

Dynamics 365

This brief applies to all Microsoft Licensing programs.

Contents

Summary	2
Details	2
Base & Attach Licensing.....	2
Impact on old plans and legacy products.....	3
Team Members Licensing.....	3
Dynamics 365 Commerce Scale Units	4
Scale Unit – Self-Hosted options	4
Dynamics 365 Marketing	4
Licensing scenarios.....	5
Scenario 1:	5
Purchasing an incorrect license on accident (Base and Attach)	5
How do I resolve?.....	5
Scenario 2:	5
How to properly license users with multiple application needs.....	5
Frequently asked questions.....	6
General.....	6
Base and Attach.....	7
Team Members.....	8

Summary

This Dynamics 365 Licensing Brief is intended to provide clarity to some commonly asked questions and complex scenario building. In addition, it also contains some product information that may not exist in other documentation. While we do our best to include relevant information, this document is only considered up to date at the time of publication and may not contain everything you are looking for.

The majority of information for Dynamics 365 should be found on [Microsoft Dynamics 365 documentation | Microsoft Docs](#), within the [Dynamics 365 Licensing Guide](#), or located in the [Commercial Licensing Terms \(microsoft.com\)](#).

This brief is not intended to influence decisions about which Microsoft Dynamics products and services best suit your situation.

Details

Base & Attach Licensing

Microsoft provides a cost-effective way for a single Dynamics 365 user to license multiple products through the Dynamics 365 Base & Attach licensing construct. Licenses for products which provide core business functionality qualify as "Base" licenses. In scenarios where a user needs more than one application, they will also be assigned additional licenses, called "Attach" licenses (sometimes referred to as subsequent qualifying applications).

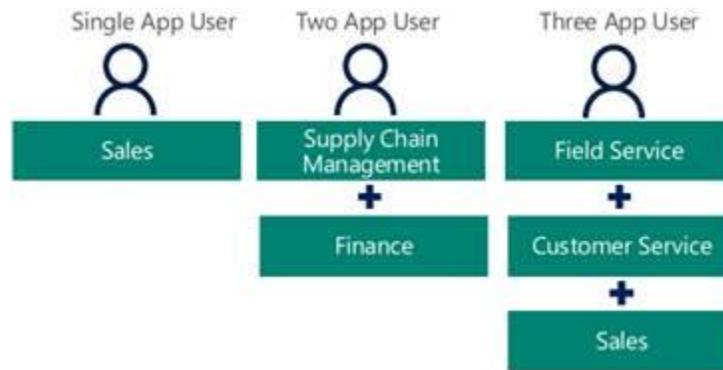
NOTE: Base and Attach licenses are identical in their core capabilities and only differ in offer price.

To properly license users who require multiple applications and to take advantage of the special attach license pricing:

- 1) Buy the first application license, the Base user license, at standard pricing.
 - The Base user license must always be the higher priced license.
- 2) Review which Attach licenses are available for that Base. (See the qualifying products for each base license in the [Dynamics 365 Licensing Guide](#).)
- 3) Buy Attach licenses for the same user at the Attach license price.
 - You may buy as many Attach licenses as are available for that Base license.

Every full user must have a Base license, though the Base licenses don't need to be for the same product for all users. (For instance, an Attach license for Customer Service Professional is available both for a user with a Finance base and another with a Commerce base.)

Below is an example of different application licensing for users:



Only assigned user licenses may be bought as an Attach license. Tenant-based licenses (e.g. Fraud Protection), additional access licensing, and capacity licensing do not qualify for Attach licensing pricing. However, Tenant-based licenses, additional access licensing, and capacity licensing may be licensed separately and assigned appropriately. Please refer to the [Dynamics 365 Licensing Guide](#) for additional details on these types of licenses.

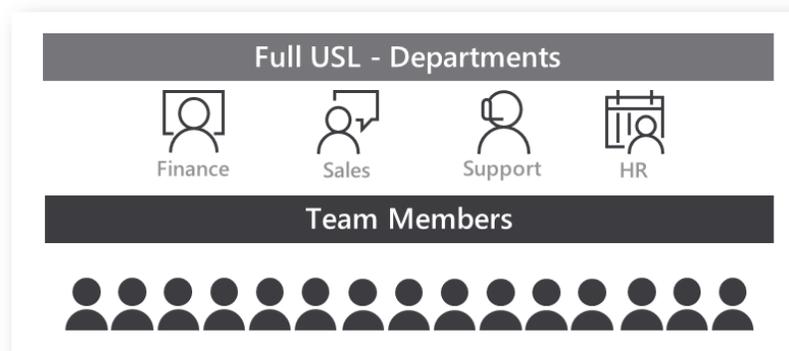
Impact on old plans and legacy products

For customers that are licensed with the legacy Dynamics 365 plan, Dynamics 365 Customer Engagement Plan and Dynamics 365 Unified Operations plans, Microsoft provides various mechanisms to transition to Base & Attach licensing. Please work with your Microsoft representative to discuss the best options for transitioning and purchasing the suitable core workload applications for your individual user needs.

