1ClickFactory Self-Provisioning for NAV/Business Central on Azure

Frequently asked questions

1CLICK FACTORY

Table of contents

Overview

This document outlines the most commonly asked questions regarding the 1ClickFactory Self-Provisioning for NAV/Business Central on Azure. For additional questions, please send an email to service@1clickfactory.com.

Note: all statements in this document are true only on the date of writing and provided "as is".

Tenancy (multitenant/single-tenant)

1. **QUESTION:** When should the partner use the multitenant and when single-tenant configuration?

   ANSWER: Multitenant is intended for scenarios when the partner has multiple customers running on the exact same application (for NAV 2016 and newer may slightly differ using Extensions). This is a good option for highly standardized vertical solutions or where the customers are not able to customize Dynamics NAV. In such a scenario you will have two kinds of databases – one will be to store application objects, called application database, and another for customer data, called tenant database. Currently, according to Microsoft rules, only NAV subscription licenses can be used for such solutions. Such solutions will always be deployed on private shared servers.

   Single-tenant is for scenarios when the partner has a customized application for every customer. In this case you always have one database per customer where all the application objects and customer data are stored.

   Selecting which option to use is the partner's choice which they will need to make depending on their customer needs and the partner's goals. When in doubt, please email service@1clickfactory.com.

2. **QUESTION:** What tenancy can the partner use on a dedicated server?

   ANSWER: Out-of-the-box 1ClickFactory installations for dedicated servers only support single-tenant configurations. This is due to the fact that a dedicated server is dedicated to a single customer. In case the customer has multiple companies, they can use standard Dynamics NAV/Business Central functionality – Companies.

3. **QUESTION:** What are the major differences between multitenant and single-tenant?

   ANSWER: Multitenant solution has a separate application and data databases. An application database contains the application code which is run for multiple companies/tenants. A single-tenant solution has only one database where the application code and data are located. More information about multitenancy can be found on Microsoft MSDN sites like https://msdn.microsoft.com/en-us/library/dn271675(v=nav.90).aspx

Server selection for Dynamics NAV/Business Central

4. **QUESTION:** What is the difference between private shared and dedicated configurations? When would a partner want to select each option?

   ANSWER: Private shared is for scenarios when the partner has multiple customers using the same NAV/Business Central version and the same build and can put those customers on the same server. "Private" here means private for the partner and "shared" means shared between customers. It is important to mention that in this scenario 1ClickFactory takes full control of how much resources should be assigned. This scenario is recommended in the majority of cases.

   Dedicated configuration is recommended for customers that are larger or have a lot of custom external applications with integrations which are unique for them only. In the dedicated scenario you can only have 1 customer on the environment (virtual machine) and the partner is responsible for the server level selection.

   Selecting which option to use is the partner's choice which they will need to make depending on their customer's needs and partner goals. When in doubt, please email service@1clickfactory.com.

5. **QUESTION:** Is the provisioning of the technical environment the same with 5 or 75 users, when I use a private shared server?

   ANSWER: On the new 1ClickFactory platform the initial technical environment for production environments using private shared type of servers is the same, regardless of the number of users. It is based on two load-balanced Microsoft Azure virtual machines. 1ClickFactory constantly monitors all the running servers and will initiate resource upgrade action when the need for this is identified.

6. **QUESTION:** What are server size recommendations when provisioning on a dedicated server?

   ANSWER: On dedicated environments the partner makes a decision what size of server to use. 1ClickFactory recommends starting from the Bronze+ size server and then increase resources if needed.

7. **QUESTION:** Will there be any downtime when changing the dedicated server size?

   ANSWER: On the 1ClickFactory platform all production configurations run on 2 load-balanced servers which allows us to keep at least one server running. When changing the server size first, it will be changed on the machine which will be rebooted after. And after it becomes available, the second machine size will be changed. When the server restarts, all users using that machine will be disconnected and will need to connect to another manually.

Availability

8. **QUESTION:** What kind of mirroring is used in the service?

   ANSWER: The mirroring used is based on Microsoft Azure availability sets and Azure network load balancer. For production environments two virtual machines are placed in an availability set and in case of planned or unplanned Microsoft Azure maintenance, at least one virtual machine is available for the end user. There is no mirroring or automated replication within those machines.

9. **QUESTION:** How does 1ClickFactory manage high availability for live environments?

