

System Requirements for Microsoft Dynamics® SL 2018 CU1

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 2018 Web Applications Requirements documentation for requirements specific to Web Applications.

Client Requirements

Item	Requirements	
	X86	X64
Operating System	<ul style="list-style-type: none">Microsoft Windows 10 Professional or Enterprise Edition	<ul style="list-style-type: none">Microsoft Windows 10 Professional or Enterprise EditionMicrosoft Windows Server 2012 Standard Edition R2Microsoft Windows Server 2016 Standard or Data Center Edition
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 2016, Microsoft Office 365 Enterprise Edition E3 and E5	
Web Browser	Internet Explorer 10.0 or 11.0, Edge	
Virtual Environments Supported (optional)	Windows Server 2012 Standard Edition R2, Windows Server 2016 Standard or Data Center Edition	

NOTES

- 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.

File Server Requirements

Item	Requirements	
	X86	X64
Operating System	<ul style="list-style-type: none"> • Microsoft Windows 10 Professional or Enterprise Edition 	<ul style="list-style-type: none"> • Microsoft Windows 10 Professional or Enterprise Edition • Microsoft Windows Server 2012 Standard Edition R2 • Microsoft Windows Server 2016 Standard or Data Center Edition
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 2016, Microsoft Office 365 Enterprise Edition E3 and E5	
Microsoft SharePoint	Microsoft SharePoint 2010 SP2, Microsoft SharePoint 2013, Microsoft SharePoint 2016	
Internet Explorer	Internet Explorer 10.0 or 11.0, Edge	
Virtual Environments Supported (optional)	Windows Server 2012 Standard Edition R2, Windows Server 2016 Standard or Data Center Edition	
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Database Server Requirements

Item	Requirements	
	X86	X64
Operating System		<ul style="list-style-type: none"> Microsoft Windows Server 2012 Standard Edition R2 Microsoft Windows Server 2016 Standard or Data Center Edition
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"> SQL Server 2014 Standard or Enterprise Edition SQL Server 2016 Standard or Enterprise Edition SQL Server 2017 Standard or Enterprise Edition 	
Virtual Environments Supported (optional)	Windows Server 2012 Standard Edition R2, Windows Server 2016 Standard or Data Center Edition	
<p>NOTES</p> <ul style="list-style-type: none"> * 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. 		

Single-user Installation Requirements

Item	Requirements	
	X86	X64
Operating System	<ul style="list-style-type: none"> Microsoft Windows 10 Professional or Enterprise Edition 	<ul style="list-style-type: none"> Microsoft Windows 10 Professional or Enterprise Edition Microsoft Windows Server 2012 Standard Edition R2 Microsoft Windows Server 2016 Standard or Data Center Edition
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"> SQL Server 2014 Standard or Enterprise Edition SQL Server 2016 Standard or Enterprise Edition SQL Server 2017 Standard or Enterprise Edition 	
Virtual Environments Supported (optional)	Windows Server 2012 Standard Edition R2, Windows Server 2016 Standard or Data Center Edition	
NOTES		

Hosting Requirements (includes Terminal Server & Azure)

Item	Requirements	
	X86	X64
Operating System		<ul style="list-style-type: none"> • Microsoft Windows Server 2012 Standard Edition R2 • Azure – Windows Server 2012 R2 Standard Edition • Azure – Windows Server 2012 R2 DataCenter Edition* • Microsoft Windows Server 2016 Standard or Data Center Edition • Azure - Microsoft Windows Server 2016 Standard or Data Center Edition
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 2012 Standard Edition R2, Windows Server 2016 Standard or Data Center Edition	

NOTES

- 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.
- Using 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.

Additional Information

- This document represents configurations 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 2012, 2013, or 2015 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 Web Applications, refer to the Microsoft Dynamics SL 2018 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**.