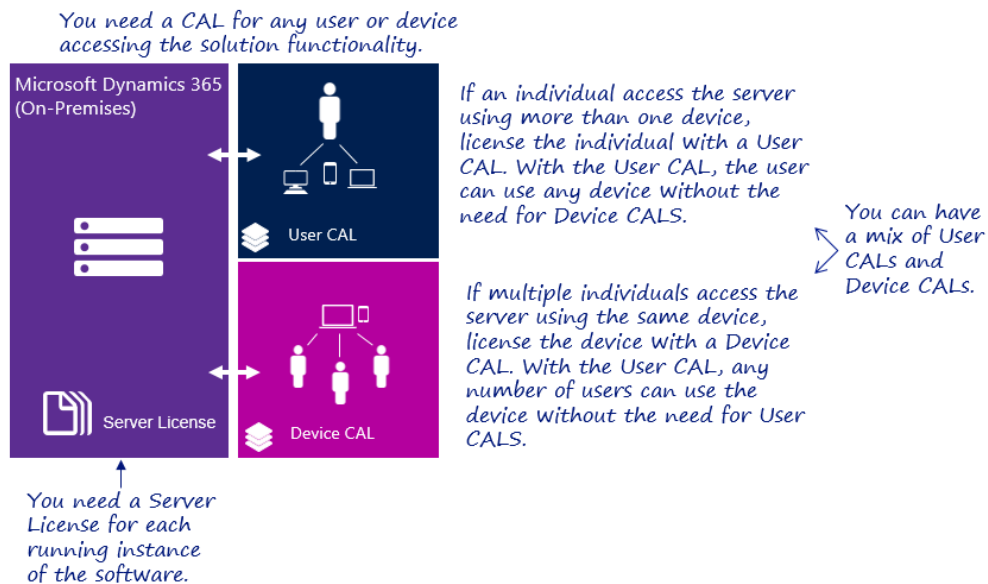
Licensing Requirements for External Users

With Microsoft Dynamics 365 (On-Premises), you must license each internal user who will access the service. However, access by external (third party) users is included with the license and does not require Client Access Licenses (CALs) unless using the Microsoft Dynamics 365 (On-Premises) client applications or Graphical User Interface (GUI).

External users are users that are not an employee, contractor, or agent of the customer or its affiliates, providing business processes on the customer's behalf.

Please note you may not use Microsoft Dynamics 365 (On-Premises) to provide business process outsourcing services to your clients or customers.

Note: Offsite vendors are considered external users only when their time is shared between multiple customer organizations (for example, IT support service vendors serving multiple customer organizations) and they are not in an employee-like relationship.
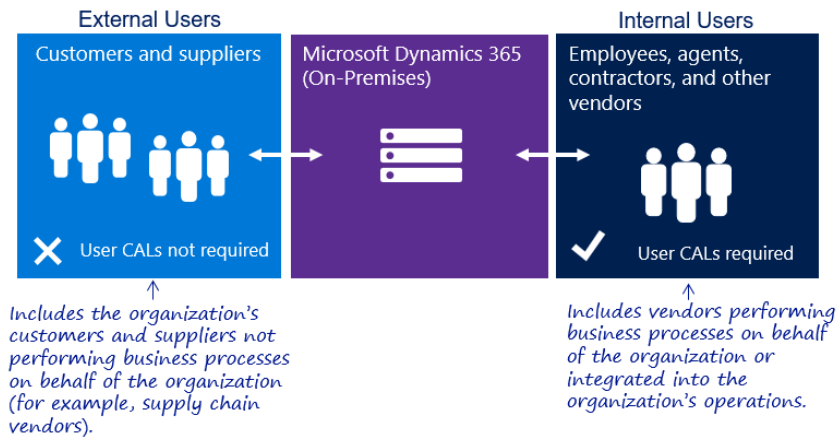
Licensing Requirements for Internal Users

You may license access to the Microsoft Dynamics 365 (On-Premises) by purchasing a Client Access License (CAL) for every internal user who directly or indirectly accesses the Microsoft Dynamics 365 (On-Premises) server software, files, data content, or any "Microsoft Dynamics 365 (On-Premises) functionality".

"Microsoft Dynamics 365 (On-Premises) functionality" is any service or feature of Microsoft Dynamics 365 (On-Premises) that allows a user to view, manipulate, input, query, or otherwise structure "Live Data". "Live Data" is information that, via user action, dynamically writes to, reads from, or synchronizes with Microsoft Dynamics 365 (On-Premises). Internal users are required to have the appropriate client access licenses, regardless of their direct or indirect connection to the product.

Dynamics 365 (On-Premises), Enterprise edition has two types of CALs:

- User CALs are assigned on a "named user" basis, meaning each user requires a separate CAL; User CALs cannot be shared but an individual with a User CAL may access the service through multiple devices without need for separate Device CALs. Purchasing a User CAL might make more sense if your company employees need to have roaming access to the corporate network using multiple devices, or from unknown devices, or if there are simply more users than devices in the organization.

- Device CALs license access on a device. Any user may access a licensed device without the need for a separate User CAL. Device CALs may make more economic and administrative sense if your company has workers who share devices, such as for shift-based work.

Users can convert CALs from Device CALs to User CALs, or vice versa, on their Software Assurance renewal.

Figure 3: Licensing Requirements for Internal Users on Dynamics 365 (On-Premises)
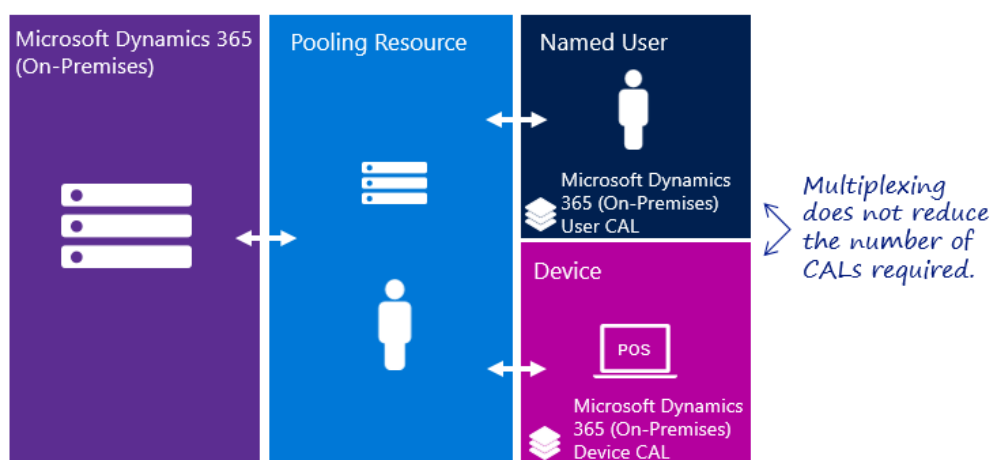
A user or device licensed with a CAL may access any number of instances of Microsoft Dynamics 365 (On-Premises), or earlier versions running on the organizations servers.