   ANSWER: All production servers are implemented using 2 Microsoft Dynamics NAV/Business Central Server virtual machines set up in a cluster which ensures that at least one machine is running while the other may be under maintenance like rebooting after a Windows update installation. The Microsoft Azure network load balancer distributes the load between the 2 virtual machines.

10. **QUESTION:** What guarantees are there for end user connectivity and latency issues?

    ANSWER: Since the user connectivity and latency are based on the internet connection and are therefore outside 1ClickFactory control, there are no guarantees from 1ClickFactory's side for end user connectivity. 1ClickFactory covers SLA of Microsoft which ensures that all the data center virtual machines are accessible through internet. Microsoft data center availability can be tracked on the Azure status page at https://azure.microsoft.com/en-us/status/

Security

11. **QUESTION:** In private scenarios, does the partner have any kind of RDP (Remote Desktop) access to the environment?

    ANSWER: Yes, partners have RDP access to the application servers that they have provisioned or the application servers that have been provisioned by 1ClickFactory for them (like Private SQL).

12. **QUESTION:** What access rights does the partner's user get in Dynamics NAV/Business Central installations?

    ANSWER: On all the virtual machines that the partner provisions using 1ClickFactory Self-Provisioning for NAV/Business Central on Azure, the partner's users can be assigned local administrator rights. They also can be granted db_owner rights on the customers' Microsoft SQL Server databases. Additionally, the partner's users can be added to the customer's solution and have Microsoft Dynamics NAV/Business Central access with SUPER permission set assigned. All rights are managed using the self-provisioning portal side menu item *Partner users*.

Please note that when the partner's user is granted access rights to the customer's solution, this consumes 1 additional full user from the Microsoft Dynamics NAV/Business Central subscription or SPLA license.

13. **QUESTION:** What access rights does the partner's users have on the customer's SQL database?

    ANSWER: The partner's users can be assigned "db_owner" rights on their customers' Microsoft Dynamics NAV/Business Central databases. All rights are managed using the self-provisioning portal side menu item called *Partner users*.

14. **QUESTION:** What access rights does the partner's users have on the virtual machines?

    ANSWER: The partner's users can be assigned local administrator rights on the provisioned virtual machines. All rights are managed using the self-provisioning portal's side menu item called *Partner users*.

15. **QUESTION:** Can the customer's users access virtual machines, Microsoft Dynamics NAV/Business Central Development Environment and the Microsoft Dynamics NAV/Business Central SQL database?

    ANSWER: Yes, the customer's users can be granted all of these access rights. The partner will take full responsibility for the actions that the customer's users will take by accessing the virtual machines. To assign such rights please email service@1clickfactory.com

Performance

16. **QUESTION:** Will performance be affected for larger user counts?

    ANSWER: Just like in an on-premise setup, the key to performance mostly lies with how the users use the Microsoft Dynamics NAV/Business Central application and how many resource-intensive processes are run simultaneously.

    Microsoft offers a lot of videos and white papers on the Microsoft Dynamics NAV/Business Central performance topic. The resources can be found at https://mbs.microsoft.com/partnersource/global/readiness-training/readiness-training-news/VideoSeriesNAVPerformanceTesting.

17. **QUESTION:** How can 1ClickFactory help partners improve the Dynamics NAV/Business Central performance?

    ANSWER: 1ClickFactory monitors all running servers and will contact the partner in case we identify a high server resource usage. Together with the partner a decision will be made which may include various scenarios like support to identify incorrectly structured Dynamics NAV code, initiate the change of users' bad habits, increase resources on the server and other. This service covers all virtual machines running on the 1ClickFactory platform.

Limitations

18. **QUESTION:** Is there a maximum number of transactions which can be performed per user, per NAV/Business Central server instance or per virtual machine?

    ANSWER: 1ClickFactory does not limit the number of transactions. In general, like in on-premise setup, the key to how many transactions the server can handle lies mostly within how the users use the Microsoft Dynamics NAV/365 Business Central application and whether many resource-intensive processes are run simultaneously.

19. **QUESTION:** What is the maximum database storage provided with the solution?

    ANSWER: In 1ClickFactory Self-Provisioning for NAV/Business Central on Azure, the cost for storage of databases provisioned on shared SQL servers is included in the final per user per month price. If the database is provisioned on a private SQL server of the partner, the default storage size is included into the server price. Additional storage on a private SQL server can be purchased as per price list.

