

Server Recommendations: Customer Profile 1

Item	Requirements	
Customer Profile 1 Usage	Use only Financial Series modules Have between 0-5 concurrent users for Microsoft SQL Server or for Microsoft SQL Server Express Process fewer than 250 transactions per day No web applications in use Peer to Peer Environment	
	32-bit	x64
Database Requirements	Microsoft SQL Server 2019 -Enterprise, Standard or Express (18.2.1013 GP version or later) Microsoft SQL Server 2017 -Enterprise, Standard or Express Microsoft SQL Server 2016 -Enterprise, Standard or Express Microsoft SQL Server 2014 -Enterprise, Standard or Express Supported Microsoft SQL Server Collation 1. Dictionary Order Case Insensitive - Sort Order 52 In the SQL Server Management Studio, right-click the SQL Server Name and click Properties: Server	Microsoft SQL Server 2019 -Enterprise, Standard or Express (18.2.1013 GP version or later) Microsoft SQL Server 2017 -Enterprise, Standard or Express Microsoft SQL Server 2016 -Enterprise, Standard or Express Microsoft SQL Server 2014 -Enterprise, Standard or Express Supported Microsoft SQL Server Collation 1. Dictionary Order Case Insensitive - Sort Order 52 In the SQL Server Management Studio, right-click the SQL Server Name and click Properties: Server

Collation =
SQL_Latin1_General_CP1_CI_AS
2. Binary - Sort Order 50
In the SQL Server
Management Studio, right
-click the SQL Server Name
and click Properties:
Server Collation =
Latin1_General_BIN

Collation =
SQL_Latin1_General_CP1_CI_AS
2. Binary - Sort Order 50
In the SQL Server
Management Studio, right
-click the SQL Server Name
and click Properties: Server
Collation = Latin1_General_BIN

**Operating
System**

Microsoft Windows Server
2019 Essentials Edition or
Standard Edition
(18.2.1013 GP version or
later)Microsoft Windows Server
2016 Essentials Edition or
Standard Edition
Microsoft Windows Server
2012 Essentials Edition or
Standard Edition
Microsoft Windows Server
2012 R2 Essentials Edition or
Standard Edition

Processor

1 Dual Core or 2 Single Core
Processors

1 Dual Core or 2 Single
Core Processors

**Minimum
Available
RAM**

2 GB or more

2 GB or more

**Network
Card**

1GB Ethernet

Virtual Environments Supported (Optional) Hardware Virtualization
Windows Server 2019 Hyper-V (18.2.1013 GP version or later)
Windows Server 2016 Hyper-V
Windows Server 2012 Hyper-V
Windows Server 2012 R2 Hyper-V

Software Virtualization
Microsoft Application Virtualization (App-V) 5.0

For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard.
[Choose Dynamics GP as the product.](#)

NOTES

1. When you deploy a system in a virtual environment, make sure that you have sufficient hard disk space to avoid performance problems. Each computer that you deploy in a virtual environment should meet or exceed the random access memory (RAM) requirements and the hard disk space requirements. For more information, click the following article number to view the article in the Microsoft Knowledge Base: [897615](#) Support policy for Microsoft software running in non-Microsoft hardware virtualization software.
2. Microsoft SQL Server 2014 Express or Microsoft SQL Server 2016 Express can be installed on a non-server operating system, however it is recommended to install on a server operating system.
3. Verify processors can be upgraded.
4. If you are going to deploy Intelligent Cloud Insights for Microsoft Dynamics GP, you need to be on Microsoft SQL Server 2016 or later to meet the Compatibility Level 130 required with the April 2019 release.

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Server Recommendations: Customer Profile 2

Item	Requirements
Customer Profile 2 Usage	<p>Use only Financial Series modules</p> <p>Have between 0-20 concurrent users for Microsoft SQL Server or</p> <p>0-10 concurrent users for Microsoft SQL Server Express Use Report Writer, Crystal Reports, or Management Reporter</p> <p>Process fewer than 1000 transactions per day</p> <p>Import very little data</p> <p>Dedicated server with Microsoft SQL Server only</p> <p>Recommend a dedicated server with Microsoft SQL Server Express only</p>