Note: Only the user *or* the device requires a CAL, not both. If the user of a device is licensed with a CAL, then the device *does not* need a Device CAL. Likewise, if the device is licensed with a Device CAL, then the user *does not* need a CAL. You can mix both User and Device CALs in your deployment.

Figure 4: Accessing multiple instances
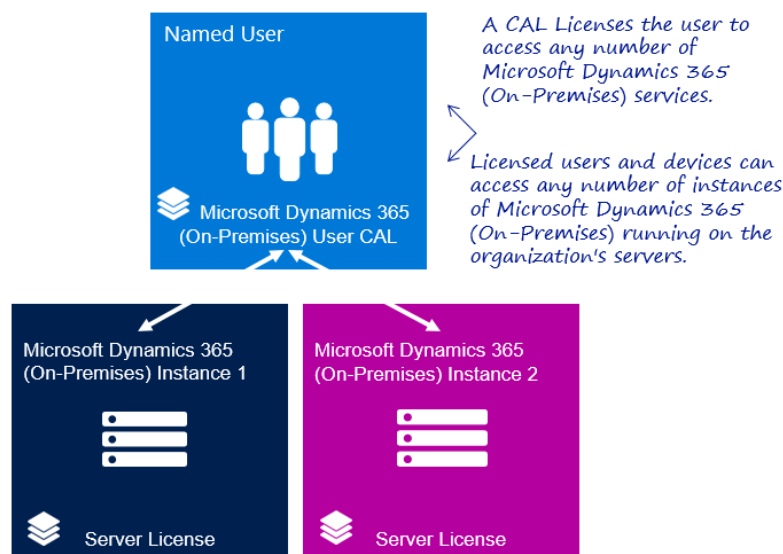
Multiplexing

Multiplexing refers to the use of hardware or software that a customer uses to pool connections, reroute information, or reduce the number of devices or users that directly access or use Microsoft Dynamics 365 (On-Premises) software. Multiplexing does not reduce the number of CALs of any type required to access the Microsoft Dynamics 365 (On-Premises) software. Any user or device that accesses Microsoft Dynamics 365 (On-Premises) software —whether directly or indirectly—must be properly licensed.

Microsoft Dynamics 365 (On-Premises) CALs are required for users or devices that directly input, query, or view data from the Microsoft Dynamics 365 (On-Premises) software. Similarity, Microsoft Dynamics 365 (On-Premises) CALs are required for users or devices that input data into, query, or view data from

Microsoft Dynamics 365 (On-Premises) software through a pooling device. Pooled connections use a non-interactive user account in Dynamics 365 (On-Premises) that can access the system but only via the web service layer. Internal users and devices accessing Microsoft Dynamics 365 (On-Premises) data indirectly through a portal or via an API to a separate service such Microsoft Outlook must also be properly licensed, regardless of if they are set up as a Dynamics 365 (On-Premises) user in the service.

- Any user or device that accesses the service, files, data, or content provided by the software that is made available through an automated process requires a Microsoft Dynamics 365 (On-Premises) CAL.

- The number of tiers of hardware or software between the Microsoft Dynamics 365 (On-Premises) software and the user or devices that ultimately use its data, services, or functionality does not affect the number of CALs required.

For additional information about multiplexing refer to the Microsoft Volume Licensing Brief [Multiplexing—Client Access License (CAL) Requirements](#).

Note: Licensed users may manually rekey information (when coming from non-licensed users) into the Dynamics 365(On-Premises) software. This scenario is not considered multiplexing.

Figure 5: Multiplexing
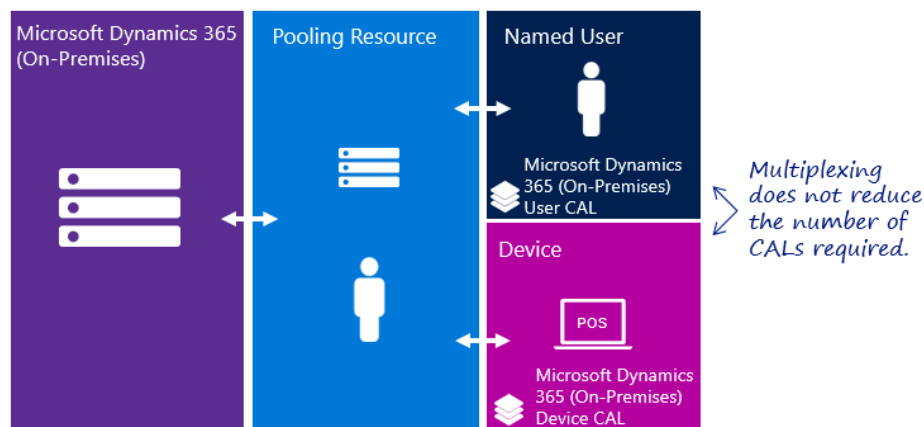
Dual Use Rights

One of the advantages of Microsoft Dynamics 365 is the option to deploy either in Microsoft's cloud or in a private on-premises or partner-hosted cloud. In some cases, customers may want to deploy both modes simultaneously, for migrating a Microsoft Dynamics 365 on-premises deployment to Microsoft Dynamics 365, running private Dev/Test deployments in Microsoft Azure.

Dual Use Rights convey Microsoft Dynamics 365 (On-Premises) Server license access rights to Microsoft Dynamics 365 SLs. Microsoft Dynamics 365 (On-Premises) CALs have no reciprocal rights to access functionality provided exclusively to Microsoft Dynamics 365 SLs, nor do Dual Use Rights imply equivalent capabilities between Microsoft Dynamics CALs and Microsoft Dynamics Microsoft Dynamics 365 SLs.