20. **QUESTION:** Can a partner provision a non-Microsoft Dynamics NAV/Business Central, 3-tier environments for other needs outside ERP?

    ANSWER: Yes, this is possible, but not automatically through 1ClickFactory Self-Provisioning for NAV/Business Central on Azure, which has been designed specifically for Microsoft Dynamics NAV/Business Central and for 1ClickFactory to be able to support the application and the infrastructure. Partners can use blank servers and private SQL servers for such installations. 1ClickFactory does not provide SLAs for such applications and does not monitor them.

21. **QUESTION:** What is the maximum number of customers that can run on a private shared server?

    ANSWER: 1ClickFactory does not limit the number of customers that can be deployed on a private shared server. The limitation is based on how users use Dynamics NAV/Business Central. We also recommend considering the influence of activities done by partner administrators where the changes on the server required by one customer can influence other installations. This may help to decide on how much the partner's customers would be willing to deploy on one private shared configuration.

Integrations

22. **QUESTION:** Can access to the Microsoft Dynamics NAV/Business Central database be granted by web service from on-premise services (integrations)?

    ANSWER: Each application server service tier has ports for various purposes – Client, oData and SOAP. oData and SOAP will allow web service clients or other applications to manipulate Microsoft Dynamics NAV/Business Central data. These ports are accessible by default and can be disabled, if necessary.

23. **QUESTION:** How are printers mapped on 1ClickFactory Self-Provisioning for NAV/Business Central on Azure?

    ANSWER: Since the end users connect to Microsoft Dynamics NAV/Business Central Server instance through the locally installed Microsoft Dynamics NAV Windows client (RTC) and/or the Microsoft Dynamics NAV/Business Central Web /Tablet/Phone Client, they can print on all printers available on his/her device. Additionally, there is a possibility to install IPP printers for situations when the customer's print server has to be used.

Patching

24. **QUESTION:** What kind of patching is performed on the system and when?

    ANSWER: The Microsoft Azure service is patched automatically by Microsoft; Microsoft Windows Server software on application servers and blank servers is patched by installing critical and security updates monthly. Partners have full access to these servers and can install other updates when needed. Shared SQL server updates are implemented once in a quarter with at least a 2-week prior notification. Private SQL server patching is performed according to individual agreements with 1ClickFactory and can be included into the shared SQL server patching schedule. Microsoft Dynamics NAV/Business Central software patching can be performed by the partner or according to individual agreements with 1ClickFactory.

25. **QUESTION:** Can I ask to postpone server patching?

    ANSWER: To make sure that the whole infrastructure is safe, 1ClickFactory does not provide the possibility to postpone the patching of servers within the 1ClickFactory infrastructure. In case there is a downtime for the customer's installation, a notification about the infrastructure updates is sent to the partners at least 2 weeks before the patching takes place. 1ClickFactory has a schedule for the next 4 patching activities and can share this with the partner upon request. If a partner uses a dedicated infrastructure, for an additional price the patching time can be adjusted according to the partner's or customer's needs.

Services

26. **QUESTION:** Can cumulative updates (CUs) of Microsoft Dynamics NAV/Business Central be applied to provisioned customer solutions?

    ANSWER: Yes, Microsoft Dynamics NAV cumulative updates can be applied by the partner's users. Within the portal there is a functionality which allows to update Dynamics NAV/Business Central binaries (files) while the application code should be updated by the partner.

27. **QUESTION:** What is the difference between 1ClickFactory portal account and partner user account for 1ClickFactory Self-Provisioning for NAV/Business Central on Azure?

    ANSWER: 1ClickFactory portal account is used to access 1ClickFactory website and 1ClickFactory Self-Provisioning for NAV/Business Central on Azure portal. The partner user account for 1ClickFactory Self-Provisioning for NAV/Business Central on Azure is used to access provisioned virtual machines and the customers' solutions. These user accounts may have the same username and password but they are not replicated or synchronized.

28. **QUESTION:** What Microsoft SQL Server version and edition is included in the private SQL server?

    ANSWER: 1ClickFactory will confirm with the partner on which SQL version it should be deployed. Any version available on the Microsoft Azure infrastructure can be deployed and used by the partner. We recommend using the same version as used on the shared SQL server to simplify the database migration between the private SQL server and shared SQL server.

29. **QUESTION:** Will Microsoft Dynamics NAV/Business Central patches/updates be available to me or will I have to find them myself and install them?

