

**Microsoft Dynamics Client for Microsoft Office and Windows SharePoint Services  
(Existing Customers)  
FAQ**

**General FAQ**

**Q: Why don't Existing Customers receive a Trade-In Allowance for any FRx components?**

A: Microsoft is considering how to handle FRx components of Microsoft Dynamics Client for Office and WSS that customers may have licensed. We expect to have a solution in FY09.

**Q: Can I keep my FRx while I wait for Microsoft to determine how it will be handled in the future?**

A: Yes. Existing Customers may retain their FRx licenses and acquire Microsoft Dynamics Client for Office licenses at the same time.

**Q: What is the point of this Existing Customer policy, and what does it tell us about Microsoft's future product strategy for partial or light users?**

A: Microsoft is working to simplify its light user offerings. Like Business Ready Licensing ("BRL"), Microsoft Dynamics Client for Office users are a combination of what were previously separately offered capabilities, but under a simpler and more consistent licensing model.

**Q: My Customer licensed both Business Portal and Microsoft Dynamics Client for Office users after May 2007. Is that okay, or is it a violation of some policy?**

A: Microsoft Dynamics Client for Office and separately licensed BP may not be implemented at the same customer. For customers who find themselves in violation of this policy, Microsoft would be happy to process a Trade-In for separately licensed Business Portal Users towards Microsoft Dynamics Client for Office and WSS users.

**Q: Why must Microsoft Dynamics NAV and Microsoft Dynamics AX Business Ready Licensing ("BRL") customers Trade-In upon upgrading and Microsoft Dynamics GP and Microsoft Dynamics SL Customers have choice? Doesn't that discriminate against Microsoft Dynamics NAV and Microsoft Dynamics AX customers?**

A: No. Microsoft Dynamics NAV and Microsoft Dynamics AX have more quickly adopted the Microsoft Dynamics Client for Office structure, which is almost always an advantage compared to their previous structures. We are considering additional steps to harmonize the user options available among the Microsoft Dynamics products. Indeed, our goal is for all four products to be licensed very similarly, so any perceived advantage or disadvantage is likely to be of a short duration and monetarily small.

**Q: Can I have both Microsoft Dynamics Client for Office and WSS and Microsoft Dynamics Client for Office for MOSS at my company?**

A: Yes. However, Microsoft Dynamics Client for Office and WSS and Microsoft Dynamics Client for Office for MOSS may not be on the same server.

**Q: Why is BREP required for a Trade-In?**

A: Microsoft Dynamics' usual policy is that an enhancement plan is required to be in place to license or upgrade to additional technology. We do that to ensure newly acquired technologies are properly supported for the customer and to help ensure a good customer experience.

**Q: Can my customers or vendors use any of these Microsoft Dynamics Client for Office users?**

A: Yes, customers and vendors can be assigned "agent" rights which will allow them to license Microsoft Dynamics Client for Office users instead of External Connectors.

**Q: I don't need any of the technology in the Microsoft Dynamics Client for Office users. I just want to code C# routines for my users to access Microsoft Dynamics data. Do I have to license anything for those users?**

A: Yes. A primary value of the Microsoft Dynamics Client for Office user is the right it confers to users to access the Microsoft Dynamics system capabilities and data regardless of the intervening technology. For example, if a partner programs a routine in C# that a user uses to access Microsoft Dynamics AX data, that user must have at least a Microsoft Dynamics Client for Office User to have a licensed right to access that data. Users may not access data without a user license of some kind. For more information please refer to the Software License Terms & the Supplement to Microsoft software licensing terms found on <http://www.microsoft.com/dynamics/purchase/editionsandlicensing.aspx>

**Q: Why can't my Microsoft Dynamics SL Project Time and Expense Users co-exist with Microsoft Dynamics Client for Office and WSS users?**

A: This policy disallows customers from retaining separately licensed components of the Microsoft Dynamics Client for Office. Microsoft Dynamics SL customers have the choice to retain their PTE licenses or, if it is more valuable for them to do so, Trade-In those licenses towards Microsoft Dynamics Client for Office. Microsoft is harmonizing light user capabilities among products around Microsoft Dynamics Client for Office.

**Q: Is my BREP fee going to increase?**

A: For Microsoft Dynamics AX and Microsoft Dynamics NAV, the Enhancement Fee does not increase. For Microsoft Dynamics GP and Microsoft Dynamics SL whether the Enhancement Fee increases depends on the value of the Trade-In compared to the new Licenses.