Users or devices licensed with Dynamics 365 User Subscription Licenses (User SLs) have use rights equivalent to a CAL for the purpose of accessing on-premises functionality. With Microsoft Dynamics 365 the Dynamics 365 (On-Premises) server license is included with the SLs. Licenses for all supporting servers (e.g., Windows Server and CAL(s)) must be obtained separately.

Figure 6: Plan 1 Business Apps Dual Use Rights Mapping
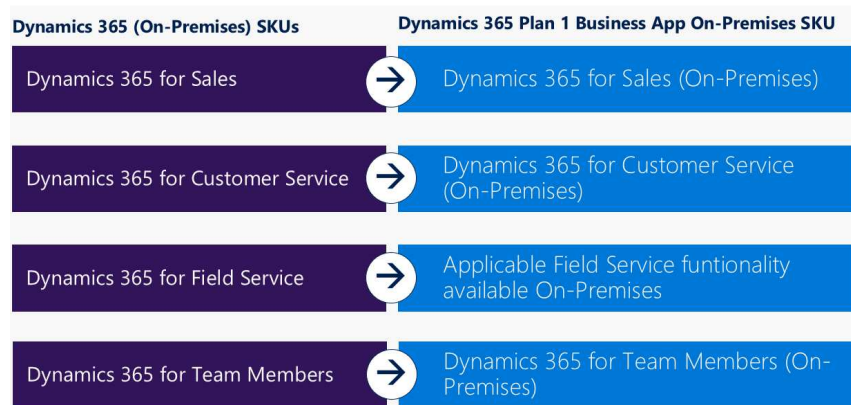
Dynamics 365 (On-Premises) SKUs	Dynamics 365 Plan 1 Business App On-Premises SKU
Dynamics 365 for Sales	→ Dynamics 365 for Sales (On-Premises)
Dynamics 365 for Customer Service	→ Dynamics 365 for Customer Service (On-Premises)
Dynamics 365 for Field Service	→ Applicable Field Service funtionality available On-Premises
Dynamics 365 for Team Members	→ Dynamics 365 for Team Members (On-Premises)

*Field Service (On-Premises) functionality availability targeted for early Calendar Year 2017. Future functionality is not guaranteed.

Dual Use Rights are conveyed through Microsoft Dynamics CRM 2015 and later Server licenses, so Dual Use Rights may only be exercised with servers licensed with Microsoft Dynamics CRM 2015 or later. However, customers may use downgrade rights to deploy a qualifying server license with an earlier version of Microsoft Dynamics CRM Server and use Dual Use rights to access it with Microsoft Dynamics 365 User SLs.

Dual Use Rights included with Dynamics 365 SLs are non-perpetual and will expire when the cloud subscription expires.

Figure 7: Dual Use Rights

With Dual Use Rights: Dynamics 365 Allows Access Via Dynamics 365 (On-Premises)

Dynamics 365 User Subscription License

Dynamics 365 (On-Premises) Client Access License

Client Access License & Server License Included

Dynamics 365

Dynamics 365 Server
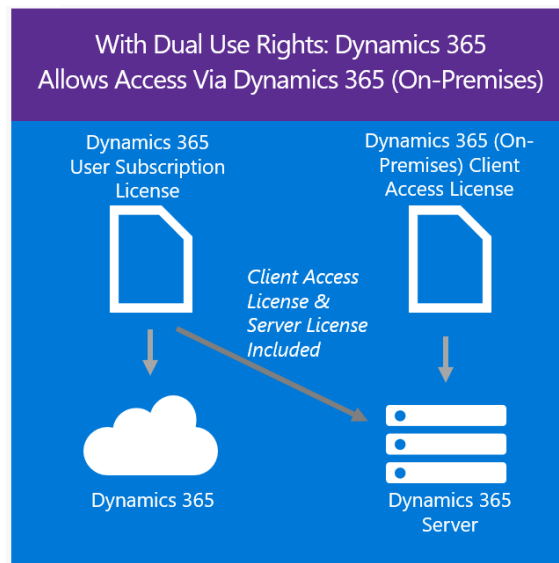
Microsoft Dynamics 365 (On-Premises) License Types

Dynamics 365 simplifies licensing of business applications. The primary licensing is by named user subscription. The Dynamics 365 user subscriptions classify users into two types. One user type is a "full user" and the other is a "light user".

- Full users are the users whose work requires use of the feature rich business apps functionality. Examples of full users are sales people or customer service representatives. These users have also been referred to in the past as Professional users or Power Users. In the Dynamics 365

(On-Premises) license model, full users are licensed with a Dynamics 365 (On-Premises) application license. There is no Plan license for Dynamics 365 (On-Premises).

- Light users are often large number of users in an organization that may consume data or reports from line of business systems and who complete light tasks like updating account or contact information. In the Dynamics 365 (On-Premises) model "light users" are licensed with the Dynamics 365 for Team Members (On-Premises) license.

There is also device licensing available.

Dynamics 365 for Team Members (On-Premises)

The Dynamics 365 for Team Members (On-Premises) license is designed for users who are not tied to a particular function, but who require basic Dynamics 365 (On-Premises) functionality or lightweight access to custom applications[*], or users who perform business analytics.

This license includes read-only access for all Dynamics 365 (On-Premises) data as defined in this licensing guide. Unlike the Dynamics 365 online equivalent, this does not include read access to Microsoft Dynamics AX or any other on-premises software.

Additionally, this license provides for lightweight write management such as account, contact, activity, or knowledge management, as well as use of user reports and dashboarding.

Please review Appendix A for a more detailed list of the Team Members use rights.

[*]Custom entities (either based on entities included in Dynamics 365 or created by a customer or partner) may require a higher CAL or USL, depending on the required access. Customizations can only be performed against entities included in the use rights.

