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**Microsoft CRM Installation and Configuration V.1.2
MB2-184**

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Question: 1

What business framework was Microsoft CRM developed upon that allows it to be integrated with virtually any system in the world?

- A - Windows NT4.0
- B - Microsoft NET
- C - Web Net
- D - SQL Server 2000

Answer: B

Question: 2

The integration between Microsoft CRM and Microsoft Outlook uses which technology that allows users of the Sales for Outlook Client to see their contacts, leads, activities, opportunities, tasks, appointments, and e-mail?

- A - MDAC 2.7a
- B - Microsoft Message Queuing
- C - XML Web Services
- D - UDDI

Answer: C

Question: 3

Microsoft CRM Version 1.2 can be installed in both Windows Server 2000 and Windows Server 2003 environments. In either of these environments, how many Primary Domain Controllers are installed in a single domain?

- A - One Primary Domain Controller is always required
- B - At least one Primary Domain Controller and as many Backup Domain Controllers as needed
- C - None. All Domain Controllers are considered peers in both Windows Server 2000 and Windows Server 2003 environments
- D - None. Domain Controllers are not required in a Windows Server 2000 or Windows Server 2003 environment running Microsoft CRM

Answer: C

Question: 4

Which advantage does the Active Directory domain architecture provide for companies that have deployed Microsoft CRM Version 1 .2 in a Windows Server 2003 domain?

- A - It provides a single point of management for user accounts, computers, and applications in the Windows Server 2003 domain
- B - It meets the messaging and collaboration needs of small organizations, large distributed

enterprises and everything in between.

C - It enables structured data exchange and data transport

D - It enables an unprecedented level of software integration through the use of XML Web Services.

Answer: A

Question: 5

Which technology allows Microsoft CRM to share data and invoke capabilities from other applications without regard to how those applications were built, what operating system or platform they run on, and what devices are used to access them?

A - Application Programming Interfaces

B - XML Web Services

C - UDDI

D - Microsoft Exchange

Answer: B

Question: 6

XML Web Services are invoked over the Internet by means of industry-standard protocols including which of the following?

A - SOAP

B - ASP.NET

C - Microsoft NET

D - UDDI

Answer: A

Question: 7

Microsoft CRM is tightly integrated with which of the following technologies for the purpose of validating access level security upon each user request?

A - SQL Server 2000

B - Active Directory

C - Internet Information Server (IIS)

D - Exchange Server 2000

Answer: B

Question: 8

Which software component must be installed on the same machine as your Exchange 2000 server(s) in order to enable the e-mail functionality of Microsoft CRM?

A - E-Mail Router

- B - Deployment Manager
- C - Outlook Rich Client
- D - Workflow Monitor

Answer: A

Question: 9

Which technology render the web pages used by Microsoft CRM and allows organizations to host and manage web pages on the Internet or on their internal intranet?

- A - DHTML
- B - XML Web Services
- C - UDDI
- D - IIIS

Answer: D

Question: 10

Microsoft CRM uses which of the following technologies to display its web forms via the browser application?

- A - XML Web Services
- B - SOAP
- C - ASP.NET
- D - Open Database Connectivity (ODBC)

Answer: C

Question: 11

When an online Outlook Client goes offline, what process does Microsoft CRM use to create the offline data set for the client?

- A - Active Directory Replication
- B - SQL Replication
- C - DB Replication
- D - MSDE Replication

Answer: B

Question: 12

What does the platform layer use to protect itself from changes to the underlying database?

- A - Kernel
- B - Metadata
- C - Platform Support Library
- D - SQL Interpreter

Answer: B

Question: 13

Which technology does the Microsoft CRM browser client use to serve the user interface to Internet Explorer?

- A - XML
- B - Generated Platform API
- C - ASP.NET
- D - Fetch Builder

Answer: C

Question: 14

Which layer of the Microsoft CRM architecture performs all security checks?

- A - Application
- B - Platform
- C - Database
- D - Presentation

Answer: B

Question: 15

When the Sales for Outlook Client is running in offline mode, the Platform layer makes one additional database write for all successful data modifications against the local MSDE data store. What is this second store called?

