

Description of the 64-bit operating systems that are supported together with Microsoft Dynamics GP

CONFIDENTIAL ARTICLE

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INTRODUCTION

The following 64-bit operating systems are supported together with Microsoft Dynamics GP 10.0 and Microsoft Dynamics GP 9.0:

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- The 64-bit versions of Windows Vista Business, of Windows Vista Ultimate, and of Windows Vista Enterprise
- The 64-bit versions of Windows XP
- The 64-bit versions of Windows Server 2003 including Terminal Server
- The 64-bit versions of Windows Server 2008 and Windows Server 2008 R2 (Microsoft Dynamics GP 10.0 only)
- The 64-bit versions of Windows 7 (Microsoft Dynamics GP 10.0 only)

Note When a new installation of Microsoft Dynamics GP is located on 64-bit computer, a specific type of ODBC must be created. This article includes the following additional information:

- Blank, empty, or missing ODBC menu
- Missing server name after creating a new instance of Microsoft Dynamics GP

You can find this information in the "More Information" section of this article.

For information about supportability of the 64-bit operating systems, visit the following Microsoft Web sites to view the system requirement matrix:

Customers

https://mbs.microsoft.com/customersource/support/documentation/systemrequirements/system_requirements_gp10.htm?printpage=false

Partners

https://mbs.microsoft.com/partnersource/documentation/systemrequirements/system_requirements_gp10.htm?printpage=false

MORE INFORMATION

To run Microsoft Dynamics GP 10.0 or Microsoft Dynamics GP 9.0 on a 64-bit computer or on a 64-bit server, you must satisfy the following prerequisites:

Note Microsoft Dynamics GP only work with a 32-bit ODBC. When Microsoft Dynamics GP is installed on a 64-bit computer, the ODBC is automatically defaulted for 64-bit and the server list will be empty. In this case, a new 32-bit ODBC have to be created.

- You must use a 32-bit Open Database Connectivity (ODBC) Data Source Name (DSN) when you try to log in to Microsoft Dynamics GP. If you use a 64-bit ODBC DSN, the server list will be empty.

Note To configure a 32-bit ODBC DSN, follow these steps:

1. Right-click **Start**, and then click **Explore**.
2. Locate the following folder:
C:\Windows\SysWOW64
3. Right-click the **Odbcad32.exe** file, and then click **Create Shortcut**.
4. Right-click the shortcut file, and then click **Rename**.
5. To rename the shortcut file, type **Data Sources (ODBC) 32-bit**.
6. Right-click the shortcut file, and then click **Copy**.
7. Expand **My Computer**, expand **Control Panel**, and then click **Administrative Tools**.
8. Paste the shortcut file in the **Administrative Tools** folder.
9. Close Windows Explorer.
10. Click **Start**, click **Control Panel**, double-click **Administrative Tools**, and then double-click **Data Sources (ODBC) 32-bit**.
11. In the **ODBC Data Source Administrator** dialog box, create an ODBC data source.

Note Rename the ODBC data source by using a name that clearly identifies this ODBC data source as the 32-bit version. For example, use the name "Dynamics32bit."

12. Start Microsoft Dynamics GP.
13. Select the ODBC data source that you created in step 11.
14. Double-click the new shortcut to open it.
15. Reference Microsoft Knowledge Base article 870416 to create an ODBC connection for Microsoft Dynamics GP. For more information about this article, click the following article number to view the article in the Microsoft Knowledge Base:

[870416](#) How to set up an ODBC Data Source on SQL Server for Microsoft Dynamics GP

Note To clearly identify the names of the shortcut files of the ODBC data sources, rename the shortcut file of the 64-bit version as "Data Sources (ODBC) 64-bit."

- During installation, remove any information that is in parentheses from the default installation path. For example, the 64-bit ODBC DSN uses the following default path:

C:\Program Files (x86)\Microsoft Dynamics\GP\

In this case, you must change the installation path of the following path:

C:\Program Files\Microsoft Dynamics\GP\

Note The Field Service notification is incompatible with any x64-based server.

To run Web Services on an x64-based operating system, you must use the following workarounds.