Custom Entities

Microsoft Dynamics 365 for Team Members (On-Premises) and higher provide the right to use custom entities. Custom entities may be based on entities included in Dynamics 365 (On-Premises), or created by a customer or partner. If the custom entity is based on or replicates the functionality of entities included in Microsoft Dynamics 365 (On-Premises), or if the entity links to entities included in Microsoft Dynamics 365 (On-Premises), then users accessing the custom entity must also be licensed to access the included or replicated entity. For example, users creating an entity that replicates the cases entity for a ticketing system would still require the user to be licensed for cases. In other words, customizations may only be performed against entities users are licensed to access.

Dynamics 365 (On-Premises) Applications

Application subscriptions are named user subscriptions where a user is licensed only for one individual application. A user needing access to multiple applications would need to pay for multiple applications. Dynamics 365 (On-Premises) has the following Applications: Dynamics 365 for Sales (On-Premises), Dynamics 365 for Customer Service (On-Premises), Dynamics 365 for Field Service (On-Premises).

Microsoft Dynamics 365 for Sales (On-Premises)

For your sales team, Microsoft Dynamics 365 for Sales (On-Premises) provides licensed users with access to core sales capabilities for a significantly lower price than comparable offerings from other vendors, including lead and opportunity management, product, price list, and order management, as well as sales group management functionality. Each Dynamics 365 for Sales (On-Premises) CAL with active Software Assurance also receives rights to Unified Service Desk. Additionally, this license includes rights to configure and administer the Dynamics 365 for Sales (On-Premises) application.

For a detailed view of the use rights associated with Dynamics 365 for Sales (On-Premises) please refer to Appendix A.

Microsoft Dynamics 365 for Customer Service (On-Premises)

Microsoft Dynamics 365 for Customer Service (On-Premises) is the recommended choice for your customer support teams. It provides licensed users with access to core customer service capabilities for a significantly lower price than comparable offerings from other vendors, including Enterprise case management, Interactive Service Hub, SLAs and Entitlements, and other Service group management functionality. Each Dynamics 365 for Customer Service (On-Premises) CAL with active Software Assurance also receives rights to Unified Service Desk. Additionally, this license includes rights to configure and administer the Dynamics 365 for Customer Service (On-Premises) application.

For a detailed view of the use rights associated with Dynamics 365 for Customer Service (On-Premises) please refer to Appendix A.

Microsoft Dynamics 365 for Field Service (On-Premises) Functionality*

Microsoft Dynamics 365 for Field Service (On-Premises) is not available as a standalone on-premises Client Access License. Rather, access to on-premises functionality is available only through Dual Use Rights leveraging the Dynamics 365 for Field Service, Enterprise edition User Subscription License.

Microsoft Dynamics 365 for Field Service provides licensed users with access to field service capabilities including work order management, schedule, dispatch, and routing capabilities, repairs and returns management, and inventory management, online and on-premises. Each Dynamics 365 for Field Service User Online User SL also includes additional online-only rights. Additionally, this license includes rights to configure and administer the Dynamics 365 for Field Service application.

This User SL also includes the Field Service Mobile Application, a Microsoft application that is specifically designed for Dynamics 365 for Field Service, distinct from the Dynamics CRM Mobile Client Application. This application is technically limited to only Field Service entities and a maximum of 10 custom entities.

For a detailed view of the use rights associated with Dynamics 365 for Field Service as applicable to an On-Premises deployment please refer to Appendix A. Only functionality available on-premises is listed in this guide, for the full online User license use rights please refer to the Microsoft Dynamics 365, Enterprise edition Licensing Guide.

*Field Service (On-Premises) functionality availability targeted for early Calendar Year 2017. Future functionality is not guaranteed.

Note: A user or device licensed with any Microsoft Dynamics 365 (On-Premises) CAL can access the solution functionality using Microsoft Dynamics 365 (On-Premises) client applications such as Microsoft Dynamics 365 for Outlook, Microsoft Dynamics 365 web application, Microsoft Dynamics 365 Mobile Client Application, and Microsoft Dynamics 365 for iPad & Windows.

Access to Microsoft Dynamics 365 (On-Premises) through any access method is included with each User CAL, with no additional license fees.

Administrative Users

Microsoft Dynamics 365 (On-Premises) server allows for up to two separate devices or users to access instances of the server software only to administer those instances, which do not consume CALs.

CAL Comparison Dynamics 365 for Dynamics 365 (On-Premises)

The following provides a high-level summary of the use rights associated with each of the license types. For a detailed comparison, refer to Appendix A.

	Team Members	Sales	Customer Service
Dynamics 365 (On-Premises – Sales and Customer Service) Data	○	○	○
Accounts and Contacts, Activities & Notes	●	●	●
Knowledge Management, Interactive Service Hub	●	●	●
Custom entities	●[1]	●[1]	●[1]
Run workflows & On-demand processes	●[2]	●[2]	●[2]
Portal Only: Self-Serve Case Submission on own behalf as supportee (not agent on behalf of end customer)	●[3]	●[3]	●[3]
Portal Only, Non-Employee Only: Create & Update Opportunities	●[3]	●[3]	●[3]
User reports, dashboards, and charts	●	●	●
Configure System reports, system charts, system dashboards	✗	○	○
Leads, Opportunities, goals, contracts, quotes, orders, invoices, competitors	○	●	○
Sales Campaigns, quick campaigns, marketing lists, prices lists, product lists	○	●	○
Unified Service Desk	○	●[4]	●[4]
Full Case Management, Services, resources, work hours, facility, equipment, articles	○	○	●
Create workflows, bulk data import, and customizations across entities included in Application	✗	○	○

● Full Access Rights   ○ READ only/Limited access rights   ✗ No access rights

[1]Custom entities (either based on entities included in Dynamics 365 (On-Premises) or created by a customer or partner) may require a higher CAL or USL, depending on the required access. Customizations can only be performed against entities included in the use rights.
[2]Creating, updating and deleting via workflows can only be performed against entities included in the use rights (i.e. update an opportunity requires a Sales license).
[3]No Access to Dynamics 365 (On-Premises) User Interface. Case Management and Chat can only be submitted on users' own behalf, as a supportee, not on behalf of a customer or other individual.
[4]Requires active Software Assurance on qualifying Sales or Customer Service CAL.

