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System Requirements for Microsoft Dynamics GP 2010

Would You Recommend?

10 Yes 0 No

Last Modified 07/05/2010
Posted 30/03/2010

This document contains the minimum client hardware requirements, server recommendations and Terminal Server minimum hardware requirements for Microsoft Dynamics GP 2010 supported by Microsoft Dynamics GP Technical Support.

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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.

Please review the Microsoft Dynamics GP 2010 Documentation for requirements specific to each feature, such as the Homepage and Email feature.

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Client Requirements

Item	Requirements	
	32-bit	x64
Operating System	Microsoft Windows 7 Professional Edition Microsoft Windows 7 Ultimate Edition Microsoft Windows Vista Business Edition SP2 or later Microsoft Windows Vista Ultimate Edition SP 2 or later Microsoft Windows XP Professional SP 3 or later	Microsoft Windows 7 Professional Edition Microsoft Windows 7 Ultimate Edition Microsoft Windows Vista Business Edition SP 2 or later Microsoft Windows Vista Ultimate Edition SP 2 or later Microsoft Windows XP Professional SP 3 or later
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 2007 Microsoft Office 2010	
Internet Explorer	Internet Explorer 7.0 Internet Explorer 8.0	
Adobe	Adobe 8.0 Adobe 9.0	
	Hardware Virtualization Microsoft Virtual PC Microsoft Virtual Server Windows Server 2008 Hyper-V	

Virtual Environments Supported (Optional)	<p>Software Virtualization Microsoft SoftGrid 4.2 Microsoft Application Virtualization (App-V) 4.6</p> <p>For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard. Choose Dynamics GP as the product. http://www.windowsservercatalog.com/svvp.aspx?svvppage=svvpwizard.htm</p>
NOTES	
<p>1. The following features/products are not supported on an x64 machine:</p> <p>a. Rapid Migration Tool b. Microsoft FRx Report Designer 6.7 -Microsoft FRx DrillDown Viewer -Microsoft FRx Report Launcher -Microsoft FRx Report Manager -Microsoft FRx Report Server -FRx Report Wizard -Analytical Accounting Dimension Wizard c. Microsoft FRx Forecaster 6.7 d. Microsoft FRx Web Port 6.7 e. Enterprise Reporting 7.5</p> <p>2. A 32-bit ODBC DSN is required for Microsoft Dynamics GP 2010 on a 32-bit and x64 machine. Refer to KnowledgeBase Article 870416 for the steps to setup a 32-bit ODBC DSN on an x64 machine.</p> <p>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 to view the article in the Microsoft Knowledge Base: 897615 Support policy for Microsoft software running in non-Microsoft hardware virtualization software.</p>	

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Server Recommendations: Customer Profile 1		
Item	Requirements	
Customer Profile 1 Usage	<p>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</p>	
	32-bit	x64
Database Requirements	<p>Microsoft SQL Server 2008 R2 - Standard Edition Microsoft SQL Server 2008 SP 1 or later - Standard, Workgroup or Express Editions Microsoft SQL Server 2005 SP 3 or later - Standard, Workgroup or Express Editions</p>	<p>Microsoft SQL Server 2008 R2 - Standard Edition Microsoft SQL Server 2008 Standard Edition SP 1 or later Microsoft SQL Server 2005 Standard Edition SP 3 or later</p>
Operating System	<p>Microsoft Windows Server 2008 Standard Edition SP 2 or later Microsoft Windows Small Business Server 2008 Premium Edition SP 2 or later Microsoft Windows Server 2003 R2 Standard Edition Microsoft Windows Server 2003 Standard Edition SP 2 or later Microsoft Windows Small Business Server 2003 R2 Premium Edition Microsoft Windows Small Business Server 2003 Premium Edition SP 2 or later Microsoft Windows Small Business Server 2003 R2 Standard Edition (SQL 2005/2008 Express ONLY) Microsoft Windows Small Business Server 2003 Standard Edition SP 2 or later (SQL 2005/2008 Express ONLY)</p>	<p>Microsoft Windows Server 2008 R2 Standard Edition Microsoft Windows Server 2008 Standard Edition SP 2 or later Microsoft Windows Small Business Server 2008 Premium Edition SP 2 or later Microsoft Windows Server 2003 R2 Standard Edition Microsoft Windows Server 2003 Standard Edition SP 2 or later Microsoft Windows Small Business Server 2003 Premium Edition SP 2 or later</p>
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)	<p>Hardware Virtualization Microsoft Virtual PC Microsoft Virtual Server Windows Server 2008 Hyper-V</p> <p>Software Virtualization Microsoft SoftGrid 4.2 Microsoft Application Virtualization (App-V) 4.6</p>	