    ANSWER: 1ClickFactory provides Microsoft Dynamics NAV/Business Central Cumulative Updates within approximately one week after they are released by Microsoft. 1ClickFactory does not automatically apply Microsoft Dynamics NAV/Business Central Cumulative Updates. Partners are responsible for applying these updates using the tooling provided on the 1ClickFactory Self-Provisioning portal.

30. **QUESTION:** When Microsoft releases a new version of Microsoft Dynamics 365 Business Central, will 1ClickFactory force its partners and their users to start adopting the new version?

    ANSWER: No, 1ClickFactory will not force adoption of any specific releases of Microsoft Dynamics 365 Business Central. 1ClickFactory will support provisioning on the versions that Microsoft has the main stream of support on. If a partner wants to ensure his customers have an option to adopt the latest version when it is released, the partner can enroll the customer in 1ClickFactory Microsoft Dynamics 365 Business Central upgrade subscription program.

31. **QUESTION:** How long does it take to provision a server? What happens if I start to provision and the provisioning doesn't occur fully?

    ANSWER: Provisioning of a server usually takes 30-60 minutes, depending on the server type. Single instance servers (with only one virtual machine, for example, Sandbox) are usually provisioned in 30 minutes and dual instance servers (for example Dedicated) are usually provisioned in 60 minutes. 1ClickFactory monitors the provisioning process 24/7 and takes action in case something fails. Partners are contacted by e-mail in case any additional actions from the partner is required.

How to

32. **QUESTION:** How to upload large database backups?

    ANSWER: All database backups which are needed to deploy a new customer's installation, can be uploaded using the Self-Provisioning portal. The upload functionality is built in a way that supports file uploading of almost any size. But we recommend using Chrome or Firefox for bigger file uploading.

33. **QUESTION:** How can a license file be changed for the customer's solution?

    ANSWER: A license file for the customer's solution can be changed by using the "Change license" wizard which is available on the customer's list page. License can be pre-uploaded (function available in license list page) or you can upload it while using "change license" wizard.

34. **QUESTION:** Where do I find an IP address to connect to the application server virtual machines?

    ANSWER: The IP address and TCP/IP port that should be used to connect to the virtual machine can be found on the Application server's information page.

35. **QUESTION:** Where do I find the SQL server name and SQL database name of the provisioned customer's solution?

    ANSWER: The names of the Microsoft SQL Server and the Microsoft SQL Server database that are used for the particular solution can be found on the Customer's information card. If there is a multitenant solution in use, then on the Customer's card you will find information about the tenant database. In the multitenant instance card, you will find the information about the application database.

36. **QUESTION:** Is it possible to run a third-party application on the application server's virtual machines and connect to Microsoft Dynamics NAV/Business Central SQL database?

    ANSWER: Yes, it is possible for the partner's users to connect to the application server's virtual machine(s) and install third party applications. The partner's users have local administrator rights on the virtual machines and also "db_owner" rights on their customers' Microsoft Dynamics NAV/Business Central SQL databases.

37. **QUESTION:** Is it possible to open additional ports to access virtual machines from outside of the Azure cloud service?

    ANSWER: Yes, there is a functionality on 1ClickFactory Self-Provisioning service portal to create Microsoft Azure endpoints for the virtual machines, which then allow inbound traffic to the virtual machines from outside of Microsoft Azure cloud service.

38. **QUESTION:** How to calculate the price for customers with big databases?

    ANSWER: In 1ClickFactory Self-Provisioning for NAV/Business Central on Azure, the cost for storage of databases provisioned on shared SQL servers is included in the final per user per month price. There are no limitations for this but 1ClickFactory recommends evaluating the option of using a private SQL server for customers with databases bigger than 100 GB. If the database is provisioned on a private SQL server of the partner, then it uses storage attached to the private SQL server. Storage can be extended for an additional price. The partners are invoiced for the storage according to the pricelist for 1ClickFactory Self-Provisioning for NAV/Business Central on Azure.

39. **QUESTION:** Access to Windows Server via RDP from a Microsoft licensing perspective has a limitation of maximum 2 users per server. How do partners buy extra terminal services users if they need them?

    ANSWER: In case there is a need to have more than 2 users connected to the same virtual machine at the same time, you need to enable the Terminal Server functionality. This can be done by contacting 1ClickFactory support through service@1clickfactory.com. After enabling Terminal Server, all the named users (starting from the first) who will be granted permissions to RDP to a particular virtual machine will be automatically assigned terminal service client license. The price for user access through RDP is available in the pricelist for 1ClickFactory Self-Provisioning for NAV/Business Central on Azure.