32-bit

x64

Database Requirements	<p>Microsoft SQL Server 2019 -Enterprise, Standard or Express (18.2.1013 GP version or later)Microsoft SQL Server 2017 -Enterprise, Standard or Express</p> <p>Microsoft SQL Server 2016 -Enterprise, Standard or Express</p> <p>Microsoft SQL Server 2014 -Enterprise, Standard or Express</p> <p>Supported Microsoft SQL Server Collation</p>	<p>Microsoft SQL Server 2019 -Enterprise, Standard or Express (18.2.1013 GP version or later)Microsoft SQL Server 2017 -Enterprise, Standard or Express</p> <p>Microsoft SQL Server 2016 -Enterprise, Standard or Express</p> <p>Microsoft SQL Server 2014 -Enterprise, Standard or Express</p> <p>Supported Microsoft SQL Server Collation</p>
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**1. Dictionary Order Case
Insensitive - Sort Order 52**

In the SQL Server Management Studio, right-click the SQL Server Name and click Properties: Server Collation = SQL_Latin1_General_CP1_CI_AS

2. Binary - Sort Order 50

In the SQL Server Management Studio, right-click the SQL Server Name and click Properties: Server Collation = Latin1_General_BIN

**1. Dictionary Order Case
Insensitive - Sort Order 52**

In the SQL Server Management Studio, right-click the SQL Server Name and click Properties: Server Collation = SQL_Latin1_General_CP1_CI_AS

2. Binary - Sort Order 50

In the SQL Server Management Studio, right-click the SQL Server Name and click Properties: Server Collation = Latin1_General_BIN

**Operating
System**

Microsoft Windows Server 2019 Essentials Edition or Standard Edition (18.2.1013 GP version or later) Microsoft Windows Server 2016 Essentials Edition or Standard Edition Microsoft Windows Server 2012 Essentials Edition or Standard Edition Microsoft Windows Server 2012 R2 Essentials Edition or Standard Edition

Processor	1 Dual Core or 2 Single Core Processors	1 Dual Core or 2 Single Core Processors
Disk Configuration	RAID 1 for operating system and applications (2 disks) RAID 5 for SQL database log and data files (4 disks)	RAID 1 for operating system and applications (2 disks) RAID 5 for SQL database log and data files (4 disks)
Minimum Available RAM	2 GB or more	2 GB or more
Network Card	1GB Ethernet	
Virtual Environments Supported (Optional)	Hardware Virtualization Windows Server 2019 Hyper-V (18.2.1013 GP version or later) Windows Server 2016 Hyper-V Windows Server 2012 Hyper-V Windows Server 2012 R2 Hyper-V Software Virtualization Microsoft Application Virtualization (App-V) 5.0 For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard. Choose Dynamics GP as the product.	

NOTES

1. Additional disks will improve Microsoft SQL Server performance.
2. Microsoft SQL Server 2014 Express or Microsoft SQL Server 2016 Express can be

installed on a non-server operating system, however it is recommended to install on a server operating system.

3. Verify processors can be upgraded.

4. When you deploy a system in a virtual environment, make sure that you have sufficient hard disk space to avoid performance problems. Each computer that you

deploy in a virtual environment should meet or exceed the random access memory

(RAM) requirements and the hard disk space requirements. For more information, click

the following article number to view the article [897615](#) Support policy for Microsoft software running in non-Microsoft hardware virtualization software.

5. If you are going to deploy Intelligent Cloud Insights for Microsoft Dynamics GP, you need to be on Microsoft SQL Server 2016 or later to meet the Compatibility Level 130 required with the April release.

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Server Recommendations: Customer Profile 3

Item	Requirements
Customer Profile 3 Usage	Use Financials Series modules Use Distribution Series modules moderately Use Field Service Series modules Use Manufacturing Series or Project Series modules moderately Have between 20 and 60 concurrent users Use Terminal Server Use Report Writer, Crystal Reports or Management Reporter Perform some online analytical processing (OLAP) cube generation

Using an import routine/eConnect/Integration Manager
 Process between 1000 and 4000 transactions per day
 -Originating in Sales (SOP and/or RM), Payables or General
 Ledger
 Dedicated Microsoft SQL Server

32-bit

x64

**Database
 Requirements**

Microsoft SQL Server 2019
 -Enterprise, Standard or
 Express
 (18.2.1013 GP version or
 later) Microsoft SQL Server
 2017

