

System Requirements for Microsoft Dynamics GP 18.2.xx (2020) 18.3.xx (2021) and GP 2018

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This page lists the system requirements for Microsoft Dynamics GP 2018, Dynamics GP 2018 R2, Microsoft Dynamics GP 18.2.xx (October 2019 Release, aka. “Dynamics GP 2020”). Microsoft Dynamics GP 18.3.xx (October 2020 Release, aka. “Dynamics GP 2021”).

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 1.2](#)

*** Visual Basic for Applications (VBA) is **not** supported on Windows Server 2019, see [Microsoft BLOG](#) for details***

*** Information on the new MFA for Dynamics GP 18.3 – [Multi-Factor Authentication](#) ***

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Client Requirements

Item	Requirements	
	32-bit	x64
Operating System	<p>Microsoft Windows 10 Professional Edition</p> <p>Microsoft Windows 10 Enterprise Edition</p> <p>Microsoft Windows 8 & 8.1 Professional Edition</p> <p>Microsoft Windows 8 & 8.1 Ultimate Edition</p> <p>Microsoft Windows 8 & 8.1 Enterprise Edition</p> <p>Microsoft Windows 7 Professional Edition</p> <p>Microsoft Windows 7 Ultimate Edition</p> <p>Microsoft Windows 7 Enterprise Edition</p>	<p>Microsoft Windows 10 Professional Edition</p> <p>Microsoft Windows 10 Enterprise Edition</p> <p>Microsoft Windows 8 & 8.1 Professional Edition</p> <p>Microsoft Windows 8 & 8.1 Ultimate Edition</p> <p>Microsoft Windows 8 & 8.1 Enterprise Edition</p> <p>Microsoft Windows 7 Professional Edition</p> <p>Microsoft Windows 7 Ultimate Edition</p> <p>Microsoft Windows 7 Enterprise Edition</p>
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) Microsoft Office 365

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
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ODBC Driver	SQL Native Client 11.0 SQL Native Client 10.0
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****NOTE:** A 32bit ODBC DSN is required for Microsoft Dynamics GP**

Adobe	Adobe X
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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
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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. 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. Visual Basic for Applications (VBA) is not supported on Windows Server 2019, see [BLOG](#) for details.
3. 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.

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GP 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	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	-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 and click Properties: Server	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
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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. Visual Basic for Applications (VBA) is not supported on Windows Server 2019, see BLOG for details.
4. Verify processors can be upgraded.
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 2019 release.

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GP Server Recommendations: Customer Profile 2

Item	Requirements	
Customer Profile 2 Usage	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 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	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	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

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

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. Visual Basic for Applications (VBA) is not supported on Windows Server 2019, see BLOG for details.
5. 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.

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

Enterprise or Standard
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

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 0 for SQL backups (full and log) (2 disks)	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)
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. Visual Basic for Applications (VBA) is not supported on Windows Server 2019, see BLOG for details.
5. 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.
6. 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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GP 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	Microsoft SQL Server 2019	Microsoft SQL Server 2019
Requirements	-Enterprise, Standard or Express (18.2.1013 GP version or later)	-Enterprise, Standard or Express (18.2.1013 GP version or later)
	Microsoft SQL Server 2017	Microsoft SQL Server 2017
	-Enterprise, Standard or Express	-Enterprise, Standard or Express
	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 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 Server Name and click Properties:	In the SQL Server Management Studio, right-click the SQL Server Name and click Properties:
	Server Collation =	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
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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. Visual Basic for Applications (VBA) is not supported on Windows Server 2019, see BLOG for details.
5. 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.
6. 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	
Operating System	32-bit	x64
		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)	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
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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. Visual Basic for Applications (VBA) is not supported on Windows Server 2019, see BLOG for

details.

11. 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)

System Requirements for Microsoft Dynamics GP Web Components

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

NOTE: Visual Basic for Applications (VBA) is not supported on Windows Server 2019, see [BLOG](#) for details.

Overview

This section contains the server recommendations and client workstation requirements for Microsoft Dynamics GP Web client and Microsoft Dynamics GP Service Based Architecture supported by the Microsoft Dynamics GP Technical Support Team.

Web Client

The Microsoft Dynamics GP Web Client provides access to Microsoft Dynamics GP through a web browser. The user experience and functionality provided by the Microsoft Dynamics GP Web Client closely matches the experience of using the Microsoft Dynamics GP desktop client.

No client application software is installed on the user's local system. The Microsoft Dynamics GP application process for the user is running on a separate server. The web browser on the user's computer presents the application.