For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard. Choose Dynamics GP as the product.
<http://www.windowsservercatalog.com/svvp.aspx?svppage=svvpwizard.htm>

NOTES

1. The following features/products are not supported on an x64 machine:
 - a. Rapid Migration Tool
 - b. Microsoft FRx Report Designer 6.7
 - Microsoft FRx DrillDown Viewer
 - Microsoft FRx Report Launcher
 - Microsoft FRx Report Manager
 - Microsoft FRx Report Server
 - FRx Report Wizard
 - Analytical Accounting Dimension Wizard
 - c. Microsoft FRx Forecaster 6.7
 - d. Microsoft FRx Web Port 6.7
 - e. Enterprise Reporting 7.5
2. Microsoft SQL 2005 Express and Microsoft SQL Server 2008 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 in the Microsoft Knowledge Base: [897615](#) Support policy for Microsoft software running in non-Microsoft hardware virtualization software.

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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 FRx 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 2008 R2 - Standard Edition Microsoft SQL Server 2008 SP 1 or later - Standard, Workgroup or Express Editions Microsoft SQL Server 2005 SP 3 or later - Standard, Workgroup or Express Editions	Microsoft SQL Server 2008 R2 - Standard Edition Microsoft SQL Server 2008 Standard Edition SP 1 or later Microsoft SQL Server 2005 Standard Edition SP 3 or later
Operating System	Microsoft Windows Server 2008 Standard Edition SP 2 or later Microsoft Windows Small Business Server 2008 Premium Edition SP 2 or later Microsoft Windows Server 2003 R2 Standard Edition Microsoft Windows Server 2003 Standard Edition SP 2 or later Microsoft Windows Small Business Server 2003 R2 Premium Edition Microsoft Windows Small Business Server 2003 Premium Edition SP 2 or later Microsoft Windows Small Business Server 2003 Standard Edition SP 2 or later(SQL 2005/2008 Express ONLY) Microsoft Windows Small Business Server 2003 R2 Standard Edition (SQL 2005/2008 Express ONLY)	Microsoft Windows Server 2008 R2 Standard Edition Microsoft Windows Server 2008 Standard Edition SP 2 or later Microsoft Windows Small Business Server 2008 Premium Edition SP 2 or later Microsoft Windows Server 2003 R2 Standard Edition Microsoft Windows Server 2003 Standard Edition SP 2 Microsoft Windows Small Business Server 2003 Premium Edition SP 2 or later
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 Microsoft Virtual PC Microsoft Virtual Server Windows Server 2008 Hyper-V Software Virtualization Microsoft SoftGrid 4.2 Microsoft Application Virtualization (App-V) 4.6	
	For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard.	

Choose Dynamics GP as the product.

<http://www.windowsservercatalog.com/svvp.aspx?svvppage=svvpwizard.htm>

NOTES

1. The following features/products are not supported on an x64 machine:

- a. Rapid Migration Tool
- b. Microsoft FRx Report Designer 6.7
 - Microsoft FRx DrillDown Viewer
 - Microsoft FRx Report Launcher
 - Microsoft FRx Report Manager
 - Microsoft FRx Report Server
 - FRx Report Wizard
 - Analytical Accounting Dimension Wizard
- c. Microsoft FRx Forecaster 6.7
- d. Microsoft FRx Web Port 6.7
- e. Enterprise Reporting 7.5

2. Microsoft SQL 2005 Express and Microsoft SQL 2008 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. Additional disks will improve Microsoft SQL Server performance.

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 in the Microsoft Knowledge Base: [897615](http://support.microsoft.com/kb/897615) Support policy for Microsoft software running in non-Microsoft hardware virtualization software.

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Server Recommendations: Customer Profile 3