Web Services Runtime workaround

Windows Server 2003 x64 and Microsoft Dynamics GP 10.0 only

1. In Windows Explorer, locate the system drive, and then open the following folder:

%SystemRoot%\Windows\Microsoft.NET\AuthMon\1.2 folder

2. Drag the Microsoft.Interop.Security.AzRoles.dll file into the %SystemRoot%\Windows\assembly folder.
3. In Windows Explorer, verify that you can see the Microsoft.Interop.Security.AzRoles.dll file in the %SystemRoot%\Windows\assembly folder.
4. Install the x64 Dexterity Common Components on the IIS server. To download the x64 Dexterity Common Components, visit the following Microsoft Web site:

<https://mbs.microsoft.com/fileexchange/?fileID=2a6324c4-ce09-440b-b93d-3541dc7074e9>

5. Install Microsoft Dynamics GP 10.0 Service Pack 3 or a later version. To do this, visit the following Microsoft Web site:

https://mbs.microsoft.com/customersource/downloads/servicepacks/mdgp10_patchreleases.htm?printpage=false

6. Download Web Services Service Pack 3 or a later version. To do this, visit the following Microsoft Web site:

<https://mbs.microsoft.com/customersource/downloads/servicepacks/webservicesformicrosoft+dynamicsgp10.htm?printpage=false>

7. Browse the Web Services installation folder, and then double-click the DynamicsGPWebServices.msi file.
8. After Web Services is installed successfully, see the "Web Services Management Tools workaround" section.

Windows Server 2008 x64 or x86 and Microsoft Dynamics GP 10.0 only

Important This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[322756](#) How to back up and restore the registry in Windows

1. Refer to page 24 in the WebServicesInstallation.pdf file for the Windows Server 2008 roles and role services that must be enabled. To download the WebServicesInstallation.pdf, visit the following Microsoft Web site:
<https://mbs.microsoft.com/downloads/customer/WSInstallAdminGuide.pdf>
2. Click **Start**, click **Run**, and then type **REGEDIT**.
3. Locate the following registry subkey, and then follow these steps:
HKLM\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion
 - a. Right-click the registry subkey, point to **New**, click **Key**, and then name the new key ADAM_Shared.
 - b. Open the ADAM_Shared folder.
 - c. Right-click the **ADAM_Shared** folder, point to **New**, and then click **String Value**.
 - d. Name the new string value InstalledVersion, and then type **1.1.3790.2075** as the value data.
4. Install the x64 Dexterity Common Components on the IIS server. To download the x64 Dexterity Common Components, visit the following Microsoft Web site:
<https://mbs.microsoft.com/fileexchange/?fileID=2a6324c4-ce09-440b-b93d-3541dc7074e9>
5. Install Microsoft Dynamics GP 10.0 Service Pack 3 or a later version. To do this, visit the following Microsoft Web site:
https://mbs.microsoft.com/customersource/downloads/servicepacks/mdgp10_patchreleases.htm?printpage=false
6. Download Web Services Service Pack 3 or a later version. To do this, visit the following Microsoft Web site:

<https://mbs.microsoft.com/customersource/downloads/servicepacks/webservicesformicrosoft+dynamicsgp10.htm?printpage=false>

7. Browse the Web Services installation folder, and then double-click the DynamicsGPWebServices.msi file.
8. After Web Services is installed successfully, see the "Web Services Management Tools workaround" section.

Web Services Management Tools workaround

This workaround is necessary for Microsoft Management Console (MMC) to work for Web Services:

1. The Microsoft Visual C++ 2005 SP1 redistributable package (x86) must be installed on the x64-based computer for the Management Tools to work correctly. To download and install the redistributable package, visit the following Microsoft Web site:

<http://www.microsoft.com/downloads/details.aspx?familyid=200b2fd9-ae1a-4a14-984d-389c36f85647&displaylang=en>

2. The Web Services Management Tool installation must be started from the "Web Services" folder on CD2 or the Feature Pack DVD. Locate the Microsoft Dynamics GP 10.0 CD2 or the Feature Pack DVD, and then open the AdProd\WebServices folder. Double-click the DynamicsGPWebServicesManagementTools.msi file.

REFERENCES

For more information about how to set up the ODBC Data Source for Microsoft Business Solutions - Great Plains, click the following article number to view the article in the Microsoft Knowledge Base:

[870416](#) ODBC setup on SQL Server 2005, SQL Server 2000, SQL Server 7.0, and SQL Server Desktop Engine 2000 (MSDE)

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[929156](#) Description of the compatibility of Analysis Cubes for Microsoft SQL Server 2005 in Microsoft Dynamics GP and of 64-bit operating systems

APPLIES TO

- System Manager, when used with:
 - Microsoft Dynamics GP 10.0
 - Microsoft Dynamics GP 9.0

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