

# System Requirements for Microsoft Dynamics® SL 2011

## Overview

This document contains the minimum client hardware requirements, server recommendations and Terminal Server minimum hardware requirements supported by the Microsoft Dynamics® SL Technical Support Team. 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 layer below to determine the profile that best fits your business taking into account the user count, modules used and transaction volume. Use these guidelines for your server hardware implementation.

Please also review the Microsoft Dynamics® SL 2011 Web Applications Requirements documentation for requirements specific to some features including Business Portal for Microsoft Dynamics SL and Web Services.

## Client Requirements

Item	Requirements	
	X86	X64
Operating System	<ul style="list-style-type: none"> <li>• Windows 8.1 Pro or Enterprise Edition</li> <li>• Windows 8 Pro or Enterprise Edition</li> <li>• Microsoft Windows 7 Professional, Ultimate, or Enterprise Edition</li> <li>• Microsoft Windows Vista SP2 Business, Ultimate, or Enterprise Edition</li> <li>• Microsoft Windows Server 2008 Standard or Enterprise Edition SP2*</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 8.1 Pro or Enterprise Edition</li> <li>• Windows 8 Pro or Enterprise Edition</li> <li>• Microsoft Windows Server 2012 Standard Edition R2</li> <li>• Microsoft Windows Server 2012 Standard Edition</li> <li>• Microsoft Windows Server 2008 Standard or Enterprise R2 SP1*Edition</li> <li>• Microsoft Windows Server 2008 Standard or Enterprise SP2 Edition*</li> <li>• Microsoft Windows 7 Professional, Ultimate, or Enterprise Edition</li> <li>• Microsoft Windows Vista Enterprise Edition SP2</li> </ul>
Processor	1 Dual Core Processor 2.6 GHz or higher	
Available Hard Disk Space	600 MB of available hard disk space in addition to what is required for the operating system and other programs on the workstation	
Minimum Available RAM	2 GB or more	
Microsoft Office	Microsoft Office 2013, Microsoft Office 2010 SP2, Microsoft Office 365 Enterprise Edition E3 and E4	

Internet Explorer	Internet Explorer 8.0, 9.0**, 10.0**, or 11.0**
Virtual Environments Supported (optional)	Windows Server 2008 R2 Hyper-V, Windows Server 2013 Standard Edition R2, Windows Server 2012 Standard Edition
<p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• *When running Windows Server 2008 with Dynamics SL 2011 FP, Windows Server 2008 R2 , Windows Server 2008 SP2 or greater must be used because SQL Server 2012 Native client relies on Windows Server 2008 R2, Windows Server 2008 SP2 or greater.</li> <li>• **Internet Explorer 9.0, 10.0, and 11.0 are supported on Microsoft Dynamics SL 2011 FP1 or later.</li> <li>• The following features/products are not supported on a x64 machine: Microsoft FRx Report Designer 6.7 Microsoft FRx DrillDown Viewer 6.7 Microsoft FRx Forecaster 6.7 Microsoft FRx Web Port 6.7</li> <li>• 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: <a href="http://support.microsoft.com/kb/897615">897615</a> Support policy for Microsoft software running in non-Microsoft hardware virtualization software.</li> </ul>	

### File Server Requirements

Item	Requirements	
	X86	X64
Operating System	<ul style="list-style-type: none"> <li>• Microsoft Windows Server 2008 Standard or Enterprise Edition SP2</li> <li>• Microsoft Windows 7 Professional, Ultimate, and Enterprise Edition</li> <li>• Microsoft Windows Vista Business, Ultimate, or Enterprise Edition SP2</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Windows 8.1 Pro or Enterprise Edition</li> <li>• Microsoft Windows 8 Pro or Enterprise Edition</li> <li>• Microsoft Windows Server 2012 Standard Edition R2</li> <li>• Microsoft Windows Server 2012 Standard Edition</li> <li>• Microsoft Windows Server 2008 Standard or Enterprise Edition R2</li> <li>• Microsoft Windows Server 2008 Standard or Enterprise Edition SP2</li> <li>• Microsoft Windows 7 Professional, Ultimate, and Enterprise Edition</li> <li>• Microsoft Windows Vista Standard or Enterprise SP2 Edition</li> </ul>