Microsoft SQL Server 2019
 -Enterprise, Standard or
 Express
 (18.2.1013 GP version or
 later) Microsoft SQL Server
 2017

-Enterprise, Standard or
 Express
 Microsoft SQL Server 2016
 -Enterprise or Standard
 Microsoft SQL Server 2014
 Enterprise or Standard

-Enterprise, Standard or
 Express
 Microsoft SQL Server 2016
 -Enterprise or Standard
 Microsoft SQL Server 2014
 Enterprise or Standard

**Supported Microsoft SQL
 Server Collation**

**Supported Microsoft SQL
 Server Collation**

**1. Dictionary Order Case
 Insensitive - Sort Order
 52**

**1. Dictionary Order Case
 Insensitive - Sort Order 52**

In the SQL Server
 Management Studio,
 right-click the SQL Server
 Name and click Properties:
 Server Collation =
 SQL_Latin1_General_CP1_CI_A
 S

In the SQL Server Management
 Studio, right-click the SQL
 Server Name and click
 Properties: Server Collation =
 SQL_Latin1_General_CP1_CI_A
 S

2. Binary - Sort Order 50

In the SQL Server Management

2. Binary - Sort Order 50

In the SQL Server Management Studio, right-click the SQL Server Name and click Properties: Server Collation = Latin1_General_BIN

Studio, right-click the SQL Server Name and click Properties: Server Collation = Latin1_General_BIN

Operating System

Microsoft Windows Server 2019 Standard or Datacenter Edition (18.2.1013 GP version or later) Microsoft Windows Server 2016 Standard or Datacenter Edition Microsoft Windows Server 2012 Standard or Datacenter Edition Microsoft Windows Server 2012 R2 Standard or Datacenter Edition

Processor 1 Dual Core or 2 Single Core Processors

1 Dual Core or 2 Single Core Processors

Disk Configuration RAID 1 for operating system and applications (2 disks)

RAID 1 for operating system and applications (2 disks)

RAID 1 for SQL database log files (2 disks)	RAID 1 for SQL database log files (2 disks)
RAID 5 (4 disk minimum) or RAID 0+1 (8 disk minimum) for SQL data files	RAID 5 (4 disk minimum) or RAID 0+1 (8 disk minimum) for SQL data files
RAID 1 for TempDB (2 disks) - optional, but recommended	RAID 1 for TempDB (2 disks) - optional, but recommended
RAID 0 for SQL backups (full and log) (2 disks)	RAID 0 for SQL backups (full and log) (2 disks)

Minimum Available RAM

4 GB or more

4 GB or more

Network Card

1GB Ethernet

Virtual Environments Supported (Optional)

Hardware Virtualization
 Windows Server 2019 Hyper-V (18.2.1013 GP version or later)
 Windows Server 2016 Hyper-V
 Windows Server 2012 Hyper-V
 Windows Server 2012 R2 Hyper-V

Software Virtualization
 Microsoft Application Virtualization (App-V) 5.0

For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard.

[Choose Dynamics GP as the product.](#)

NOTES

1. Additional disks will improve Microsoft SQL Server

performance.

2. Verify switch is capable of handling network traffic.
3. Verify processors can be upgraded.
4. When you deploy a system in a virtual environment, make sure that you have sufficient hard disk space to avoid performance problems. Each computer that you deploy in a virtual environment should meet or exceed the random access memory (RAM) requirements and the hard disk space requirements. For more information, click the following article number to view the article [897615](#) Support policy for Microsoft software running in non-Microsoft hardware virtualization software.
5. If you are going to deploy Intelligent Cloud Insights for Microsoft Dynamics GP, you need to be on Microsoft SQL Server 2016 or later to meet the Compatibility Level 130 required with the April release.