Service Based Architecture (SBA)

The Microsoft Dynamics GP Service Based Architecture enables REST based integrations to Microsoft Dynamics GP. The functionality existing in dictionaries is exposed as a service call. The web components software is installed on one or more servers using one of three deployment configurations outlined below and documented in the [Web Components Installation and Administration Guide](#).

SQL Server Reporting Services (SSRS)

The SQL Server Reporting Services (SSRS) reports that rely on SQL Views as a data source are only supported with English installs of Microsoft Dynamics GP. However, Customers have the option of translating the reports themselves or creating new reports.

The report deployment with SQL Reporting Services is supported with the following:

SQL Server 2014 Standard or Enterprise Edition

SQL Server 2016 Standard or Enterprise Edition

The SQL Reporting Services Reports may be deployed on the SQL Server depending on security and performance concerns.

Power BI with Microsoft Dynamics GP

This is only tested/supported with Power BI Pro.

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

Deployment Configurations		
Single Machine	Scale Out	Multi-tenant
In this configuration, all of the web components are installed on a single server.	In this configuration the Web Server and Session Server (Session Host) components are installed on different servers. There can be any number of web and session servers deployed depending on the number of web component users and redundancy needs.	This configuration is similar to the scale out configuration but is set up for access by multiple customer organizations. The server recommendations remain the same as the scale out configuration for the Web Server and Session Server.

Single Machine Recommendations

Item	Requirements
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 and 2012 R2 - Datacenter Edition Enterprise Edition or Standard Edition
Processor	1 Quad Core or 2 Dual Core Processors or higher (see note 7)
Minimum Available RAM	4 GB – Up to 25 concurrent web client users 8 GB – Up to 60 concurrent web client users 16 GB – Up to 120 concurrent web client users (for SBA sizing see note 9)
Network Card	1GB Ethernet or Fiber
Bandwidth Consideration	Planning Average: 25 Mbps(Megabytes/sec) per active Web Client user with spikes up to 250 Mbps per active Web Client user (see note 5)
Internet Information Services (IIS) (Web Client only)	IIS 10.0 IIS 8.0 IIS 7.5 IIS 8.5
Other Applications	.Net Framework 4.5.1+, 4.6 ASP.Net 4.0+ SQL Native Client 10.0 or 11.0 Adobe Reader (Required to read or print manuals)
Back Office Server	All deployments require a dedicated Microsoft SQL Server. Refer to the Microsoft Dynamics GP System Requirements

Windows License Guidance	Microsoft Dynamics GP Web Components requires both Microsoft Windows Server and Microsoft SQL Server. Microsoft Windows Server and Microsoft SQL Server – and their corresponding Client Access Licenses (CALs) are not included with Microsoft Dynamics GP. They must be acquired separately in accordance with the applicable licensing requirements for these products. These licenses may be purchased through traditional Microsoft Volume Licensing channels.
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NOTES

1. The web server computer name cannot contain an underscore (_).
2. English language operating system required.
3. Hyper threading can be enabled for the processors.
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 to view the Support policy for Microsoft software running in non-Microsoft hardware virtualization software [Microsoft Knowledge Base: 897615](#).
5. Sustained bandwidth utilization will increase with SmartList data exports and printing large Word Template documents (Web Client only).
6. Microsoft Dynamics GP Web Components must be installed in a domain environment
7. Processor requirements are minimums and will need to increase as number of concurrent web client users increase per machine.
8. It is recommended you avoid executing consecutive Service Based Architecture (SBA) Get List requests of 1,000 or more records. This could impact the performance of other SBA requests as well as the performance of the Web Client product if both products are on the same session host machine.
9. Refer to the following KB article [3035914](#) for service based architecture sizing.

Scale Out Recommendations	
Web Server(s)	

Item	Requirements
Operating System	<p>Microsoft Windows Server 2019 - Datacenter Edition (18.2.1013 GP version or later)</p> <p>Microsoft Windows Server 2016 - Datacenter Edition</p> <p>Microsoft Windows Server 2012 and 2012 R2 - Datacenter Edition Enterprise Edition or Standard Edition</p>
Processor	1 Dual Core Processor or higher
Minimum Available RAM	4 GB or more
Network Card	1 GB Ethernet or Fiber
Internet Information Services (IIS) (Web Client only)	<p>IIS 10.0</p> <p>IIS 8.0</p> <p>IIS 7.5</p> <p>IIS 8.5</p>
Other Applications	<p>.Net Framework 4.5.1+, 4.6</p> <p>ASP.Net 4.0+</p> <p>SQL Native Client 10.0 or 11.0</p>
Back Office Server	<p>All deployments require a dedicated Microsoft SQL Server.</p> <p>Refer to the Microsoft Dynamics GP System Requirements</p>
Windows License Guidance	<p>Microsoft Dynamics GP Web Components requires both Microsoft Windows Server and Microsoft SQL Server. Microsoft Windows Server and Microsoft SQL Server – and their corresponding Client Access Licenses (CALs) are not included with Microsoft Dynamics GP. They must be acquired separately in accordance with the applicable licensing requirements for these products. These licenses may be purchased through traditional Microsoft Volume Licensing channels.</p>
Session Server(s)	