Processor	1 Dual Core Processor 2.6 GHz or higher
Available Hard Disk Space	2 GB of available hard disk space in addition to what is required for the operating system and other programs on the workstation
Minimum Available RAM	2 GB or more
Microsoft Office	Microsoft Office 2013, Microsoft Office 2010 SP2, Microsoft Office 365 Enterprise Edition E3 and E4
Microsoft SharePoint	Microsoft SharePoint 2013 (rich client applications only); Microsoft SharePoint 2010 SP2
Internet Explorer	Internet Explorer 8.0, 9.0*, 10.0*, or 11.0*
Virtual Environments Supported (optional)	Windows Server 2008 R2 Hyper-V, Microsoft Server 2012 Standard Edition R2, Microsoft Server 2012 Standard Edition
<b>NOTES</b>	
<ul style="list-style-type: none"> <li>*Internet Explorer 9.0, 10.0, and 11.0 are supported on Microsoft Dynamics SL 2011 FP1 or later.</li> <li>The following features/products are not supported on an x64 machine: <ul style="list-style-type: none"> <li>Microsoft FRx Report Designer 6.7</li> <li>Microsoft FRx DrillDown Viewer 6.7</li> <li>Microsoft FRx Forecaster 6.7</li> <li>Microsoft FRx Web Port 6.7</li> </ul> </li> </ul>	

### Database Server Requirements

Item	Requirements	
	X86	X64
Operating System	<ul style="list-style-type: none"> <li>Microsoft Windows Server 2008 Standard or Enterprise Edition SP2</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Windows Server 2012 Standard Edition R2</li> <li>Microsoft Windows Server 2012 Standard Edition</li> <li>Microsoft Windows Server 2008 Standard or Enterprise Edition R2 SP1</li> <li>Microsoft Windows Server 2008 Standard or Enterprise Edition SP2</li> </ul>
Processor	1 Dual Core Processor 2.6 GHz or higher	
Available Hard Disk Space	600 MB of available hard disk space in addition to what is required for the operating system, other programs on the workstation, number of databases, amount of retention, and transaction volume	

Minimum Available RAM	2 GB or more
Database	<ul style="list-style-type: none"> <li>• SQL Server 2014 Standard or Enterprise Edition**</li> <li>• SQL Server 2012 Standard or Enterprise Edition*SP1</li> <li>• SQL Server 2008 Standard or Enterprise Edition R2</li> <li>• SQL Server 2008 Standard or Enterprise Edition SP2</li> </ul>
Virtual Environments Supported (optional)	Windows Server 2008 R2 Hyper-V, Windows Server 2012 Standard Edition R2, Windows Server 2012 Standard Edition

**NOTES**

- If utilizing separate database servers for multiple application databases, each database server must have the appropriate Microsoft software licenses and a Microsoft Dynamics SL system database. The use of this configuration must conform to Microsoft Dynamics SL licensing requirements and some multi-company restrictions may apply.
- \* Separate hot fixes are required for Dynamics SL 2011 and Dynamics SL 2011 SP1 to be compatible with SQL Server 2012. For more information, click the following article number to view the article in the Microsoft Knowledge Base: [2697847](https://support.microsoft.com/kb/2697847)
- \*\*Separate hot fixes are required for Dynamics SL 2011 FP1 and Dynamics SL 2011 SP2 to be compatible with SQL Server 2014. For more information, click the following article number to view the article in the Microsoft Knowledge Base: [2979010](https://support.microsoft.com/kb/2979010)