- A - The client's local Meta base
- B - The client's local Business Data
- C - The client's local distribution database
- D - The playback graph

Answer: D

Question: 16

Which of the following are TRUE statements regarding the architecture of the Sales for Outlook client in Microsoft CRM Version 1.2?

- A - When online, the Outlook client processes all application logic locally, although the primary business logic is processed on the CRM server
- B - When an online client goes offline, Microsoft CRM uses SQL Replication to construct an offline data set that is copied to the client local database that is copied to the client's local database
- C - When the client synchronizes with the server database, any updated forms on the server are converted from DHTML pages to ASP.NET pages when stored on the client

D - The Outlook client stores its local data in a Microsoft Access database

Answer: A, B

Question: 17

Which of the following databases are automatically created in the SQL Server environment during installation of Microsoft CRM Server?

- A - CRM Metabase
- B - CRM database
- C - CRM Crystal database
- D - CRM Distribution database

Answer: A, B, C, D

Question: 18

Which layer of the Microsoft CRM architecture is responsible for performing the majority of the business logic?

- A - User Interface
- B - Application
- C - Platform
- D - Data Access

Answer: C

Question: 19

Which component of the Microsoft CRM architecture abstracts the underlying data storage details, such as schema and data access, from the higher-level constructs of domain logic implementation and user interface?

- A - Data access layer
- B - MDAC
- C - Metadata
- D - Database layer

Answer: C

Question: 20

What is the purpose of the Sales for Outlook Clients playback graph?

- A - It is used for database recovery purposes in the event the client's local MSDE database crashes and has to be reloaded.
- B - When an offline Outlook Client synchronizes with the CRM server, the playback graph drives the synchronization process by providing the server with each update operation that occurred when the client was offline

- C - It provides a date and time stamp of each update operation that occurred on the client, which is used to determine whether the server or client transaction should “win” in the event of a conflict during synchronization
- D - When an online client goes offline, the playback graph is used to construct the offline data set that is copied to the clients local database

Answer: B

Question: 21

IIS must be configured and running on which machine prior to installing Microsoft CRM Server?

- A - On the Microsoft CRM server
- B - On the Domain Controller
- C - On the Exchange 2000 server
- D - On the SQL. Server 2000 server

Answer: A

Question: 22

As with the SQL Server and Domain Controller, the Microsoft CRM server should be configured to use which of the following?

- A - A static IP address
- B - A dynamic IP address
- C - Wins Services
- D - DLC

Answer: A

Question: 23

Which of the following is a TRUE statement regarding the Sales for Outlook client installation process?

- A - The client’s local MSDE database is automatically synchronized with the CRM server database during the installation process
- B - The user installing the Outlook client must be a valid CRM user
- C - The Outlook client can be installed on the Exchange Server.
- D - The Outlook client can be installed on the Microsoft CRM server.

Answer: B

Question: 24

Before installing Microsoft CRM Server, which of the following services need to be running?

- A - SQL Server Agent
- B - MS XML Parser Service

- C - Windows Indexing Service
- D - BizTalk Messaging Services

Answer: A, C

Question: 25

As the CRM Administrator, you log on to the CRM server using your newly created CRM Administrator account and install Microsoft CRM. Following installation, what post-installation task must you perform in order for your CRM Administrator account to access the Microsoft CRM modules that your organization has purchased?

- A - Assign the System Administrator role to your CRM Administrator account
- B - Enter your organization's license key within the License Manager tool
- C - Create the CRM Administrator user account in Microsoft CRM
- D - Assign a license to your CRM Administrator user account in Microsoft CRM

Answer: D

Question: 26

In order to install Microsoft CRM Server, in which mode must Active Directory' be installed in the CRM domain?

- A - Primary Mode
- B - Mixed Mode
- C - PDC Mode
- D - Native Mode

Answer: D

Question: 27

In order to implement Knowledge Base searching, which of the following SQL Server 2000 components must be configured and running?

- A - SQL Indexing Service
- B - SQL Full-String Search
- C - SQL Data Access Indexing
- D - SQL Full-Text Search

Answer: D

Question: 28

Which of the following software components must be installed prior to installing Microsoft CRM Server?