Item	Requirements	
Customer Profile 3 Usage	Use Financials Series modules Use Distribution Series modules moderately Use Field Service Series modules Use Manufacturing Series or Project Series modules moderately Have between 20 and 60 concurrent users Use Terminal Server Use Report Writer, Crystal Reports or FRx 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 2008 R2 - Enterprise Edition or Standard Edition Microsoft SQL Server 2008 SP 1 or later - Enterprise Edition or Standard Edition Microsoft SQL Server 2005 SP 3 or later - Enterprise Edition or Standard Edition	Microsoft SQL Server 2008 R2 - Enterprise Edition or Standard Edition Microsoft SQL Server 2008 SP 1 or later - Enterprise Edition or Standard Edition Microsoft SQL Server 2005 SP 3 or later - Enterprise Edition or Standard Edition
Operating System	Microsoft Windows Server 2008 SP 2 or later - Enterprise Edition or Standard Edition Microsoft Windows Server 2003 R2 Enterprise Edition or Standard Edition Microsoft Windows Server 2003 SP 2 or later - Enterprise Edition or Standard Edition	Microsoft Windows Server 2008 R2 Enterprise Edition or Standard Edition Microsoft Windows Server 2008 SP 2 or later - Enterprise Edition or Standard Edition Microsoft Windows Server 2003 R2 Enterprise Edition or Standard Edition Microsoft Windows Server 2003 SP 2 or later - Enterprise 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 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	
	Hardware Virtualization Microsoft Virtual PC Microsoft Virtual Server Windows Server 2008 Hyper-V	

Virtual Environments Supported (Optional)	<p>Software Virtualization Microsoft SoftGrid 4.2 Microsoft Application Virtualization (App-V) 4.6</p> <p>For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard. Choose Dynamics GP as the product. http://www.windowsservercatalog.com/svvp.aspx?svvppage=svvpwizard.htm</p>
NOTES	
<p>1. The following features/products are not supported on an x64 machine:</p> <p>a. Rapid Migration Tool b. Microsoft FRx Report Designer 6.7 -Microsoft FRx DrillDown Viewer -Microsoft FRx Report Launcher -Microsoft FRx Report Manager -Microsoft FRx Report Server -FRx Report Wizard -Analytical Accounting Dimension Wizard c. Microsoft FRx Forecaster 6.7 d. Microsoft FRx Web Port 6.7 e. Enterprise Reporting 7.5</p> <p>2. Verify processors can be upgraded. 3. Additional disks will improve Microsoft SQL Server performance. 4. Verify switch is capable of handling network traffic. 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 in the Microsoft Knowledge Base: 897615 Support policy for Microsoft software running in non-Microsoft hardware virtualization software.</p>	

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Server Recommendations: Customer Profile 4		
Item	Requirements	
Customer Profile 4 Usage	<p>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 FRx 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</p>	
	32-bit	x64
Database Requirements	<p>Microsoft SQL Server 2008 R2 - Enterprise Edition or Standard Edition Microsoft SQL Server 2008 SP 1 or later - Enterprise Edition or Standard Edition Microsoft SQL Server 2005 SP 3 or later - Enterprise Edition or Standard Edition</p>	<p>Microsoft SQL Server 2008 R2 - Enterprise Edition or Standard Edition Microsoft SQL Server 2008 SP 1 or later - Enterprise Edition or Standard Edition Microsoft SQL Server 2005 SP 3 or later - Enterprise Edition or Standard Edition</p>
Operating System	<p>Microsoft Windows Server 2008 Enterprise Edition SP 2 or later Microsoft Windows Server 2003 R2 Enterprise Edition Microsoft Windows Server 2003 Enterprise Edition SP 2 or later</p>	<p>Microsoft Windows Server 2008 R2 Enterprise Edition Microsoft Windows Server 2008 Enterprise Edition SP 2 or later Microsoft Windows Server 2003 R2 Enterprise Edition Microsoft Windows Server 2003 Enterprise Edition SP 2 or later</p>
Processor	2 Dual Core or 4 Single Core Processors	
Disk Configuration	<p>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)</p>	<p>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)</p>
Minimum Available RAM	8 GB or more	
Network Card	1GB Ethernet	
Virtual Environments Supported (Optional)	<p>Hardware Virtualization Microsoft Virtual PC Microsoft Virtual Server Windows Server 2008 Hyper-V</p> <p>Software Virtualization Microsoft SoftGrid 4.2 Microsoft Application Virtualization (App-V) 4.6</p>	

For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard. Choose Dynamics GP as the product.
<http://www.windowsservercatalog.com/svvp.aspx?svvppage=svvpwizard.htm>

NOTES

1. The following features/products are not supported on an x64 machine:

- a. Rapid Migration Tool
- b. Microsoft FRx Report Designer 6.7
 - Microsoft FRx DrillDown Viewer
 - Microsoft FRx Report Launcher
 - Microsoft FRx Report Manager
 - Microsoft FRx Report Server
 - FRx Report Wizard
 - Analytical Accounting Dimension Wizard
- c. Microsoft FRx Forecaster 6.7
- d. Microsoft FRx Web Port 6.7
- e. Enterprise Reporting 7.5

2. Verify processors can be upgraded to 8 processors.

3. Additional disks will improve Microsoft SQL Server performance.

4. Verify switch is capable of handling network traffic.

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 in the Microsoft Knowledge Base: [897615](http://support.microsoft.com/kb/897615) Support policy for Microsoft software running in non-Microsoft hardware virtualization software.

