**Certified for Microsoft Dynamics FAQ**

**The purpose of this document is to provide additional details about the Certified for Microsoft Dynamics program. Information may change as the program continues to evolve.**

Certified for Microsoft Dynamics – General Questions

**Q: What is Certified for Microsoft Dynamics?**

A: Microsoft set the bar high by developing the Certified for Microsoft Dynamics accreditation program. It sets a small group of proven, tested, and recommended business solutions apart from thousands of other solutions that have not met Microsoft’s highest standard for partner-developed solutions. Certified for Microsoft Dynamics solutions can give you the proof you need before buying a business management software because they are:

* Used and recommended by other companies like yours.
* Designed to meet your unique business and industry needs.
* Tested for integration with the Microsoft Dynamics products.
* Built, supported and maintained by a company that is committed to quality and lasting success.

**Q: Where can I find Certified for Microsoft Dynamics solutions?**

A: You can search for Certified for Microsoft Dynamics solutions based on your industry, business need on our Microsoft Dynamics Solution Finder website: [www.microsoft.com/dynamics/solutionfinder](http://www.microsoft.com/dynamics/solutionfinder). You can also download the [Business Solutions Catalog](http://download.microsoft.com/download/3/D/0/3D004A1C-54A0-439D-B831-E25C1DEA1354/MicrosoftDynamicsBusinessSolutionsCatalog.pdf).

**Q: What is the objective of this program?**

A: The objective of the Certified for Microsoft Dynamics program includes:

* To elevate the standard for partner developed software solutions by setting stringent requirements on the solution and the partner to qualify
* To help you differentiate proven, tested, recommended solutions, giving you assurance before making a decision about a business management solution.

**Q: What is the value to the customer?**

A: By requiring both the software solution and the partner organization to meet our highest standards, Microsoft is making it easier for customers to prioritize the solutions that can best address their business needs.

**Q: Is this program focused only on industry solutions?**

A: No. The certification is available for vertical (for example for the automotive industry), horizontal (for example for accounting departments), and complementary solutions (for example adding an address look-up function).

**Q: Is the Certified for Microsoft Dynamics program valid worldwide?**

A: Certified for Microsoft Dynamics is a worldwide program. The solutions that we certify may be sold in multiple countries; however, it is not a requirement that an ISV certify their solutions in every country where it is sold. Certified for Microsoft Dynamics solutions may be sold by the ISV and/or by resellers who have agreements with the ISV.

**Q: Does Microsoft endorse or recommend Certified for Microsoft Dynamics software solutions?**

**A:** No. Microsoft does not endorse or recommend third party developed software. The Certified for Microsoft Dynamics program sets requirements and an independent vendor does the software testing and the validation of the requirements.

**Q: Does Microsoft provide support for the Partner’s software solution?**

**A:** No. Microsoft only provides support on its own software such as Microsoft Dynamics. This support is available to partners through support agreements or Partner Service Plans. The customer’s point of contact for support is the Partner.

**Q: Is Certified for Microsoft Dynamics for new or existing solutions?**

A: The Certified for Microsoft Dynamics program is targeted towards existing solutions. However, partners with new solutions can progressively meet the required criteria for certification. Ideally, target solutions have been in the market place sufficiently long enough to have been deployed and recommended by at least 8-10 customers and are and tested by an independent testing vendor.

**Q: Is there a limitation that only 1 solution can achieve the Certified for Microsoft Dynamics status within the same industry/region/country?**

A:No, there is no limitation on how many solutions can achieve the Certified for Microsoft Dynamics status in any given industry/region/country.

**Q: What are the requirements for Certified for Microsoft Dynamics?**

A: Solutions that achieve **Certified for Microsoft Dynamics** have met the following requirements:

1. [Software Application Test for Microsoft Dynamics](http://www.lionbridge.com/lionbridge/en-US/services/software-product-engineering/testing-veritest/product-certification-services/microsoft/certified-for-dynamics/test.htm)
2. [Microsoft Dynamics Customer Evidences](http://www.lionbridge.com/lionbridge/en-US/services/software-product-engineering/testing-veritest/product-certification-services/microsoft/certified-for-dynamics/customer-evidence.htm)
3. [Software escrow](http://www.lionbridge.com/lionbridge/en-US/services/software-product-engineering/testing-veritest/product-certification-services/microsoft/certified-for-dynamics/software-escrow.htm)
4. [Support capabilities](http://www.lionbridge.com/lionbridge/en-US/services/software-product-engineering/testing-veritest/product-certification-services/microsoft/certified-for-dynamics/support-capabilities.htm)
5. [ERP](https://partner.microsoft.com/global/40125143#exams2) or [CRM](https://partner.microsoft.com/global/program/competencies/40125141#exams2) Competency in the Microsoft Partner Network
	1. For Non-Selling ISVs: Silver level is required to achieve CfMD
	2. For Selling ISVs: Gold level is required to achieve CfMD

**Q: How does Microsoft know that the solution fulfills all the requirements for Certified for Microsoft Dynamics?**

A: Microsoft has engaged VeriTest to do the validation of the requirements and perform the Software Solution test for Microsoft Dynamics for the ISV solution.

**Q: How can I identify Certified for Microsoft Dynamics Solutions?**

A:The Independent Software Vendor (ISV) partner owning a Certified for Microsoft Dynamics solution can use the “Certified for Microsoft Dynamics” logo for that specific solution. The logo contains a Product Line designator (such as NAV, AX etc.) so it is obvious which Dynamics Product Line the solution is available on.

**Q: Can an ISV use the Certified for Microsoft Dynamics logo when their solution has passed the new Software Test?**

A: No, the Certified for Microsoft Dynamics logo cannot be used for a solution which has passed the Software Solution Test. The Certified for Microsoft Dynamics logo can be used for solutions that fulfill all of the requirements, including the Software Solution Test.

**Q: Which solutions are displayed in Microsoft Dynamics Solution Finder?**

A: All solutions that have been profiled as a Microsoft Dynamics based product will be displayed in [Microsoft Dynamics Solution Finder](http://www.microsoft.com/dynamics/solutionfinder). Certified for Microsoft Dynamics solutions are differentiated with the Certified for Microsoft Dynamics logo.

**Q: For which products and versions are the certification released?**

**A**: Certified for Microsoft Dynamics is currently available for:

* Microsoft Dynamics AX 2009
* Microsoft Dynamics NAV 2009
* Microsoft Dynamics GP 2010 and 10.0
* Microsoft Dynamics SL 7.0
* Microsoft Dynamics CRM 2011 beta and 4.0

**Q: What are the main components that are being tested?**

A: The Software Solution Test tests following areas of requirements. (More details on the [VeriTest website](http://www.lionbridge.com/lionbridge/en-US/services/outsourced-testing/product-certification-programs/microsoft/Microsoft-Dynamics-Test-for-ISV-Solutions/default.htm)).

* Development
* User Assistance and Documentation, User Experience and Usability
* Reporting, Translation and Localization
* Technology, Configuration, and Platform
* Install and Setup, Backup and Restore
* Extensibility and Customization
* Upgrade and Maintenance