- A - BizTalk Server 2002 Partner edition
- B - Microsoft Active Directory
- C - Microsoft SQL Server 2000
- D - Microsoft Message Queuing on the CRM server

Answer: B, C, D

Question: 29

Which machine in a Microsoft CRM domain must have Active Directory installed and configured in Native mode?

- A - Any machine in the domain
- B - CRM Server
- C - SQL Server
- D - Domain Controller

Answer: D

Question: 30

Which of the following criteria must be met when entering the Organization Name during the Microsoft CRM Server installation process?

- A - Enter name in all Upper Case letters.
- B - Enter name in all Lower Case letters.
- C - Enter the name exactly it appears on the System Administrator user account.
- D - Enter the name exactly as it appears on the license registration.

Answer: D

Question: 31

While entering your organization's business units in Microsoft CRM, you accidentally misspell the name of a business unit. What should you do to correct the situation?

- A - You should delete the business unit in Microsoft CRM and then add a business unit with the correct name
- B - You should delete the business unit in Active Directory and then add a business unit with the correct name
- C - You should deactivate the business unit in Microsoft CRM and then add a business unit with the correct name
- D - You should change the name of the business unit to the correct spelling

Answer: C

Question: 32

Which of the following are true statements about Microsoft CRM team management?

- A - Each team must be associated with 1 business unit.
- B - Users assigned to a team must be assigned to the same business unit as the team in order to be a team member.
- C - A team can include users from any business unit.
- D - Users can be associated with more than 1 team.

Answer: A, C, D

Question: 33

Which of the following characteristics applies to the root business unit in a Microsoft CRM installation?

- A - You can assign a parent business unit to the root business unit if you need to reorganize your organizational structure
- B - The root business unit is automatically created by the Microsoft CRM Server setup program
- C - You can promote a child business unit to the root business unit by removing its parent business unit
- D - You must add an Organizational Unit in Active Directory for the root business unit via Active Directory You must add an Organizational Unit in Active Directory for the root business unit via Active Directory? Users and Computers tool

Answer: B

Question: 34

When assigning a manager to a user's account, which of the following rules controls who can be assigned as the user's manager?

- A - The manager's business unit can be a parent or child business unit to the user's business unit
- B - The manager and user can be assigned to different business units so long as each business unit is a child of the same parent business unit
- C - The manager must be assigned to the same business unit as the user
- D - The manager can belong to the user's business unit, or to one of the business units that parent the user's business unit, regardless of how high up in the organizational hierarchy that manager's business unit appears

Answer: D

Question: 35

Once the Root Business Unit has been created, which of the following statements are TRUE?

- A - The Root Business Unit can be renamed.
- B - The Root Business Unit cannot be renamed.
- C - The Root Business Unit cannot be deactivated.
- D - The Root Business Unit can be deactivated.

Answer: B, C

Question: 36

When creating a user in Microsoft CRM which of the following are required fields?

- A - User's first name
- B - Domain log on
- C - Business unit
- D - E-mail address

Answer: A, B, C

Question: 37

Which of the following statements are TRUE regarding disabled user accounts?

- A - The user's assigned data is saved in the database.
- B - The user is unable to log into Microsoft CRM.
- C - The user's license is automatically unassigned.
- D - The disabled account can be enabled again at any time

Answer: A, B, D

Question: 38

Microsoft CRM user accounts can be created in Microsoft CRM through which of the following?

- A - The User Manager tool
- B - The User License tool
- C - The Microsoft CRM application itself
- D - The User Maintenance Wizard

Answer: A, C

Question: 39

Your organization just hired Douglas as a Sales Representative. Which of the following are among the steps that must be performed in order to add Douglas as a user in Microsoft CRM?

- A - Add a user account for Douglas in Active Directory
- B - Add a user account for Douglas in Microsoft CRM
- C - Assign a manager to Douglas' Microsoft CRM user account
- D - Assign one or more security roles to Douglas' Microsoft CRM user account

Answer: A, B, D

Question: 40

What occurs if you attempt to add a user to Microsoft CRM but the user doesn't exist in Active Directory?

- A - Active Directory prompts you to add the user.

- B - Active Directory is automatically updated to reflect the new user.
- C - An error message appears indicating the user does not exist in Active Directory.
- D - The user will be added into Microsoft CRM.