Stepping Up to a Higher Level CAL

Microsoft Dynamics 365 (On-Premises) enables migration from a lower level CAL to a higher level CAL using Step-Up licenses. Step-Up licenses require maintaining Software Assurance. Step-up License makes it easier for you to move from a lower-level edition to a higher-level edition without incurring the full cost of licensing two separate editions of the software. For more information on Step-Up Licenses, refer to the licensing brief.

The following Step-Up licenses are available:

Step Up From	Step Up To
Microsoft Dynamics 365 for Team Members On-premises CAL	Microsoft Dynamics 365 for Sales On-premises CAL
Microsoft Dynamics 365 for Team Members On-premises CAL	Microsoft Dynamics 365 for Customer Service On-premises CAL

Additional Services and Software

Microsoft offers additional services and software that work in tandem with Microsoft Dynamics 365 (On-Premises), including Unified Service Desk.

Unified Service Desk

Unified Service Desk (USD) consolidates numerous communication channels (such as phone, chat, email, and social media) and relevant services into a single interface to enable greater efficiency and productivity.

USD installation rights are included with Dynamics 365 for Sales (On-Premises) and Dynamics 365 for Customer Service (On-Premises) CALs. USD is not available as a standalone license.

USD software is installed and run locally on the user's device. The use rights expire upon expiration of the qualifying CAL subscription term or Software Assurance subscription. Only licensed users may use the software.

Other Product Licenses

Please refer to the Microsoft Dynamics 365 (On-Premises) implementation guide for documentation on technical requirements for running Microsoft Dynamics 365 (On-Premises). Licenses for Microsoft Dynamics 365 (On-Premises) do not include licenses for other products that may be required for your installation; product licensing rights for these must be established separately.

View Implementation Guide and System Requirements for Microsoft Dynamics 365 (On-Premises) on TechNet.

The Microsoft License Advisor Tool can help you determine the licenses you need.

Additional Software

Microsoft Dynamics 365 (On-Premises) Reporting Extensions are data processing extensions that can be installed on the Microsoft SQL Server Reporting Services. Microsoft Dynamics CRM Reporting Extensions are provided to licensed Microsoft Dynamics 365 (On-Premises) customers, and does not require additional Microsoft Dynamics 365 (On-Premises) licensing on the SQL Server Reporting Services Server.

Software Assurance

Software Assurance includes a core set of benefits to help improve workforce productivity, streamline software deployment, and reduce costs. A distinctive set of benefits, such as new software versions, planning services, 24x7 phone and Web support, training, and more—all designed to help you get the most from your organization's Volume Licensing purchase.

When you purchase Microsoft Dynamics 365 (On-Premises) through the Open, Open Value, Open Value Subscription, Enterprise Agreement, Enterprise Subscription Agreement or Enrolment for Education Solutions, Software Assurance is included with your licenses.

Your specific Software Assurance benefits vary according to the Volume Licensing program. Refer to the resources and tools below to learn more about the Software Assurance benefits available to your organization.

To learn more about the Software Assurance benefits for Microsoft Dynamics 365 (On-Premises) customers, visit https://www.microsoft.com/en-us/licensing/licensing-programs/software-assurance-default.aspx to view an interactive benefit chart detailing the benefits of the Software Assurance benefits for Microsoft Dynamics 365 (On-Premises) or https://www.microsoft.com/en-us/licensing/licensing-programs/software-assurance-default.aspx#tab=3 to check customers benefits post-purchase.

Licensing Programs

Microsoft Dynamics 365 (On-Premises) is licensed through the Microsoft Volume Licensing.

What is Volume Licensing?

Microsoft Volume Licensing is the most cost-effective, flexible, and manageable way to license Microsoft software and cloud services. Simply stated, volume licensing makes it easier and more affordable to use software and online services across an organization.

Licensing online services through your Volume Licensing agreement allows you to:

- Transition to cloud services at your own pace
- Match and adjust online service plans to meet users' needs

Microsoft offers several Volume Licensing programs, each tailored to the needs of different sizes of businesses and types of organizations. To find the right program for your organization, you'll first need to determine the type and size of your organization, the software that you want to license, and how you will use it. [Learn more about how Volume Licensing works.](#)

Participating in a Volume Licensing program typically involves signing an agreement and/or enrollment, meeting a minimum purchase requirement, and ordering licenses through a Microsoft Reseller. Visit the [Microsoft Volume Licensing website](#) to learn more about how to buy through Volume Licensing, find a reseller partner, and more.

Eligible Volume Licensing Programs

Microsoft Dynamics 365 (On-Premises) is available through the following Volume Licensing programs. Click on the links for additional information about these programs.

- [Open](#)
- [Open Value](#)
- [Open Value Subscription](#)
- Select Plus*
- [Microsoft Products and Services Agreement (MPSA)](#)
- [School Enrollment](#)
- [Enrollment for Education Solutions](#)
- [Enterprise Agreement](#)
- [Enterprise Subscription Agreement](#)
- [ISV Royalty](#)
- [Services Provider License Agreement (SPLA)](#)

*Select Plus availability targeted for early Calendar Year 2017

Trials

New Customers and partners not already enrolled in a Microsoft Volume Licensing program can access Microsoft Dynamics 365 (On-Premises) trial software.

Trials for all editions of Microsoft Dynamics 365 (On-Premises) and Microsoft Dynamics CRM 2016 are available at the Microsoft Download Center (CRM 2016). Currently, there is only a Dynamics CRM 2016 trial available, with an option to upgrade to Dynamics 365 (On-Premises) via the December Update for Dynamics 365 (On-Premises).

The **Dynamics CRM 2016 Trial with the December Update for Dynamics 365 (On-Premises)**:

- Contains license keys for an unlimited number of Microsoft Dynamics CRM Server 2016 Users for whom the December Update for Dynamics 365 (On-Premises) may be applied
- Is time limited to 90 days
- May be converted to a full version by applying a commercial product key in Microsoft Dynamics 365 Deployment Manager

In taking advantage of the Dynamics 365 (On-Premises) trial, please note:

- Trial License Keys are posted on the Trial download site.
- IMPORTANT: Admin users will be warned of impending trial expiration, so be sure that you decide well before day 90 whether to convert to a commercial license. The 90-day trial limit cannot be extended.
- If customers or partners need more than 90 Days for their evaluation, they may purchase the appropriate number of Dynamics 365 (On-Premises) CALs.

