

System Requirements for Microsoft Dynamics GP

LAST MODIFIED WEDNESDAY, OCTOBER 2, 2019

This page lists the system requirements for Microsoft Dynamics GP 2018 and Microsoft Dynamics GP.

Overview

This document contains the minimum client hardware requirements, server recommendations and Terminal Server minimum hardware requirements supported by the Microsoft Dynamics GP Technical Support Team. The following server recommendations are not minimum server requirements. The requirements and recommendations are based on experience with many different installations. Users may need to increase these requirements due to environmental factors to achieve individual performance expectations.

Review each Customer Profile below to determine what profile best fits the user count, modules used and transaction volume for your environment. Use that Customer Profile as a recommendation for your server hardware implementation.

Information around PCI Compliance and [Microsoft Dynamics GP with TLS 1.0](#)

Client Requirements

| Item | Requirements | |
|-------------------------|---|---|
| | 32-bit | x64 |
| Operating System | Microsoft Windows 10 Professional Edition | Microsoft Windows 10 Professional Edition |
| | Microsoft Windows 10 Enterprise Edition | Microsoft Windows 10 Enterprise Edition |
| | Microsoft Windows 8 & 8.1 | Microsoft Windows 8 & 8.1 |

| | | |
|----------------------------------|--|--|
| | Professional Edition | Professional Edition |
| | Microsoft Windows 8 & 8.1 | Microsoft Windows 8 & 8.1 |
| | Ultimate Edition | Ultimate Edition |
| | Microsoft Windows 8 & 8.1 | Microsoft Windows 8 & 8.1 |
| | Enterprise Edition | Enterprise Edition |
| | Microsoft Windows 7 | Microsoft Windows 7 |
| | Professional Edition | Professional Edition |
| | Microsoft Windows 7 | Microsoft Windows 7 Ultimate Edition |
| | Ultimate Edition | Edition |
| | Microsoft Windows 7 | Microsoft Windows 7 |
| | Enterprise Edition | Enterprise Edition |
| Processor | 1 Dual Core or 1 Single Core Processor 2.6 GHz or higher | 1 Dual Core or 1 Single Core Processor 2.6 GHz or higher |
| Available Hard Disk Space | 2GB or more on the system root | 2GB or more on the system root |
| Minimum Available RAM | 2GB or more | 2GB or more |
| Network Card | 1GB Ethernet | |
| Microsoft Office | Microsoft Office 2013 32bit & x64 Microsoft Office 2016 32bit & x64 Microsoft Office 2019 32bit & x64 (18.2.1013 GP version or later) | |
| | NOTES: | |
| | 1. If using Office x64, the server type in System Preferences (Microsoft Dynamics GP Tools System Setup System Preferences) must be set to Exchange. | |
| | 2. The Exchange server type only supports XPS and DOCX. | |

3. If using Office 32bit, the server type in System Preferences can either be MAPI or Exchange

Internet Explorer

Internet Explorer 11.0 - Desktop Mode Only
Edge

ODBC Driver

SQL Native Client 11.0
SQL Native Client 10.0

****NOTE:** A 32bit ODBC DSN is required for Microsoft Dynamics GP**

Adobe

Adobe X

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

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

NOTES

1. A 32-bit ODBC DSN is required for Microsoft Dynamics GP on a 32-bit and x64 machine. Refer to [Article 870416](#) for the steps to setup a 32-bit ODBC DSN on an x64 machine.

2. 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 [897615](#) to view the Support policy for Microsoft software running in non-Microsoft hardware virtualization software.

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 | |
| Database Requirements | 32-bit | x64 |
| | Microsoft SQL Server 2019 -Enterprise, Standard or Express | Microsoft SQL Server 2019 -Enterprise, Standard or Express |
| | (18.2.1013 GP version or later)Microsoft SQL Server 2017 -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 2016 -Enterprise, Standard or Express |
| Microsoft SQL Server 2014 -Enterprise, Standard or Express | Microsoft SQL Server 2014 -Enterprise, Standard or Express | |
| 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 | 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

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

Minimum Available RAM

2 GB or more

2 GB or more

Network Card

1GB Ethernet

Virtual Environments

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

| | |
|-------------------|--|
| Supported | Windows Server 2016 Hyper-V |
| (Optional) | 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.

Server Recommendations: Customer Profile 2

| Item | Requirements |
|---------------------------|---|
| Customer Profile 2 | Use only Financial Series modules |
| | Have between 0-20 concurrent users for Microsoft SQL Server or 0-10 concurrent users for Microsoft SQL Server Express Use |

Usage

Report Writer, Crystal Reports, or Management Reporter
Process fewer than 1000 transactions per day
Import very little data
Dedicated server with Microsoft SQL Server only
Recommend a dedicated server with Microsoft SQL Server
Express only

32-bit

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

x64

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:

**Database
Requirements**

| | | |
|------------------------------|--|--|
| Operating System | | Server Collation = Latin1_General_BIN 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 | Hardware Virtualization Windows Server 2019 Hyper-V (18.2.1013 GP version or later) | |

Supported Windows Server 2016 Hyper-V
(Optional) 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.

Server Recommendations: Customer Profile 3

| Item | Requirements |
|---------------------------|--|
| Customer Profile 3 | Use Financials Series modules |
| | Use Distribution Series modules moderately |
| | Use Field Service Series modules |

Usage

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

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

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

Database Requirements

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, right-click the SQL

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

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 SQL database log files (2 disks)
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 operating system and applications (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 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 4 GB or more 4 GB or more

RAM

Network

Card

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

Virtual

Environments

Supported Software Virtualization

(Optional) 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.

Server Recommendations: Customer Profile 4

| | | |
|---------------------------------|---|--|
| Item | Requirements | |
| | 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 | |
| Customer Profile 4 Usage | 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 |
| | Microsoft SQL Server 2019 | Microsoft SQL Server 2019 |
| | -Enterprise, Standard or Express (18.2.1013 GP version or later) Microsoft SQL Server 2017 | -Enterprise, Standard or Express (18.2.1013 GP version or later) Microsoft SQL Server 2017 |
| | -Enterprise, Standard or Express | -Enterprise, Standard or Express |
| Database Requirements | Microsoft SQL Server 2016 | Microsoft SQL Server 2016 |
| | -Enterprise or Standard | -Enterprise or Standard |
| | Microsoft SQL Server 2014 | Microsoft SQL Server 2014 |
| | Enterprise or Standard Edition | Enterprise or Standard Edition |
| | Supported Microsoft SQL Server Collation | Supported Microsoft SQL Server Collation |
| | 1. Dictionary Order Case | 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

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

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 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

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)

and log) (2 disks)
RAID 0+1 for data files (8
disks or more)

Minimum

Available

8 GB or more

8 GB or more

RAM

Network

Card

1GB Ethernet

Virtual

Environments

Supported

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

(Optional)

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.

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 | 4 GB – Up to 15 concurrent users 8 GB – Up to 30 concurrent users 16 GB – Up to 60 |

| | | |
|--|--|------------------|
| | concurrent users | concurrent users |
| 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. 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.

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.

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)