**Single-user Installation Requirements (without Business Portal)**

Item	Requirements	
	X86	X64
Operating System	<ul style="list-style-type: none"> <li>• Microsoft Windows 8.1 Pro or Enterprise Edition</li> <li>• Microsoft Windows 8 Pro or Enterprise Edition</li> <li>• Microsoft Windows Server 2008 Standard or Enterprise Edition SP2</li> <li>• Microsoft Windows 7 Professional, Ultimate, or Enterprise Edition</li> <li>• Microsoft Windows Vista Business, Ultimate, or Enterprise Edition SP2</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Windows 8.1 Pro or Enterprise Edition</li> <li>• Microsoft Windows 8 Pro or Enterprise Edition</li> <li>• Microsoft Windows Server 2012 Standard Edition R2</li> <li>• Microsoft Windows Server 2012 Standard Edition</li> <li>• Microsoft Windows Server 2008 Standard or Enterprise Edition R2 SP1</li> <li>• Microsoft Windows Server 2008 Standard or Enterprise Edition SP2</li> <li>• Microsoft Windows 7 Professional, Ultimate, or Enterprise Edition</li> </ul>
Processor	1 Dual Core Processor 2.6 GHz or higher	

Item	Requirements	
	X86	X64
Available Hard Disk Space	600 MB of available hard disk space in addition to what is required for the operating system, other programs on the workstation, number of databases, amount of retention, and transaction volume	
Minimum Available RAM	2 GB or more	
Database	<ul style="list-style-type: none"> <li>• SQL Server 2014 Standard or Enterprise Edition**</li> <li>• SQL Server 2012 Standard or Enterprise Edition*SP1</li> <li>• SQL Server 2008 Standard or Enterprise Edition R2</li> <li>• SQL Server 2008 Standard or Enterprise Edition SP2</li> </ul>	
Virtual Environments Supported (optional)	Windows Server 2008 R2 Hyper-V, Windows Server 2012 Standard Edition R2, Windows Server 2012 Standard Edition	
<p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• Business Portal can be installed in this configuration when running on a server operating system. However, deploying an extranet-capable application such as Business Portal on the same computer as the databases that store your company’s financial data can pose a security risk. Install Business Portal on the same computer as SQL Server only in an intranet or demonstration environment.</li> <li>• * Separate hot fixes are required for Dynamics SL 2011 and Dynamics SL 2011 SP1 to be compatible with SQL Server 2012. For more information, click the following article number to view the article in the Microsoft Knowledge Base: <a href="#">2697847</a></li> <li>• **Separate hot fixes are required for Dynamics SL 2011 FP1 and Dynamics SL 2011 SP2 to be compatible with SQL Server 2014. For more information, click the following article number to view the article in the Microsoft Knowledge Base: <a href="#">2979010</a></li> </ul>		

### Hosting Requirements (includes Terminal Server & Azure)

Item	Requirements	
	X86	X64
Operating System	<ul style="list-style-type: none"> <li>• Microsoft Windows Server 2008 Standard or Enterprise Edition SP2</li> <li>• Azure -Windows Server 2008 R2 Standard Edition</li> <li>• Azure - Windows Server 2008 R2 DataCenter edition*</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Windows Server 2012 Standard Edition R2</li> <li>• Microsoft Windows Server 2012 Standard Edition</li> <li>• Microsoft Windows Server 2008 Standard or Enterprise Edition R2 SP1</li> <li>• Microsoft Windows Server 2008 Standard or Enterprise Edition SP2</li> <li>• Azure – Windows Server 2012 R2 Standard Edition</li> <li>• Azure – Windows Server 2012 R2 DataCenter Edition*</li> </ul>
Processor	1 Dual Core Processor 2.6 GHz or higher	
Minimum Available RAM	4 GB plus 200 MB per User or more	
Users	15-20 users per Terminal Server	
Virtual Environments Supported (optional)	Windows Server 2008 R2 Hyper-V, Windows Server 2012 Standard Edition R2, Windows Server 2012 Standard Edition	

## NOTES

- Support for Azure on Windows Server 2008 DataCenter edition R2 and Azure on Windows Server 2012 DataCenter editions R2 requires a hot fix to install BP. For more information, click the following article number to view the article in the Microsoft Knowledge Base: [2892913](#).
- The following features/products are not supported on an x64 machine:
  - Microsoft FRx Report Designer 6.7
  - Microsoft FRx DrillDown Viewer 6.7
  - Microsoft FRx Forecaster 6.7
  - Microsoft FRx Web Port 6.7
- It is recommended to have a dedicated Terminal Server. There may be performance losses if Microsoft SQL Server is running on the Terminal Server. Therefore, it is highly recommended to have two separate servers, one server with Terminal Server and one server with Microsoft SQL Server.
- Verify processors can be upgraded.
- The amount of RAM needed depends on the number of concurrent users per Terminal Server. Increased user count may require greater RAM and Processor speed.
- Verify switch is capable of handling network traffic.
- Users utilizing FRx or Crystal reporting via Terminal Services may require increased hardware to increase performance.
- 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.
- If the users will access Microsoft Dynamics SL using Terminal Services, the Terminal Services Client must be installed on each workstation connected to the Terminal Server.