The Trial software may be converted to Volume Licensing, BRL, MSDN, TechNet, MPN or ISV licenses in accordance with the following table.

TO→ FROM↓	MSDN/ TechNet	Volume Licensing & MPN	ISV Royalty	SPLA
Time Limited or 90-day trial	●	●	●	●
MSDN/TechNet	●	●	●	●
Volume Licensing & MPN			●	●
ISV Royalty		●		●
SPLA		●	●	

Note, for details on Workgroup Server trials Dynamics CRM On-Premises Licensing Guide. Please note Workgroup Server is not a supported licensing option for Dynamics 365 (On-Premises) and is not a conversion option.

Product Deployment

For details around existing customer migration options please see the Dynamics 365 Transition Guide document.

Media Fulfillment

You can use the Volume Licensing Service Center (VLSC) to download licensed products, access product keys, and manage your Volume Licensing agreements and license acquisition activity—all in one online location. You can purchase physical media from your Microsoft reseller.

Customers who have licensed Dynamics 365 (Online) who do not have access to VLSC, but would like to leverage Dual Use Rights for a hybrid deployment may obtain the software through [CustomerSource](#) or [PartnerSource](#).

License Keys and Product Activation

Microsoft Dynamics CRM 2016 with the December Update for Dynamics 365 (On-Premises) media obtained under Volume Licensing programs include license keys embedded on the media (Media is 'Pre-Keyed*'). The license keys do not need to be entered upon installation.

The License Key may be located by searching the installation files contained on the media for the \server\amd64\license.txt file.

Where to Obtain License Keys for Each Channel

	90 Day Trial License Keys	MSDN/ TechNet	MPN	Volume Licensing	SPLA*	ISV Royalty*
Edition	CRM Server with December Update for Dynamics 365	CRM Server with December Update for Dynamics 365	CRM Server with December Update for Dynamics 365	CRM Server with December Update for Dynamics 365	Service Provider (CRM Server with December Update for Dynamics 365)	CRM Server with December Update for Dynamics 365
License Key	Not Pre-Keyed*	Not Pre-Keyed	Not Pre-Keyed	Pre-Keyed	Pre-Keyed	Pre-Keyed
How license key is obtained		Users download media from MS Trial Downloads website. 90-day license keys are posted on the web site.	MSDN Subscriber Downloads only, and obtain license key from MSDN / TechNet download site. A product key button on the site will take them to their list of product keys. That page will list the Workgroup & CRM Server keys.	Partners will portal.	The Partner/ Customer will obtain the license key(s) in VOICE.	Media is ordered through explore.ms
Media	Download only	Download only MSDN TechNet	Download only MSPPDD MSDN TechNet	DVD and Download	DVD and Download	DVD and Download
Registration	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
Re-Registration on Upgrade	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
User Experience	User Downloads Trial from MS Downloads - Trial product keys are posted on the download site.	User purchases MSDN subscription and receives software by downloading from Xena Download site.	Partner receives welcome kit; product keys are on PMC for internal use. Partner may also get keys from MSDN or TechNet for development and evaluation, respectively.	Media can be downloaded through VLSC. Physical media(DVD)can be ordered through the reseller.	Service Provider signs SPLA, Customer contracts with SP for service - Service Provider reports monthly usage in MOET (Microsoft Online Order Entry Tool).	ISV orders fulfillment media through explore.ms (MOET), creates "Unified build", product key is on media.

For details on different paths for the technical upgrade experience, please review [this article](#).

*ISV-R and SPLA licensing will be available February 2017.

On-Premises Upgrades, Downgrades and Migration

Technical Upgrade Path

For details on the upgrade On-Premises server to Dynamics 365 Server, please review the steps outlined [here](#).

License Upgrade Path

Customers who are current on their Software Assurance Plan as of December 1, 2016 are entitled to upgrade the licenses from Microsoft Dynamics CRM 2015 to Microsoft Dynamics CRM 2016 as shown below upon renewal.

Qualifying Microsoft Dynamics CRM 2015 Licenses	Corresponding December Update for Microsoft Dynamics 365 (On-Premises) Licenses (Software Assurance must be purchased for each CAL)
Microsoft Dynamics CRM 2015 Professional CAL	1 Microsoft Dynamics 365 (On-Premises) Sales CAL 1 Microsoft Dynamics 365 (On-Premises) Customer Service CAL
Microsoft Dynamics CRM 2015 Basic CAL	1 Microsoft Dynamics 365 (On-Premises) Sales CAL 1 Microsoft Dynamics 365 (On-Premises) Customer Service CAL
Microsoft Dynamics CRM 2015 Essential CAL	1 Microsoft Dynamics 365 (On-Premises) Team Members CAL
Microsoft Dynamics CRM Workgroup Server 2015	Dynamics 365 (On-Premises) Servers included with CALs
Microsoft Dynamics CRM Server 2015	Dynamics 365 (On-Premises) Servers included with CALs

Downgrade Paths for Microsoft Dynamics CRM Versions

For details on downgrade paths between previous Microsoft Dynamics CRM Versions, please consult the [Microsoft Dynamics CRM Licensing and Pricing Guide](#).

Volume Licensing Downgrade Path from Microsoft Dynamics 365 (On-Premises)

Qualifying Microsoft Dynamics 365 (On-premises) Licenses	Corresponding Microsoft Dynamics CRM 2016 Licenses
1 Microsoft Dynamics 365 (On-Premises) Server (December Update)	1 Microsoft Dynamics CRM Server 2016
1 Microsoft Dynamics 365 (On-Premises) Sales CAL + 1 Microsoft Dynamics 365 (On-Premises) Customer Service CAL	1 Microsoft Dynamics CRM 2016 Professional CAL Or 1 Microsoft Dynamics CRM 2016 Basic CAL
1 Microsoft Dynamics 365 (On-Premises) Team Members CAL	1 Microsoft Dynamics CRM 2016 Essential CAL

Transitioning from On-Premises to Cloud Deployment

If you have Microsoft Dynamics 365 (On-Premises) CALs covered by active Software Assurance (SA), you can add access to Microsoft Dynamics 365 (Online) two different ways: via cloud Add-on or From SA User Subscription Licenses. Both of these options are designed to recognize customer investments in on-premises licenses by providing a standard discount from the full Dynamics 365 (Online) price while obtaining these non-perpetual rights to the online service for the agreement term. Both options include Dual Use Rights for hybrid deployments.