Commercial

40. **QUESTION:** The prices in the pricelist are for the Partner. Are Partners free to set the pricing above and beyond the 1ClickFactory pricing?

    ANSWER: Yes, partners can and usually do add their own margin on top of 1ClickFactory prices.

41. **QUESTION:** How does the billing work?

    ANSWER: The partner will receive one monthly invoice for the consumed services. The partner will be billed monthly upfront. If the partner provisions a customer solution during the month, then the partner will be invoiced for the first month's usage with the next invoice and thereafter monthly upfront. The minimum billing period for any purchase is 1 month.

42. **QUESTION:** Can I also purchase Microsoft Office 365 through 1ClickFactory?

    ANSWER: No. Currently 1ClickFactory does not have the rights to sell Office 365 licenses to the partners.

43. **QUESTION:** How can the Partner bill their customers?

    ANSWER: You will find the invoice information which can be downloaded on the portal. The detailed information is provided in xml format which should be enough to have a proper conversation with your customers as well to create your own invoices. All invoicing to customers should be done by using the partner's ERP or any other billing engine.

44. **QUESTION:** How will small user counts for weekly usage "as needed" (up/down) affect the monthly billing?

    ANSWER: The minimum billing period for any purchase is one month. Therefore, one week's usage will result in at least one-month usage billing.

45. **QUESTION:** Is there any volume scheme for customers who buy a lot of users?

    ANSWER: Currently there is no discount for a high number of users. Usually we recommend using Dedicated environment for customers with a lot of users due to a better price. There are also other options available for large customer installations.

46. **QUESTION:** Microsoft currently has multiple Azure Datacenters. Where Microsoft Dynamics NAV/Business Central can be deployed and are there any plans for more?

    ANSWER: 1ClickFactory provisions on Microsoft Azure datacenters that are available for Microsoft Dynamics NAV/Business Central in West Europe, North Europe, South UK, West US, East US, Central Canada and Southeast Asia. If there is a need for any other Microsoft Azure datacenter, the request should be sent to the 1ClickFactory support team and we will come back with the pricing within that specific datacenter in 1 business day.

Migrations

47. **QUESTION:** Can you start in one Microsoft Azure datacenter and then move to another datacenter?

    ANSWER: Yes. The price for this service is available in 1ClickFactory pricelist. Please note that some technical parameters, such as IP address change, can be inevitable.

48. **QUESTION:** Can a customer be moved from one Partner to another Partner?

    ANSWER: The answer depends on the situation. Not all installations can be migrated. To get an answer of a specific case you should contact the 1ClickFactory support team. If it is possible, then there should be a few documents signed by the customer-authorized employee as well as by the partner(s) employee. The price for

this service is calculated case by case and depends on how complex the migration is.

Applications

49. **QUESTION:** Is it possible, in a private multitenant environment, for customers to have customized reports? Specifically, customers tend to want their document reports (Sales Orders, Invoices, etc) customized for their needs.

    ANSWER: Yes, starting from Microsoft Dynamics NAV 2015, partners can use different report layouts for different tenants. Additionally, the partners can develop completely different reports for different tenants and use report selection functionality for every customer. This functionality is part of Microsoft Dynamics NAV/Business Central application provided by Microsoft. Partners can also develop "per tenant" extensions, that can contain different report objects for different tenants.

50. **QUESTION:** Do partners always have to upload their own standard NAV/Business Central database or does 1ClickFactory provide a list to select from based on the existing releases from Microsoft?

    ANSWER: Yes, the partner should always upload their own database. From our experience, the databases that partners will use for their customers will include local versions, local add-ons and in many cases customizations. Therefore, the partner has the most control over their customer environment this way.

51. **QUESTION:** Which NAV/Business Central add-ons can be provisioned on the Self-Provisioning Service?

    ANSWER: As partners themselves upload the NAV/Business Central database to be provisioned for their customers, the partners can add any add-on they want to the database. Also, by having access to application servers, the partners can configure most of other integrated add-ons for their customer's NAV/Business Central solution. If you are uncertain about a specific add-on, you can always contact the 1ClickFactory service team, and we'll be happy to assist.

52. **QUESTION:** How can third party applications, for instance BI solutions such as PowerBI, get access to the Microsoft Dynamics NAV/Business Central database?