Item	Requirements
Operation System	<p>Microsoft Windows Server 2019 - Datacenter Edition (18.2.1013 GP version or later)</p> <p>Microsoft Windows Server 2016 - Datacenter Edition</p> <p>Microsoft Windows Server 2012 and 2012 R2 - Datacenter Edition Enterprise Edition or Standard Edition</p>
Processor	1 Quad Core or 2 Dual Core Processors or higher (see note 8)
Minimum Available RAM	<p>4 GB – Up to 25 concurrent web client users</p> <p>8 GB – Up to 60 concurrent web client users</p> <p>16 GB – Up to 120 concurrent web client users (for SBA sizing see note 10)</p>
Network Card	1 GB Ethernet or Fiber
Bandwidth Consideration	Planning Average: 25 Mbps(Megabytes/sec) per active Web Client user with spikes up to 250 Mbps per active Web Client user (see note 5)
Other Applications	<p>.NET Framework 4.5.1+, 4.6</p> <p>SQL Native Client 10.0 or 11.0</p> <p>Adobe Reader (Required to read or print manuals)</p>
Back Office Server	All deployments require a dedicated Microsoft SQL Server. Refer to the Microsoft Dynamics GP System Requirements
Windows License Guidance	Microsoft Dynamics GP Web Components requires both Microsoft Windows Server and Microsoft SQL Server. Microsoft Windows Server and Microsoft SQL Server – and their corresponding Client Access Licenses (CALs) are not included with Microsoft Dynamics GP. They must be acquired separately in accordance with the applicable licensing requirements for these products. These licenses may be purchased through traditional Microsoft Volume Licensing channels.

NOTES

1. The web server computer name cannot contain an underscore (_).
2. English language operating system required.
3. Hyper threading can be enabled for the processors.
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 in the Microsoft Knowledge Base: [897615](#) Support policy for Microsoft software running in non-Microsoft hardware virtualization software.
5. Sustained bandwidth utilization will increase with SmartList data exports and printing large Word Template documents (Web Client only).
6. Microsoft Dynamics GP Web Components must be installed in a domain environment
7. The Web Site, Web Client Management Console, Session Central Service, and GP Service are typically installed on the Web Server.
8. Processor requirements are minimums and will need to increase as number of concurrent web client users increase per machine.
9. It is recommended you avoid executing consecutive Service Based Architecture (SBA) Get List requests of 1,000 or more records. This could impact the performance of other SBA requests as well as the performance of the Web Client product if both products are on the same session host machine.
10. Refer to the following KB article [3035914](#) for service based architecture sizing.

Client Requirements

Item	Requirements	
	32-bit	X64
Operation System	Microsoft Windows 10 Professional Edition Microsoft Windows 8 & 8.1 Professional Edition	Microsoft Windows 10 Professional Edition Microsoft Windows 8 & 8.1 Professional Edition

	Microsoft Windows 8 & 8.1 Ultimate Edition	Microsoft Windows 8 & 8.1 Ultimate Edition
Minimum Available RAM	2 GB or more	2 GB or more
Microsoft SharePoint	Microsoft SharePoint Foundation 2013 Microsoft SharePoint Server 2013 Microsoft SharePoint Server 2016	
Bandwidth Consideration	Planning Average: 50 Kilobytes (KB)/sec (see note 5)	Planning Average: 50 Kilobytes (KB)/sec (see note 5)
Web Browsers	Internet Explorer 11.0 – Desktop Mode Only Edge Chrome 48.0.2564.116 and higher Firefox Safari and iPad Safari	
Microsoft Office	Microsoft Office 2013 32bit or x64 Microsoft Office 2016 32bit or x64 Microsoft Office 2019 32bit or x64 (18.2.1013 GP version or later)	
Other Applications	.Net Framework 4.0 or later	

Additional Information

1. This document represents configurations tested by Microsoft Business Solutions and supported by Microsoft Dynamics 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. If you use antivirus software, consider its requirements when you're calculating processor and RAM requirements for your business.

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

4. 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.](#)

5. The bandwidth consideration is the minimum recommended average bandwidth available from the client computer to the Session Server. Bandwidth utilization will increase with SmartList data exports and printing large Word Template documents.

Support Information

GP Support North - <https://www.gpsupportnorth.com/gp-support/>