The license rights for a particular Add-on or From SA User SL are identical to those of equivalent Full User Subscription License (Full USL).

Device CALs that you have purchased as part of an Enterprise Agreement or Enrollment qualify for these User Add-On or From SA options on a 1:1 basis: One Device CAL qualifies for one From SA or Add-on User SL.

From SA option is available for purchase through the Microsoft Volume Licensing Enterprise Agreement, Enterprise Subscription Agreement and Enrollment for Education Solutions (under a Campus and School Agreement) programs.

Add-on option is available for purchase through the Microsoft Volume Licensing Enterprise Agreement, Enterprise Subscription Agreement, Microsoft Products and Services Agreement (MPSA) and Enrollment for Education Solutions (under a Campus and School Agreement).
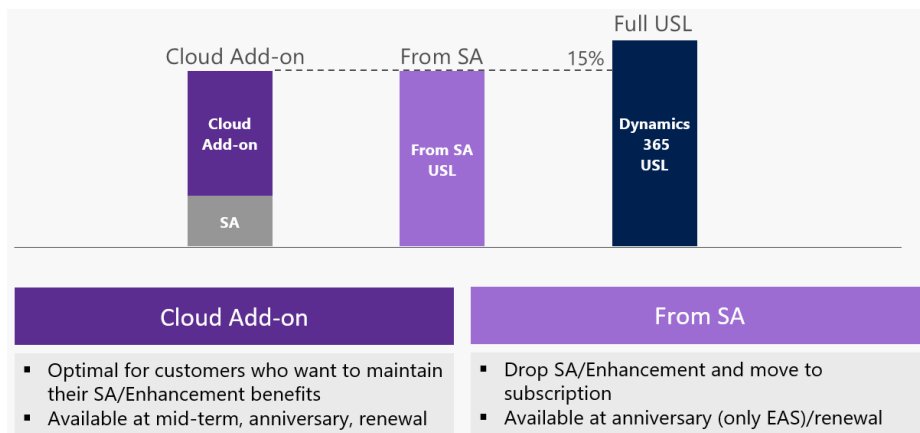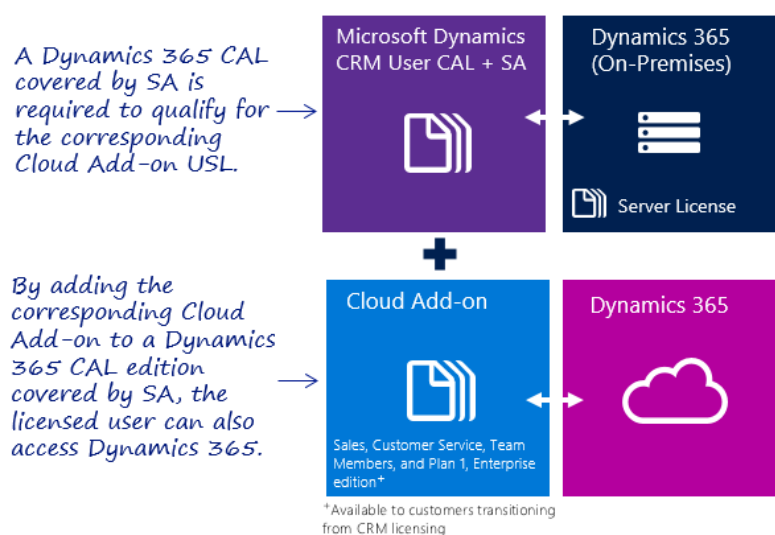

Dynamics 365 Cloud Add-on

Dynamic 365 Add-ons to move to cloud are ideal for customers who are not ready to move entirely to the cloud, or who are in the middle of their agreement. The cloud Add-on gives credit for your ongoing SA payments.

The cloud Add-on model includes two parallel commitments:
1. A new or existing Software Assurance commitment that the customer will continue to maintain and renew
2. An additional cloud Add-on license commitment that provides rights to the Dynamics 365 Online service

The Add-on User SL must be used for the same user of the User CAL. The User SL cannot be subsequently transferred to another user unless the corresponding CAL is also transferred to the new user.

A Dynamics 365 CAL covered by SA is required to qualify for the corresponding Cloud Add-on USL.

By adding the corresponding Cloud Add-on to a Dynamics 365 CAL edition covered by SA, the licensed user can also access Dynamics 365.

Microsoft Dynamics CRM User CAL + SA

Dynamics 365 (On-Premises)

Server License

Cloud Add-on

Sales, Customer Service, Team Members, and Plan 1, Enterprise edition⁺

Dynamics 365

⁺Available to customers transitioning from CRM licensing

Dynamics 365 From SA

Dynamics 365 From SA offers are ideal for customers who are ready and able to entirely drop SA and move licensing to the cloud

These licenses are designed for current Microsoft customers who want to transition to the cloud and are licensed to on-premises solutions. From SA USLs recognize the on-premises investment and thus are offered at a discounted price for customers. In order to purchase From SA USLs, customers must have fully paid qualifying licenses, namely the corresponding on-premises licenses from which the customer is transitioning or more than 3 years of a qualifying software subscription license. The qualifying licenses are detailed in the Product Terms.

From SA is available at anniversary (only for EAS) or renewal.