Answer: C

Question: 41

When a user is assigned multiple roles that have conflicting access levels for a given privilege and record type, which access level, applies?

- A - The access level defaults to User when a conflict occurs
- B - The access level defaults to None when a conflict occurs
- C - The least restrictive access level
- D - The most restrictive access level

Answer: C

Question: 42

What action is authorized by the Append To privilege?

- A - It allows the user to attach another object to the object in question
- B - It allows the user to assign ownership of an object to another user
- C - It allows the user to attach the object in question to another object
- D - It allows the user to attach a file to the object in question

Answer: C

Question: 43

What is the benefit of using Active Directory security authentication?

- A - Internet Connection Sharing (ICS)
- B - Single sign on
- C - Access to XML Web Services
- D - Data exchange with other applications via SOAP

Answer: B

Question: 44

You are assigned a security role that provides Parent:Child Business Unit Account Read access. Which account records can you view?

- A - The accounts owned by users that are assigned to business units that are a parent or your business unit
- B - The accounts owned by users that are assigned to your business unit
- C - The accounts owned by users that are assigned to business units that are a child or your business unit

D - The accounts owned by users in all business units

Answer: B, C

Question: 45

Which of the following are valid access levels in Microsoft CRM?

- A - User, Parent:Child Business Unit, Organization, Domain
- B - User, Business Unit, Parent:Child Business Unit, Domain
- C - User, Business Unit, Parent:Child Business Unit, Organization
- D - User, Team, Business Unit, Organization

Answer: C

Question: 46

If you wish to attach a note to a case, which security privileges control whether you can perform this action?

- A - Write
- B - Append
- C - Link
- D - Append To

Answer: B, D

Question: 47

Which of the following are TRUE statements regarding Microsoft CRM users with User level access for all privileges associated with the Account record type?

- A - They can edit any Account records that are assigned to them.
- B - They can view any Account records that are shared to the team which they belong to.
- C - They can delete any Account records that are owned by teams they belong to.
- D - They can edit any Account records that belong to users in the same Business Unit.

Answer: A, B

Question: 48

Microsoft CRM is shipped with which of the following predefined user roles?

- A - CEO-Business Manager
- B - System Administrator
- C - Field Service Representative
- D - CFO-Finance

Answer: A, B

Question: 49

Parent Child Business Unit access for a given record type and privilege provides which level of access?

- A - User Access Level
- B - Business Unit Access Level
- C - All child business units subordinate to the user's business unit
- D - Parent business units above the user's business unit

Answer: A, B, C

Question: 50

When a user creates a Child Business Unit, which of the following statements is TRUE regarding security roles?

- A - The new child business unit will inherit security roles from its parent business unit.
- B - The new child business unit is created without any default security roles.
- C - The new child business unit will inherit security roles from Active Directory Domain Local Policy.
- D - The new child business unit will inherit security roles from Active Directory Group Policy.

Answer: A

Question: 51

You can configure Auto Numbering, Fiscal Year Settings, and System Settings within the System Customization screen. Which of the following can be changed within System Settings?

- A - Time Format
- B - Currency Symbol
- C - Price List
- D - Unit Group

Answer: A, B

Question: 52

After Microsoft CRM was installed, the Sales Manager tried to set up quotas for her sales representatives. However, she cannot see the Quotas option in Business Unit Settings. As the System Administrator, what can you do to allow the Sales Manager to set up quotas?

- A - Set the Fiscal Period in System Settings.
- B - Assign the "VP of Sales" role to the Sales Manager
- C - Create a new Sales Territory and assign the Sales Manager and her sales representatives to the new territory.
- D - Set the Workplace Style for the Sales User.

Answer: A

Question: 53

How can a system administrator start or stop Crystal APS services?

- A - Using Services Console in Administrative Tools
- B - Using Crystal Configuration Manager
- C - Using Active Directory Sites and Services
- D - Using Deployment Manager

Answer: A, B

Question: 54

A Sales Manager is having problems printing Crystal Reports. She can view an entire report but can only print one page at a time. What step can be taken to fix the problem?

