

Microsoft Dynamics 365 On-Premises FAQ

Updated 2/5/2017

What happens to customers with active SA for Dynamics CRM on premises before renewal?

Customers with active software assurance as of December 1 will get rights to the new Dynamics 365 (on-premises) release.

What is the renewal path granted for existing Dynamics CRM on-premises Pro and Basic customers?

CRM on-premises Professional and Basic may renew SA for Dynamics 365 on-premises into Sales and Customer Service CALs. Basic CAL may also be renewed into Team Members CAL.

May customer renew SA from Pro or Basic to only Sales or Customer Services?

Yes. Customer may renew SA to only Sales CAL or Customer Services CAL, in scenarios where either single CAL offers sufficient functionality for user needs.

Can a customer assign multiple CAL licenses for a single user or device?

Yes. You can license Sales and Customer Service CALs to a single user or device to be able to access Dynamics functionality included with both CAL licenses.

May customer split Pro or Basic SA renewal license grant into two users or devices?

No. Renewal rights to Sales and Customer Service CALs are exclusive of original Pro or Basic licensed user or device. Rights cannot be split between multiple users or devices.

Can I assign a named user or named device multiple times in Dynamics 365?

No. You can only assign a named user or named device once in Dynamics 365 Servers, even if the user or device is licensed for multiple CALs (i.e. Sales and Customer Service).

In what channels is Dynamics 365 (on-premises) available?

Customers may license Dynamics 365 on-premises via EA, MPSA, Open, SPLA and ISVR.

Why can't I license Dynamics 365 (on-premises) in Select Plus?

We are assessing how to serve our Select Plus customers. More details will be shared soon. In the meantime, Select Plus customers may license Dynamics 365 (on-premises) in EA, MPSA or Open.

Is there an offer to help existing on-premises customers renew their licenses?

Existing customers as of November 1st, who are active on Dynamics CRM Software Assurance, can renew into Dynamics 365 On-premises through a qualified offer, with discounts from 40% of SA prices. For more details and pricing, see Customer Transition Toolkit ([link](#)).

Why don't I see the SA qualified offer SKUs on pricelist?

SA renewal qualified offer SKUs are delayed until March 1 pricelist in all channels (i.e. EA, MPSA, Open). What is available before SKUs are on pricelist?

- 1) For customers with renewal at or after March 1: Use SKUs for quotes through March pricelist preview.
- 2) For customers with renewal before March 1 – Open only: Ensure your subsidiary has opted in to the Glocal promotion available to allow off-pricelist discount using promocodes created in BCWeb. Contact your Sub or Area VLM for details.

- 3) For customers with renewal before March 1 – EA and MPSA: Contact Business Desk or your Microsoft representative for your account to discuss discount options for your customer.

Why there was a price increase for Dynamics 365 on-premises, compared to Dynamics CRM prices?

Our prices for Dynamics 365 CALs for Sales and Customer Service were priced as such that the equivalent monthly cost of licenses is nearly priced to the monthly cost of Dynamics 365 From SA qualified offers. The intent is to make compelling for customers to renew into the cloud and leverage dual-rights to migrate to the cloud on their own pace. For Academic, education discounts were also aligned to those of Office 365 Academic pricing.

What license option is available if customer wants to transition to cloud while in the middle of their SA or Enhancement Plan contract?

If the customer is in the middle of their SA or Enhancement Plan term, they can purchase a Dynamics 365 add-on SKU, while maintaining their SA or BREP commitment until end of term. This purchase option grants rights to both on-premises and cloud services without being double charged prior to contract expiration.

What license option is available for customer who wants to transition from on-premise to cloud at renewal?

Only fully paid licenses are eligible for the discounted Dynamics 365 offer. This means a customer with active SA can buy a Dynamics 365 subscription at a discounted rate, however any net new licenses will not be eligible for this offer until the L is paid in full.

Are the From SA and Add-on SKUs available for DPL customers?

Yes. DPL customers may transition to cloud subscriptions in CSP, MPSA or EA.

- At expiration of Enhancement Plan customer may transition to cloud with From SA SKU.
- At Mid-term Enhancement Plan, customer may maintain their BRP commitment to term of contract, while simultaneously paying for cloud Add-on SKUs in CSP.

Is there an offer to help existing on-premises customers transition to the cloud?

Existing customers as of November 1st, who are active on either the Microsoft Dynamics Enhancement Plan or Software Assurance, can transition to the Dynamics 365 Enterprise Plan 1 through a qualified offer, with discounts from 40% to From SA and cloud Add-on licenses. For more details and pricing, see Customer Transition Toolkit ([link](#)).

Resources

Need to find out more about customer renewals? Use the resources below:

- Customer Transition Toolkit ([link](#))
- Customer Transition Guide ([link](#))
- Dynamics 365 SKU List ([link](#))
- Dynamics 365 Enterprise (on-premises) Licensing Guide ([link](#))
- Dynamics 365 Enterprise edition Licensing Guide ([link](#))

More questions? Please submit your question at Dynamics Licensing & Pricing Yammer:

https://www.yammer.com/microsoft.com/#/threads/inGroup?type=in_group&feedId=1777689