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Server Recommendations: Customer Profile 4

Item	Requirements
Customer Profile 4 Usage	Use Financials Series and Distribution Series modules extensively Use Field Service Series, Manufacturing Series, and Project Series modules extensively Have between 60 and 100 concurrent users Use Terminal Server Use Report Writer, Crystal Reports or Management Reporter extensively Use an import routine extensively - eConnect Process more than 4000 transactions per day-Originating in Sales (SOP and/or RM), Payables or General Ledger Perform online analytical processing (OLAP) cube generation (to

different machine)
Dedicated Microsoft SQL Server

	32-bit	x64
Database Requirements	Microsoft SQL Server 2019 -Enterprise, Standard or Express (18.2.1013 GP version or later) Microsoft SQL Server 2017 -Enterprise, Standard or Express Microsoft SQL Server 2016 -Enterprise or Standard Microsoft SQL Server 2014 Enterprise or Standard Edition	Microsoft SQL Server 2019 -Enterprise, Standard or Express (18.2.1013 GP version or later) Microsoft SQL Server 2017 -Enterprise, Standard or Express Microsoft SQL Server 2016 -Enterprise or Standard Microsoft SQL Server 2014 Enterprise or Standard Edition
	Supported Microsoft SQL Server Collation	Supported Microsoft SQL Server Collation
	1. Dictionary Order Case Insensitive - Sort Order 52	1. Dictionary Order Case Insensitive - Sort Order 52
	In the SQL Server Management Studio, right-click the SQL Server Name and click Properties: Server Collation = SQL_Latin1_General_CP1_CI_AS	In the SQL Server Management Studio, right-click the SQL Server Name and click Properties: Server Collation = SQL_Latin1_General_CP1_CI_AS
	2. Binary - Sort Order 50	2. Binary - Sort Order 50
	In the SQL Server Management Studio,	In the SQL Server Management Studio,

right-click the SQL Server
Name and click Properties:
Server Collation =
Latin1_General_BIN

Server Collation =
Latin1_General_BIN

**Operating
System**

Microsoft Windows Server
2019 Datacenter Edition
(18.2.1013 GP version or
later)Microsoft Windows
Server
2016 Datacenter Edition
Microsoft Windows Server
2012 Datacenter Edition

Microsoft Windows Server
2012 R2 Datacenter Edition

Processor

2 Dual Core or 4 Single Core
Processors

2 Dual Core or 4 Single Core
Processors

**Disk
Configuration**

RAID 1 for operating system
and applications (2 disks)
RAID 1 for SQL database log
files (2 disks)
RAID 1 for TempDB (2 disks)
RAID 0 for SQL backups (full
and log) (2 disks)
RAID 0+1 for data files (8
disks or more)

RAID 1 for operating system
and applications (2 disks)
RAID 1 for SQL database log
files (2 disks)
RAID 1 for TempDB (2 disks)
RAID 0 for SQL backups (full
and log) (2 disks)
RAID 0+1 for data files (8
disks or more)

Minimum Available RAM	8 GB or more	8 GB or more
Network Card	1GB Ethernet	
Virtual Environments Supported (Optional)	Hardware Virtualization Windows Server 2019 Hyper-V (18.2.1013 GP version or later) Windows Server 2016 Hyper-V Windows Server 2012 Hyper-V Windows Server 2012 R2 Hyper-V	

Software Virtualization
 Microsoft Application Virtualization (App-V) 5.0

For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard.

[Choose Dynamics GP as the product.](#)

NOTES

1. Verify processors can be upgraded to 8 processors.
2. Additional disks will improve Microsoft SQL Server performance.
3. Verify switch is capable of handling network traffic.
4. When you deploy a system in a virtual environment, make sure that you have sufficient hard disk space to avoid performance problems. Each computer that you deploy in a virtual environment should meet or exceed the random access memory (RAM) requirements and the hard disk space requirements. For more information,

click the following article number to view the article [897615](#) Support policy for Microsoft software running in non-Microsoft hardware virtualization software.

5. If you are going to deploy Intelligent Cloud Insights for Microsoft Dynamics GP, you need to be on Microsoft SQL Server 2016 or later to meet the Compatibility Level 130 required with the April release.