    ANSWER: In general, third party applications can access the Microsoft Dynamics NAV/Business Central application server through the OData or SOAP interface. 1ClickFactory also provides db_owner access rights on the database to the partner's users, but this access is only granted from within Microsoft Azure virtual machines, provisioned using 1ClickFactory Self-Provisioning for NAV/Business Central on Azure. Access from external networks to shared SQL servers is prohibited. If a partner needs other types of integrations, the recommendation is to purchase a private SQL server, where there would be more options. In such case, please contact service@1clickfactory.com.

Support

53. **QUESTION:** How does support work?

    ANSWER: 1ClickFactory provides a second line support through 1ClickFactory's support service system for the registration of incidents. Once a partner has signed up for the service, 1ClickFactory can provide the partner with access to the 1ClickFactory support service. The scope of the support included in the agreement is limited to issue resolution on the operations and availability of the service. Response time is 24 hours during business days from receiving the incident. For an additional fee there is an urgent support option available to the partners.

54. **QUESTION:** Is there an SLA for the services?

    ANSWER: 1ClickFactory monitoring the server instances 24/7/365 to ensure high availability. 1ClickFactory provides a 99.9% service level on system availability (for most of self-provisioning services).

55. **QUESTION:** Where does the Partner get second line support for Office 365?

    ANSWER: If the support question is related to the integration that 1ClickFactory provides as part of the self-provisioning, then it can be directed to the 1ClickFactory support service@1clickfactory.com. If the support is related to the development on or use of the Office 365 platform, then 1ClickFactory recommends the partner to address support questions directly to Microsoft or to the CSP provider if the licenses were purchased through a CSP program.

56. **QUESTION:** Is the SLA provided by 1ClickFactory as part of the service for the end customer or for the partner?

    ANSWER: As the partners are administrators on the virtual application servers that provision with 1ClickFactory Self-Provisioning for NAV/Business Central on Azure and have access rights to manage the customer, including creating users, deleting databases, and servicing the application, 1ClickFactory can only provide an SLA to the partner. The partner has to provide their own SLA to the customer.

14

Licensing

1. **QUESTION:** Can partners bring their own Microsoft Dynamics NAV/Business Central licenses to host on 1ClickFactory self-provisioning for NAV/Business Central on Azure?

   ANSWER: Yes, partners can bring their own Microsoft Dynamics NAV/Business Central licenses (perpetual or subscription) for solutions hosted on 1ClickFactory self-provisioning platform. All the licenses should be on BREP (under the partner's responsibility) as required by Microsoft.

2. **QUESTION:** Can you upload a Microsoft Dynamics NAV perpetual license to the platform and use it to license a customer against the shared SQL environment of 1ClickFactory on Microsoft Azure?

   ANSWER: Yes, you can provision a perpetual Microsoft Dynamics NAV/Business Central license, but you must provision it on a single tenant environment. According to the current Microsoft Dynamics NAV/Business Central licensing rules, perpetual licenses are not allowed on multitenant environments.

3. **QUESTION:** Can the number of Microsoft Dynamics NAV/Business Central users in the license be different from the number of the customer's subscribers on 1ClickFactory self-provisioning for NAV/Business Central on Azure?

   ANSWER: Yes, the number of users in the license is not directly linked to users in Dynamics NAV/Business Central deployed through 1ClickFactory self-provisioning platform. There is a limit to how many users can be activated in Dynamics NAV/Business Central as per Microsoft license agreement. 1ClickFactory does not place any additional limitations or restrictions.

4. **QUESTION:** Is it allowed for a customer to bring their own Microsoft SQL Server license for subscription?

   ANSWER: No, there is no possibility to reuse the customer's Microsoft SQL Server licenses for installations running on 1ClickFactory self-provisioning platform.

5. **QUESTION:** Can 1ClickFactory sell Microsoft Dynamics NAV/Business Central subscription licenses, if they don't host it?

   ANSWER: No, because subscription licenses aren't 'sold', they are 'rented'. The person ordering the subscription license is the one accountable for it. So, it wouldn't make sense for the host to place the subscription order and not host it, since they would need to be involved in the day-to-day management of it. If a partner orders subscription through a host and then decides to 'move' the customer somewhere else (for example, another host, who hosts it themselves, on-premises), the host simply needs to cancel the subscription in the system and the customer's reseller needs to start up a new subscription for the customer, and enter the new license in the solution.