*Microsoft Dynamics AX and Microsoft Dynamics NAV*

Customers who receive an automatic Trade-In of Web Users for Microsoft Dynamics Client for Office and WSS, there will be no change in their Protected List Price or the resulting Enhancement Fee.

### *Microsoft Dynamics GP and Microsoft Dynamics SL*

For customers who choose to exercise a Trade In for Microsoft Dynamics Client for Office and WSS, whether Enhancement Fees increase depends on whether the Trade-In Allowance is higher or lower than the License Fees for the Microsoft Dynamics Client for Office and WSS Users.

If the Trade-In Allowance is higher than the License Fees for the Microsoft Dynamics Client for Office and WSS users, then the Enhancement Fee will not increase.

If the Trade-In Allowance is lower than the License Fees for the Microsoft Dynamics Client for Office and WSS users, then the List Price basis for the Enhancement Fees will increase by the difference between the Trade-In Allowance and the new License Fees, and the Enhancement Fees will increase accordingly. Please note that the Trade-In for Microsoft Dynamics GP and Microsoft Dynamics SL is optional, so the Enhancement Fees only increase if the customer decides the value of Microsoft Dynamics Client for Office and WSS makes sense considering the additional License and Enhancement Fees.

### **Q: After a Trade-In to Microsoft Dynamics Client for Office, do my subsequent licenses of Full Access Users for AM or PRO Editions result in additional Business Portal User licenses like they used to?**

A: No. Once the Microsoft Dynamics Client for Office Trade-In has been effected, subsequent Full Access User licenses for the AM or PRO Editions do not come with the Business Portal user that is now included in the Microsoft Dynamics Client for Office user.

### **Q: Do I need SQL CALs for users of Microsoft Dynamics Client for Office?**

A: Yes. Each user of Microsoft Dynamics Client for Office requires a separately and properly licensed SQL CAL.

### **Q: Can I trade in some of my product for Microsoft Dynamics Client for Office and WSS now, and some more of it later?**

A: No. Trade-Ins under this policy must all occur at one time. Customers must Trade-In all products that can be traded-in at that time, and may not continue to use or subsequently license additional users of components of Microsoft Dynamics Client for Office.

### **Q: When a customer has a mix of Employee and 3<sup>rd</sup> party users, do they have to license both Microsoft Dynamics Client for Office and External Connectors?**

- If you are an **Employee** and want access to Microsoft Dynamics® (excluding the Full Access User and the Mobile Client) then each employee needs a Microsoft Dynamics Client for Office.
- If you are a **3rd party** then you can choose between the External Connector and the Microsoft Dynamics Client for Office.
  - If you only have **a few 3rd party users** (and do not expect many in the future) then the Microsoft Dynamics Client for Office licensing model is likely to be more cost effective.
  - If you have **a lot of 3rd party users** then the External Connector is likely to be more cost effective.

**A: If a customer licenses External Connectors, is there ever a need to also purchase Microsoft Dynamics Client for Office user licenses?**

Q: Yes. If employees need to access Microsoft Dynamics they may not use the External Connector, and must have one of several forms of user licenses that are available.

### **Microsoft Dynamics AX Specific**

**Q: Why is Microsoft upgrading Microsoft Dynamics AX 2009 BRL AM Edition customers to Microsoft Dynamics Client for Office and WSS?**

A: Microsoft Dynamics Client for Office is a common, valuable, simple licensing mechanism for most employees at a customer. With a vast majority of customers experiencing an improvement under Microsoft Dynamics Client for Office and WSS, and with a much more simple licensing model across all our products we believe it is a superior offering. Our Trade-In policies are advantageous for most customers. For BRL customers of the new Microsoft Dynamics AX 2009 releases, we made the choice to capitalize on the Microsoft Dynamics Client for Office license for our customers, and make it our singular offering to ensure commonality, simplicity, and value delivery.

**Q: I have existing customers with Enterprise Portal Web Users in Microsoft Dynamics AX 4.0 upgrading to Microsoft Dynamics AX 2009. How do they purchase additional Web Users in Microsoft Dynamics AX 2009 when Web Users are no longer on the BRL price list?**

A: For BRL customers on Microsoft Dynamics AX 2009, all Enterprise Portal Web users will be replaced by the Microsoft Dynamics Client for Office and WSS. Existing customers with Enterprise Portal Web Users on their license will have these replaced by Microsoft Dynamics Client for Office and WSS named users in Microsoft Dynamics AX 2009 and can purchase additional Microsoft Dynamics Client for Office licenses as required.