Team Members Licensing

The Dynamics 365 Team Members license is a named user subscription designed for users whose jobs aren't necessarily tied to a function but who still need to use the basic functionality of a line-of-business system. This license gives users lightweight access through designated scenarios built into the Team Member experience. Team Members license provides access to data and basic level capabilities, including scenarios for:

- Employee Self Service - create a support ticket, update personal information, input time/expense
- Business Insights - Build reports and dashboards with business insights across Dynamics data
- General Tasks - Manage Contacts, Activities, Notes, Respond to surveys
- Light customization - Create custom entities to support business outside of full-user scenarios



Dynamics 365 Commerce Scale Units

Default scale units for Commerce will be sized appropriately for the e-commerce transaction entitlement number or the number of licensed point-of-sale (POS) devices. Additional scale units will be sized according to the tier purchased.

Scale Unit – Self-Hosted options

Customers who license Dynamics 365 Commerce also have the option to use a self-hosted scale unit—a retail server, cloud point-of-sale (POS) website, and channel database deployed locally in a store. This type of scale unit maintains connectivity with and extends a retail Commerce deployment—improving performance, ensuring business continuity, and providing in-store hybrid capabilities.

A self-hosted Commerce scale unit and its use rights are included at no additional cost with a qualifying minimum purchase of Commerce licenses. (It is not available as a standalone license.) All servers, users, and devices accessing the self-hosted scale unit must be appropriately licensed, along with any required hardware and licenses for Windows Client or Windows Server and SQL Server, which must be acquired separately.

Additionally, devices that are covered by Commerce Scale Unit-Cloud Premium, Standard, or Basic can also access self-hosted scale unit.

NOTE: If dual use rights are being exercised and you use downgrade rights to downgrade to Dynamics AX 2012, the Retail Store Server is not an included use right and appropriate licensing must be obtained. Please see the [AX 2012 Retail Licensing Guide](#) and refer to the AX downgrade mappings table in the [Dynamics 365 for Operations on-premises Licensing Guide](#) to determine appropriate licensing.

Dynamics 365 Marketing

Dynamics 365 Marketing is a tenant-based license, and as such, cannot be assigned to individual users. Since Dynamics 365 Marketing is a tenant-based license, customers may install, use, and configure one Marketing license with only one Dynamics 365 environment. For individual users to have access and utilize the capabilities of this application, the customers License Administrator must go to Microsoft 365 admin center and assign a zero-dollar Dynamics 365 Marketing user SKU to individual users.

NOTE: Both the tenant-based Dynamics 365 Marketing license and the zero-dollar user SKU must be assigned appropriately to enable the application.

For more information on this process, please visit: [Manage user accounts, user licenses, and security roles \(Dynamics 365 Marketing\) | Microsoft Docs](#)

Licensing scenarios

Scenario 1:

Purchasing an incorrect license on accident (Base and Attach)

How you handle correcting this error will depend on the program in which you purchased through. Let's look at the following example:

Customer purchases Customer Service Enterprise *Attach* when they needed to purchase Customer Service Enterprise *Base*. This scenario is covered in the base and attach purchasing rules mentioned above and within the [Dynamics 365 Licensing Guide](#), or located in the [Commercial Licensing Terms \(microsoft.com\)](#).

How do I resolve?

- 1) On the [Enterprise Agreement \(EA\)](#), there is a SKU on the pricelist that allows a step-up from Customer Service Enterprise *Attach* to Customer Service Enterprise *Base*. The customer should work with their Microsoft Account Rep to place this additional SKU order to get them to the correct license.
- 2) On the [Cloud Solution Provider \(CSP\)](#) program, there is no step-up license within CSP. The customer will need to cancel the subscription to Sales Enterprise *Attach* and purchase Sales Enterprise *Base*.

Scenario 2:

How to properly license users with multiple application needs

Scenario: Understanding multi-applications licensing

Customer Profile

Contoso Coffee Makers licensed their 75 employees with the Dynamics 365 Customer Engagement Plan.

Customer Profile:

- 50 sales users
- 15 customer support/sales users
- 10 Field support users

Customer Ask

Contoso Coffee Maker wants to understand the new license profile after October 2019 changes.

How should the customer license their users?

Users prior to October 1, 2019	License	SKU Price	# of Licenses	Price/user/month
<ul style="list-style-type: none"> • 50 sales users • 15 customer support/sales users • 10 Field support users 	Customer Engagement Plan	\$115	75	\$8,625

Users on renewal October 2019	Base license	SKU Price	# of Licenses	Price /month	Attach license	SKU Price	# of Licenses	Price /month	Total Price /month
50 sales users	Sales Enterprise	\$95	50	\$4,750	NA				\$4,750
15 customer service and sales users	Sales Enterprise	\$95	15	\$1,425	Customer Service Enterprise Attach	\$20	15	\$300	\$1,725
10 field users	Field Enterprise	\$95	10	\$950	NA				\$950
Total									\$7,425

Frequently asked questions

General

Q1: My employees currently use a 3rd party CRM system to enter data. This data is then migrated to D365 through an integration solution. Since the users are entering data into the 3rd party CRM system, and not D365, do these users require a D365 User SL? What licenses would these users require?