Availability by Language

Country and language localization availability for Dynamics 365 (On-Premises) is available [here.](#)

Links for Additional Information

Microsoft Dynamics 365	http://download.microsoft.com/documents/en-us/dynamics/pricing/Dynamics_365_Enterprise_edition_Licensing_Guide.pdf
Online Licensing Guides:	
Microsoft Dynamics AX	http://aka.ms/s201h6
Microsoft Dynamics CRM	http://aka.ms/gtn5wt
On-Premises Licensing Guides:	
AX 2013 R3	http://aka.ms/Jswgcc
CRM 2016	http://aka.ms/kn26ux
Microsoft Dynamics Blog	https://community.dynamics.com/b/msftdynamicsblog
Microsoft Volume Licensing	www.microsoft.com/licensing
Volume Licensing Training:	https://mspartner.microsoft.com/en/us/Pages/Licensing/get-licensingready.aspx
Software Assurance	http://www.microsoft.com/licensing/software-assurance/default.aspx
Activate Software Assurance Benefits	https://www.microsoft.com/en-us/Licensing/existing-customer/product-activation.aspx
Microsoft License Advisor	http://www.microsoft.com/licensing/mla/default.aspx
Contact a Licensing Specialist	www.microsoft.com/licensing/contact/default.mspx
CustomerSource	https://mbs.microsoft.com/customersource/
Microsoft Downloads Center	http://www.microsoft.com/downloads
Cloud Solution Provider Program (MPN)	https://mspartner.microsoft.com/en/us/Pages/solutions/cloud-reseller-overview.aspx

Appendix A: CAL Use Rights

The following tables lists the use rights corresponding to the Client Access Licenses (CALs) and Device CALs available in Microsoft Dynamics 365 Plan 1 Business Applications.

Please note a full user license (Dynamics 365 for Sales, Dynamics 365 for Customer Service, Dynamics 365 for Field Service) is required to enable much of the functionality of Team Members due to the need to configure and administer the services.

Bullets indicate full create, read, update, delete access unless otherwise indicated.

Note: Field Service (On-Premises) functionality availability targeted for early Calendar Year 2017. Future functionality is not guaranteed.

Use Right	Team Members CAL	Sales CAL	Customer Service CAL	Field Service (On-Premises Features from Field Service User SL)
Accounts and Contacts	●	●	●	●
Activities and Notes	●	●	●	●
Post & follow activity feeds	●	●	●	●
Yammer collaboration*	●	●	●	●
Use a queue item	●**	●**	●**	●**
Start dialog	●**	●**	●**	●**
Shared Calendar	●	●	●	●
View Announcements	●	●	●	●
Run as an on-demand process	●**	●**	●**	●**
Run an automated workflow	●**	●**	●**	●**
Use relationships and connections between records	●**	●**	●**	●**
Write custom entity records	●***	●***	●***	●***
Read custom entity data	●	●	●	●
Personal views; Saved Views	●	●	●	●**
Search & Advanced find search	●	●	●	●**
Export data to Microsoft Excel	●	●	●	●
Perform mail merge	●	●	●	●
Dynamics 365 Mobile Client Application	●	●	●	●
Microsoft Dynamics 365 for iPad & Windows	●	●	●	●
Microsoft Dynamics 365 for Outlook	●	●	●	●
Microsoft Dynamics 365 Web application	●	●	●	●
Read All Dynamics 365 (On-Premises) application data	●	●	●	●
Portal or API access Only: Employee Self Service: Submit cases and update Cases user has submitted (as a support client/customer)	●	●	●	●
Chat with support team (as chat client for self-service, requires 3rd party solution)	●	●	●	●
Portal or API access Only/Non-Employees Only: Update Work Orders	●	●	●	●
Portal or API access Only/ Non-Employees Only: Create & Update Opportunities	●	●	●	●

Use Right	Team Members CAL	Sales CAL	Customer Service CAL	Field Service (On-Premises Features from Field Service User SL)
Add or remove a Connection (stakeholder, sales team) for an Account or Contact	●	●	●	●
Create and update announcements	●	●	●	●
Update Project Tasks for Project Service Automation	●	●	●	●
User reports, charts, and dashboards	●	●	●	●
Create, update, customize, and run Reports	●	●	●	●
Interactive Service Hub	●	●	●	●
Create, Publish, Configure Knowledgebase	●	●	●	●
User Interface integration for Microsoft Dynamics 365 (On-Premises)		●	●	●
Import data in bulk		For App	For App	For App
Configure auditing		For App	For App	For App
Configure duplicate-detection rules		For App	For App	For App
Define connections and relationships between entities		For App	For App	For App
Define and configure queues		For App	For App	For App
Define and configure dialogs		For App	For App	For App
Define and configure workflows		For App	For App	For App
System reports, charts, and dashboards		For App	For App	For App
Customize forms and views		For App	For App	For App
Create Dynamics CRM forms, entities, and fields		For App	For App	For App
Administer Dynamics 365 (On-Premises)		For App	For App	For App
Email and Word Templates		●	●	●
Lead Management		●		
Opportunities		●		
Qualify and convert a Lead to an Opportunity		●		
Convert an activity to an Opportunity		●		
Competitors		●		
Products		●		
Price Lists		●		
Quotes		●		
Orders		●		
Invoices		●		
Goals		●		
Territories		●		
Sales literature		●		
Marketing Lists		●		
Quick campaigns		●		
Marketing campaigns		●		
Define and configure business units		●		
Define and configure teams		●		
Unified Service Desk****		●	●	
Case management			●	

Use Right	Team Members CAL	Sales CAL	Customer Service CAL	Field Service (On-Premises Features from Field Service User SL)
Convert an Activity to a Case			●	
Contract templates			●	
Contracts			●	
Configure SLA policies			●	
Entitlements			●	
Facilities/Equipment			●	
Define and configure services, resources, and work hours			●	
Work Orders				●
Schedule & Dispatch capabilities: use Scheduling Assistant, Drag & Drop Assignment, update resource bookings				●
Configure and View Schedule Board				●
Service Agreements				●
Purchase Orders				●
Invoices				●
Customer Assets				●
Inventory Management				●
Create and manage Repairs and Returns (RMA/RTV)				●
Manage Resources (facilities, equipment, people), territories and work hours				●
Field Service Mobile Application[1]				●

*Use of Yammer within the Microsoft Dynamics 365 requires a Yammer Enterprise license (acquired separately).

**Actions can be performed only against records corresponding to entities included in the use rights.

***Custom entities (either based on entities included in Microsoft Dynamics 365 (On-Premises) or created by a customer or partner) may require a higher User License or CAL, depending on the required access. Customizations can only be performed against entities included in the use rights.

****Unified Service Desk requires active Software Assurance on qualifying Sales or Customer Service CAL.

'For App' means that the use right in question is applicable only for the licensed application and not other applications.

agreement is governed by the terms and conditions of that agreement. In the case of any conflict between this information and your agreement, the terms and conditions of your agreement control. Prices for licenses acquired through Microsoft resellers are determined by the reseller.