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Terminal Server Requirements

Item	Requirements	
	32-bit	x64
Operating System	Microsoft Windows Server 2008 SP 2 or later - Enterprise Edition or Standard Edition Microsoft Windows Server 2003 R2 Enterprise Edition or Standard Edition Microsoft Windows Server 2003 SP 2 or later - Enterprise Edition or Standard Edition	Microsoft Windows Server 2008 R2 Enterprise Edition or Standard Edition Microsoft Windows Server 2008 SP 2 or later - Enterprise Edition or Standard Edition Microsoft Windows Server 2003 R2 Enterprise Edition or Standard Edition Microsoft Windows Server 2003 SP 2 or later - Enterprise Edition or Standard Edition
Citrix (Optional)	Citrix Presentation Server 4.5 Citrix XenApp	Citrix Presentation Server 4.5 Citrix XenApp
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 operating system and applications (2 disks)
Minimum Available RAM	4 GB or more	4 GB or more
Network Card	1GB Ethernet	
Users	15-20 users per Terminal Server	
Virtual Environments Supported (Optional)	Hardware Virtualization Microsoft Virtual PC Microsoft Virtual Server Windows Server 2008 Hyper-V Software Virtualization Microsoft SoftGrid 4.2 Microsoft Application Virtualization (App-V) 4.6 For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard. Choose Dynamics GP as the product. http://www.windowsservercatalog.com/svvp.aspx?svvppage=svvpwizard.htm	

NOTES

1. ****IMPORTANT****The RemoteApp program via TS Web Access or as a standard RemoteApp on Microsoft Windows Server 2008 is not supported with Microsoft Dynamics GP 2010. Remote Desktop Connection can be used to connect to the Microsoft Windows Server 2008 machine.

2. The following features/products are not supported on an x64 machine:

- a. Rapid Migration Tool
- b. Microsoft FRx Report Designer 6.7
 - Microsoft FRx DrillDown Viewer
 - Microsoft FRx Report Launcher
 - Microsoft FRx Report Manager
 - Microsoft FRx Report Server
 - FRx Report Wizard

- Analytical Accounting Dimension Wizard
- c. Microsoft FRx Forecaster 6.7
- d. Microsoft FRx Web Port 6.7
- e. Enterprise Reporting 7.5

3. 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.
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 FRx 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 in the Microsoft Knowledge Base: [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. If you will be using the Business Portal, Workflow or SQL Server Reporting Services, refer to the [Microsoft Dynamics GP 2010 Web Application Portal System Requirements](#)
3. The following features/products are not supported on an x64 machine:
 - a. Rapid Migration Tool
 - b. Microsoft FRx Report Designer 6.7
 - Microsoft FRx DrillDown Viewer
 - Microsoft FRx Report Launcher
 - Microsoft FRx Report Manager
 - Microsoft FRx Report Server
 - FRx Report Wizard
 - Analytical Accounting Dimension Wizard
 - c. Microsoft FRx Forecaster 6.7
 - d. Microsoft FRx Web Port 6.7
 - e. Enterprise Reporting 7.5
4. Click [HERE](#) to view a KnowledgeBase article regarding support in a virtual environment. The following virtual products have been tested: Microsoft Virtual PC, Microsoft Virtual Server, Microsoft Windows Server 2008 Hyper-V, Microsoft SoftGrid 4.2, and Microsoft Application Virtualization (App-V)
- 4.6. For additional Virtual Technology Support, click the link below to review the Virtualization Support Policy Wizard. Choose Dynamics GP as the product.
<http://www.windowsservercatalog.com/svvp.aspx?svvppage=svvpwizard.htm>
5. The Microsoft Dynamics GP 2010 core application is supported in a peer to peer (workgroup) environment. This environment excludes all web applications such as Business Portal, Workflow, Web Services, eConnect, FRx Webport. If web applications are used, a domain is required.
6. Please review the Microsoft Dynamics GP 2010 Documentation for requirements specific to each feature, such as the Homepage and Email feature.
7. 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 >> [New Support Request](#).

You can also contact Microsoft Dynamics® Technical Support by phone using these links for country specific phone numbers.
Partners - [Global Support Contacts](#) (requires Partner Source login)
Customers - [Global Support Contacts](#) (requires Customer Source login)

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