A: The 3rd party CRM system would be accessing D365, and as such, thought of as "connection pooling", where many users are accessing an application through a single contact point. Please refer to the [Multiplexing Licensing Brief](#) for more information.

The licenses these users require will vary depending on user needs.

Q2: What seeded use rights capabilities are included in Dynamics 365?

A: This varies by application workload. Please refer to the [Dynamics 365 Licensing Guide](#) for the most updated information.

Q3: Can you provide more details around Team Members use rights for Customer Engagement Applications? Specifically, around the maximum of 15 additional entities? i.e. Which entity is available without any limitation, or which entities count as "additional entities"?

A: Please see Appendix A of the [Dynamics 365 Licensing Guide](#).

Q4: Do Customer Engagement full user licenses include the Activity & Team Members license?

A: Activity is only for Finance & Operations. Team Members is included in Customer Engagement. Please see the [Dynamics 365 Licensing Guide](#) for the most updated information.

Q5: Can you purchase additional production instances for Finance & Operations? What about non-production?

A: Additional production instances for Finance, Supply Chain Management, and Commerce are not available for purchase. In cases you need them, you must inform [Microsoft FastTrack](#) or open a support ticket with business justification as well as purchasing the minimum number of licenses required for each production instance. Please refer to the [Microsoft docs page](#) to see more details on requirements for additional information.

Non-production instances for Finance & Operations are available for purchase. Please refer to the [Dynamics 365 Licensing Guide](#) for the most updated information.

Q6: Sales Professional provides rights to have 5 max for system reports, charts, and dashboards to create and update. What does 5 max mean?

Use Rights	Team Members	Sales	
		Pro	Ent
System reports, charts, and dashboards: create and update		5 max	•
System reports, charts, and dashboards: customize			•
Word: create, update, and delete templates	•	•	•
Workflows: define and configure		•	•

A: It means 5 system reports, 5 charts, and 5 dashboards to create and update.

Base and Attach

Q1: Can all application licenses be mixed and matched between Base and Attach?

A: As a general rule, a Base license must be the higher priced license. Some workload licenses might not be available as attach due to technical or scenario compatibility. For a full list of eligible combinations, please check the [Dynamics 365 Licensing Guide](#).

Q2: *If customers have Customer Engagement Plan and determine that they need Sales Enterprise, Customer Service Professional, and Field Service capabilities for each user, will they need to license all three applications separately?*

A: Yes, in this scenario customers will need to buy three separate applications. For example, the qualified Base license could be Sales Enterprise or Field Service with the remaining two applications assigned as the Attach licenses.

License	Capability
Base App	Sales Enterprise
Attach License #1	Customer Service Professional
Attach License #2	Field Service

Q3: *How many licenses may a customer purchase at the Attach price?*

A: There is no limit to the number of Business Applications licenses customers may purchase for a single user.

Q4: *Are device, activity and team members licenses eligible for the Attach pricing?*

A: Only user subscription licenses for core workloads are eligible for Base & Attach licensing (except MKT Attach).

Q5: *Is there any difference in use rights between Base and Attach licenses?*

A: No. Base and Attach licenses have the same entitlements and use rights.

Q6: *What if I am licensed for the old Dynamics 365 Customer Engagement Plan? What should I do?*

A: For customers that are licensed with the legacy Dynamics 365 plan, Dynamics 365 Customer Engagement Plan and Dynamics 365 Unified Operations plans, Microsoft provides mechanisms to transition to the Base & Attach licensing. Please work with your Microsoft representative to discuss the best options for transitioning and purchase suitable core workload applications for individual user needs.

Team Members

Q1: *What customization access do Team Members users have?*

A: Team Members licenses can create or customize up to 15 entities within Team Members scenarios. For example, customizations to Team Members for the Sales application should be to extend the basic, allowed-for Sales scenario. In case you need further customizations, a full application license is recommended.

Q2: *What if I am licensed with the TMs before the changes in 2018?*

A: Once you renew TMs, you will need to validate that your existing capabilities are aligned with current TMs entitlements. For example, if your customizations exceed the TMs limits, you will have to assess the options to review the customization, move to a full application (i.e. Dynamics Sales) or change to a Power Apps license.

Q3: *Is there a different Team Members license for CRM and ERP?*

A: No. Dynamics 365 Team Members is a license that gives you access across all Dynamics 365 applications.

Q4: *If I have a Custom/Standalone app tied to a Power Apps application that we built internally, can users licensed with Team Members access/use this app?*

A: No. Dynamics 365 Team Members does not provide access to custom applications. These users should also purchase the appropriate Power Apps license.

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