**Q: How many Microsoft Dynamics Client for Office and WSS users will customers receive for each Enterprise Portal Web User licensed?**

A: Customers will receive three (3) Microsoft Dynamics Client for Office and WSS named users for each concurrent Enterprise Portal Web User licensed.

**Q: I have existing Microsoft Dynamics AX 4.0 customers with AIF on their license so that they can integrate with third party applications/Web Services/external users. When they upgrade to Microsoft Dynamics AX 2009 do they have to license the External Connector as well?**

A: These customers will receive the External Connector on upgrade at no additional charge. It is a Business Ready Enhancement Plan benefit. Existing customers that have licensed any of the following will receive the External Connector at no charge when upgrading from Microsoft Dynamics AX 4.0 to Microsoft Dynamics® AX 2009:

- Application Integration Framework
- Enterprise Portal Framework + Customer Role
- Enterprise Portal Framework + Vendor Role

**Q: If my existing customers get three Microsoft Dynamics Client for Office and WSS per Web User and/or an External Connector when they upgrade, then the license value will change. Will this impact their Business Ready Enhancement Plan (BREP) payments?**

A: No. The Protected List Price used to calculate the annual BREP payment will not change. <https://mbs.microsoft.com/customersource/productsservices/service/enhancement/plppolicies.htm>

**Q: Where did the value of my Microsoft Dynamics AX Enterprise Portal Framework and / or Business Connector go?**

A: Microsoft Dynamics AX Enterprise Portal and Business Connectors are included in AX 2009 (and therefore available to Microsoft Dynamics Client for Office Users) for no additional charge.

### **Microsoft Dynamics GP Specific**

**Q: Can I trade in my Microsoft Dynamics GP Business Portal (BP) for Customer users for Microsoft Dynamics Client for Office and WSS?**

A: Yes, in the same manner and under the same policies as specified for regular Business Portal Users.

**Q: My employees are naturally a mix of those who need Business Portal (BP) and Microsoft Dynamics Client for Office and WSS users. Why do I have to choose one or the other? And after I've executed a Trade-In to Microsoft Dynamics Client for Office and WSS, why can't I continue to license Business Portal?**

A: We believe that Microsoft Dynamics Client for Office and WSS aggregates product to a higher level that make more sense to more customers more often. Some of the components of Microsoft Dynamics Client for Office and WSS become universally available with the first license key, so that even the less expensive BP users can access them. To make a fair trade between the high value that we have aggregated into the Microsoft Dynamics Client for Office and WSS, we need to make sure the higher price for each Microsoft Dynamics Client for Office User compensates for the removal of the old module prices that are no longer charged. Allowing customers to retain the less expensive BP Users to access the valuable Microsoft Dynamics Client for Office capabilities at a much lower price would not be a fair trade of licenses for fees.

### **Microsoft Dynamics NAV Specific**

**Q: Why can't I use Microsoft Dynamics Client for Office and WSS on Microsoft Dynamics NAV 5.0?**

A: Microsoft Dynamics Client for Office is first available with Microsoft Dynamics NAV on the Microsoft Dynamics NAV 2009 version.

**Q: Why is Microsoft upgrading Microsoft Dynamics NAV 2009 BRL AM Edition customers to Microsoft Dynamics Client for Office and WSS?**

A: Microsoft Dynamics Client for Office is a common, valuable, simple licensing mechanism for most employees at a customer. With a vast majority of customers experiencing an improvement under

Microsoft Dynamics Client for Office and WSS, we believe it is a superior offering. Our Trade-In policies are advantageous for most customers. For BRL customers of the new Microsoft Dynamics NAV 2009 release, we made the choice to capitalize on the Microsoft Dynamics Client for Office technology and license for our customers, and make it our singular offering to ensure commonality, simplicity, and value delivery.

**Q: Do I have to Trade-In my Web Users when I first license Microsoft Dynamics Client for Office?**

A: For Web Users, Yes. For Employee Portal Users, No.

Web users: Customers may not have Web Users and Microsoft Dynamics Client for Office at the same customer. This means a Trade-In of all Web Users is required when the first Microsoft Dynamics Client for Office user is licensed.

Employee Portal users will continue to be available on the Price List after the introduction of the Dynamics Client for Office. Employee Portal users & Dynamics Client for Office users can co-exist on the license, but Employee Portal users do not grant the same rights as Dynamics Client for Office and vice versa.

**Microsoft Dynamics SL Specific**

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