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Remote Desktop Services Requirements

Item	Requirements	
	32-bit	x64
Operating System		Microsoft Windows Server 2019 Datacenter Edition (18.2.1013 GP version or later) Microsoft Windows Server 2016 Datacenter Edition Microsoft Windows Server 2012 Datacenter Edition Microsoft Windows Server 2012 R2 Datacenter Edition
Citrix (Optional)	Citrix XenApp	Citrix XenApp
Processor	1 Quad Core or 2 Dual Core Processors or higher	1 Quad Core or 2 Dual Core Processors or higher

Disk Configuration	RAID 1 for operating system and applications (2 disks)	RAID 1 for operating system and applications (2 disks)
Minimum Available RAM	4 GB – Up to 15 concurrent users 8 GB – Up to 30 concurrent users 16 GB – Up to 60 concurrent users	4 GB – Up to 15 concurrent users 8 GB – Up to 30 concurrent users 16 GB – Up to 60 concurrent users
Network Card	1GB Ethernet	
Virtual Environments Supported (Optional)	<p>Hardware Virtualization</p> <p>Windows Server 2019 Hyper-V (18.2.1013 GP version or later)</p> <p>Windows Server 2016 Hyper-V</p> <p>Windows Server 2012 Hyper-V</p> <p>Windows Server 2012 R2 Hyper-V</p> <p>Software Virtualization</p> <p>Microsoft Application Virtualization (App-V) 5.0</p> <p>For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard.</p> <p>Choose Dynamics GP as the product.</p>	

NOTES

1. It is recommended to have a dedicated Terminal Server/Citrix Server. There may be performance losses if Microsoft SQL Server is running on the Terminal Server/Citrix Server. Therefore, it is highly recommended to have two separate servers. One server with Terminal Server and/or Citrix and one server with Microsoft SQL Server.
2. If using Adobe, Adobe must be installed at the Terminal Server.
3. If using Lync for Unified Communications, a remote app for Lync must also be configured and copied to the client along with the Microsoft Dynamics GP remote app. The Lync remote app must be launched first and then the Microsoft Dynamics GP remote app.
4. If accessing Citrix, the hardware and software must be supported according to the Citrix configuration requirements.
5. Verify processors can be upgraded.
6. The amount of RAM needed depends on the number of concurrent users per Terminal Server.
7. Verify switch is capable of handling network traffic.
8. Increased user count may require greater RAM and Processor speed.
9. Users utilizing Management Reporter or Crystal reporting via Terminal Services may require increased hardware to increase performance.
10. When you deploy a system in a virtual environment, make sure that you have sufficient hard disk space to avoid performance problems. Each computer that you deploy in a virtual environment should meet or exceed the random access memory (RAM) requirements and the hard disk space requirements. For more information,

click the following article number to view the article [897615](#) Support policy for Microsoft software running in non-Microsoft hardware virtualization software.

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Additional Information

1. This document represents configurations tested by Microsoft Business Solutions and supported by Microsoft Dynamics GP Technical Support. Use of technologies not specified in this document is not recommended and will not be supported. Testing is ongoing, and as newer technologies become supported this list will be updated.
2. The following are no longer supported with Microsoft Dynamics GP 2018 or later:
 - a. Windows Server 2008 all editions.
 - b. Microsoft SQL Server 2012 all editions.
3. To review an article regarding support in a [virtual environment](#). The following virtual products have been tested: Microsoft Windows Server 2019 Hyper-V, Microsoft Windows Server 2016 Hyper-V, Microsoft Windows Server 2012 Hyper-V, Microsoft Application Virtualization 4.6. For additional Virtual Technology Support, click the link [below](#) to review the Virtualization Support Policy Wizard. [Choose Dynamics GP as the product](#).
4. The Microsoft Dynamics GP core application is supported in a peer to peer (workgroup) environment. This environment excludes all web applications such as Web Services, eConnect, and Management Reporter. This also

excludes

Workflow 2.0 as a domain is required. If web applications are used, a domain is required.

5. For more information regarding [SQL Server 2012 supported features](#) with Microsoft Dynamics GP.

6. If you have questions regarding licensing SQL Server for use with Microsoft Dynamics GP. Please contact a Licensing Specialist at 1-800-426-9400.

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Support Information

For technical support questions, contact your partner or, if enrolled in a support

plan directly with Microsoft, you can enter a new support request to Microsoft Dynamics® Technical Support from Customer Source or Partner Source under Support.

You can also contact Microsoft Dynamics® Technical Support by phone using these

links for country specific phone numbers.

Partners - [Global Support Contacts](#) (requires Partner Source login)

Customers - [Global Support Contacts](#) (requires Customer Source login)

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