- A - Install Crystal Report 8.5 client on the Sales Manager's computer
- B - Install Crystal Smart Viewer for ActiveX on the Sales Manager's computer
- C - Add Crystal Smart Viewer to the Microsoft CRM Server
- D - Assign Print Report privileges to the Sales Manager's Role

Answer: B

Question: 55

What is the main function of the Schema Manager?

- A - Enable and disable Microsoft CRM Server
- B - Provide support for schema customization
- C - Add or remove Microsoft CRM licenses
- D - Manage Microsoft SQL Server

Answer: B

Question: 56

Which of the following tools are available in the Customization Transport Manager?

- A - Import Customization
- B - Publish Customization
- C - Modify Customization
- D - Delete Customization

Answer: A, B

Question: 57

Crystal Cache Server stores information in the registry about which of the following?

- A - Location of the cache file

- B - Maximum size of the cache file
- C - Default temp directory location
- D - URL of Microsoft CRM Server

Answer: D

Question: 58

Fiscal Year Settings facilitate which of the following functionality?

- A - Sales History reports
- B - Sales Quotes
- C - Open Accounts Receivable reports
- D - Sales Quota Reporting

Answer: D

Question: 59

Which of the following is the key functionality provided by the Server Manager tool?

- A - It changes the Microsoft CRM server to another member server in the domain
- B - It creates new database mappings and database customizations
- C - It re associates a restored database server with the Microsoft CRM server(s)
- D - It is used for job scheduling

Answer: C

Question: 60

Microsoft CRM allows you to establish application specific settings in what configuration file?

- A - Net.config
- B - CRM.config
- C - MSCRM.config
- D - web config

Answer: D

Question: 61

Which of the following tables does not exist in the CDF?

- A - Cdt_Account_ext
- B - Cdt_Activity_ext
- C - Cdt_Contact_ext
- D - Cdt_Lead_ext

Answer: B

Question: 62

The user account that is used to install the Microsoft CRM Data Migration Framework must have what kind of Microsoft CRM License?

- A - A license that includes each of the objects being migrated
- B - Professional Suite
- C - Professional Sales
- D - Standard Service

Answer: A

Question: 63

Which user account must be used when installing the Microsoft CRM Data Migration Framework?

- A - A Domain Administrator account
- B - Any account that is assigned the CRM System Administrator role
- C - The same account used to install Microsoft CRM
- D - Any account that is assigned the CEO-Business Manager role

Answer: C

Question: 64

How do you initialize the CDF database?

- A - Execute a program from a command window.
- B - Run a set of SQL Scripts.
- C - Execute a stored procedure.
- D - Click "Initialize CDF" from the Manage CDF window.

Answer: A

Question: 65

What mechanism is used to synchronize the primary keys of the Entity Base tables, Entity Extension tables and the Entity Information tables?

- A - Initializing the CDF database.
- B - SQL Server replication.
- C - Triggers on the Entity base tables.
- D - It is a manual process.

Answer: C

Question: 66

What data migration approaches are supported by Microsoft CRM?

- A - Direct import using SQL Server Data Transformation Services (DTS).

- B - Direct import using SQL queries.
- C - Third party data migration tools which use the Microsoft CRM Platform.
- D - Microsoft CRM Data Migration Framework.

Answer: C, D

Question: 67

What is the most important phase in a Data Migration project?

- A - Planning
- B - Preparing Microsoft CRM
- C - Importing data into the CDF database
- D - Data Cleansing

Answer: A

Question: 68

The Microsoft CRM Data Migration Framework must be installed on which server?

- A - On the SQL Server used by the Microsoft CRM installation
- B - On a BizTalk server
- C - On a dedicated server
- D - On a Microsoft CRM Server

Answer: D

Question: 69

Which of the following is not one of the planning spreadsheets included with the Microsoft CRM Data Migration Framework?

- A - ACT to CDF Mapping.xls
- B - Sales Logix to CDF Mapping.xls
- C - Gold mine to CDF Mapping.xls
- D - Siebel to CDF Mapping.xls

Answer: B

Question: 70

How are duplicate records handled within the Data Migration Framework?

- A - Duplicate records are automatically detected and merged.
- B - Stored procedures are provided to detect and merge duplicate records.
- C - Stored procedures are provided to merge duplicate records.
- D - The Data Migration Framework does not provide tools to detect or merge duplicate records.