## BIO® and BIOVue

### Operating System and Server Requirements

Item	Requirements	
	X86	X64
Operating System	<ul style="list-style-type: none"><li>• Microsoft Windows 7 Professional, Ultimate, or Enterprise Edition</li><li>• Microsoft Windows Vista SP2 Business, Ultimate, or Enterprise Edition</li><li>• Microsoft Windows Server 2008 Standard or Enterprise Edition SP2</li></ul>	<ul style="list-style-type: none"><li>• Microsoft Windows Server 2008 Standard or Enterprise R2 SP1 Edition</li><li>• Microsoft Windows Server 2008 Standard or Enterprise SP2 Edition</li><li>• Microsoft Windows 7 Professional, Ultimate, or Enterprise Edition</li><li>• Microsoft Windows Vista Enterprise Edition SP2</li></ul>

SQL Server (including Analysis Services)	<ul style="list-style-type: none"> <li>• SQL Server 2008 Standard or Enterprise Edition R2</li> <li>• SQL Server 2008 Standard or Enterprise Edition SP2</li> </ul>
.Net Framework	Microsoft .Net Framework 4.0
SQL Server Business Intelligence Development Studio	Required for customizations only
Processor	1 Dual Core Processor 2.6 GHz or higher
Available Hard Disk Space	Allow space equivalent to the size of the Microsoft Dynamics SL application database(s).
Minimum Available RAM	4 GB or more
Internet Information Services	Internet Information Services (IIS) 7.0 or later
Internet Explorer	Internet Explorer 8.0
Virtual Environments Supported (optional)	Windows Server 2008 R2 Hyper-V

**NOTES**

- Memory requirements depend on the number of concurrent users and usage, the size of the database, and the security model implemented.
- Grant db\_datareader rights to the BIO Server Windows Service account to the Microsoft Dynamics application database.
- Add the BIO Server Windows Service account to both the SQL and Analysis Services Server Administrator role.
- Create any needed linked SQL servers.
- 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](http://support.microsoft.com/kb/897615) Support policy for Microsoft software running in non-Microsoft hardware virtualization software.

## Additional Information

- This document represents configurations tested by Microsoft Business Solutions and supported by Microsoft Dynamics SL 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.
- Microsoft Visual Studio 2008 SP2 with Visual Basic components must be installed to use the Microsoft Dynamics SL Software Development Kit (SDK). The workstation requirements are identical to the respective development environment you plan to use. Refer to [Database Server Requirements](#), [Client Requirements](#), and [Single-user Installation Requirements](#) for details.
- An Order Management Process Manager session must run for each company that has a separate database. The workstation requirements are identical to the [Client Requirements](#).
- A single server can only run one instance of *Process Manager*. If you have multiple databases, each additional Process Manager must run on a separate server or dedicated workstation. *Process Manager* does *not* consume a Microsoft Dynamics SL seat license.
- The Microsoft Dynamics SL *Application Server* screen can run on any computer that has a Microsoft Dynamics SL client installed on it and a compatible operating system. The computer can be either a client workstation or the database server. Refer to [Client Requirements](#) for more details. A full installation of the Microsoft Dynamics SL application files is not required on the workstation and, when running, does *not* consume a Microsoft Dynamics SL seat license.
- *Application Server* runs as an exclusive process and should not run simultaneously on the same machine with other Microsoft Dynamics SL applications or resource-intensive processes (including Order Management's *Process Manager*).
- If you will be using Business Portal or Web Services, refer to the [Microsoft Dynamics SL 2011 Web Application Requirements](#).
- If you have questions regarding licensing SQL Server for use with Microsoft Dynamics SL, 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 CustomerSource or PartnerSource under **Support >> New Support Request**.