Answer: D

Question: 71

Which software component must be installed on the same machine as your Exchange 2000 server(s) in order to enable the e-mail functionality of Microsoft CRM?

- A - E-Mail Router
- B - Deployment Manager
- C - Outlook Rich Client
- D - Work flow Monitor

Answer: A

Question: 72

Which technology used by Microsoft CRM is a set of rules for designing text formats that allows you to structure your data?

- A - HTML
- B - DHTML
- C - XML
- D - SOAP

Answer: C

Question: 73

What is the name of the executable that transitions a Windows 2003 member server or standalone server to an Active Directory domain controller?

- A - addc.exe
- B - dcpromo.exe
- C - servcont.exe
- D - transerv.exe

Answer: B

Question: 74

Which technology allows Microsoft CRM to share data and invoke capabilities from other applications without regard to how those applications were built, what operating system or platform they run on, and what devices are used to access them?

- A - Application Programming Interlaces
- B - XML Web Services
- C - UDDI
- D - Microsoft Exchange

Answer: B

Question: 75

Microsoft CRM is tightly integrated with which of the following technologies for the purpose of validating access level security upon each user request?

- A - SQL Server 2000
- B - Active Directory
- C - Internet Information Server (IIS)
- D - Exchange Server 2000

Answer: B

Question: 76

Microsoft CRM uses which of the following technologies to display its web forms via the browser application?

- A - XML Web Services
- B - SOAP
- C - ASP.NET
- D - Open Database Connectivity (ODBC)

Answer: C

Question: 77

What business framework was Microsoft CRM developed upon that allows it to be integrated with virtually any system in the world?

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- B - Microsoft NET
- C - Web Net
- D - SQL Server 2000

Answer: B

Question: 78

Which technology renders the web pages used by Microsoft CRM and allows organizations to host and manage web pages on the Internet or on their internal intranet?

- A - DHTML
- B - XML Web Services
- C - UDDI
- D - IIS

Answer: D

Question: 79

Which technology does Microsoft CRM Version 1.2 use for both data storage and data access?

- A - IIS 5.0
- B - IIS 6.0
- C - Active Directory
- D - SQL Server 2000

Answer: D

Question: 80

XML Web Services are invoked over the Internet by means of industry-standard protocols including which of the following?

- A - SOAP
- B - ASP.NET
- C - Microsoft.NET
- D - UDDI

Answer: A

Question: 81

When an online Outlook Client goes offline, what process does Microsoft CRM use to create the offline data set for the client?

- A - Active Directory Replication
- B - SQL Replication
- C - DB Replication
- D - MSDE Replication

Answer: B

Question: 82

Which layer of the Microsoft CRM architecture is responsible for performing the majority of the business logic?

- A - User interface
- B - Application
- C - Platform
- D - DataAccess

Answer: C

Question: 83

What is the purpose of the Sales for Outlook Client's playback graph?

- A - It is used for database recovery purposes in the event the client's local MSDE database crashes and has to be reloaded.
- B - When an offline Outlook Client synchronizes with the CRM server, the playback graph drives

the synchronization process by providing the server with each update operation that occurred when the client was offline

C - It provides a date and time stamp of each update operation that occurred on the client, which is used to determine whether the server or client transaction should “win” in the event of a conflict during synchronization

D - When an online client goes offline, the playback graph is used to construct the offline data set that is copied to the client’s local database

Answer: B

Question: 84

Both the Microsoft CRM browser client and the Sales for Outlook client make use of the rendering technology built into which application?

A - XML Web Services

B - HTML

C - Internet Explorer

D - MDAC 2.8

Answer: C

Question: 85

Communication between the application layer and the platform layer is accomplished using which technology?

A - Remote Procedure Calls

B - HTTP Post Method

C - SOAP

D - Stored Procedure Calls

Answer: C

Question: 86

What does the platform layer use to protect itself from changes to the underlying database?

A - Kernel

B - Metadata

C - Platform Support Library’

D - SQL Interpreter

Answer: B

Question: 87

Which layer of the Microsoft CRM architecture performs all security checks?

A - Application

- B - Platform
- C - Database
- D - Presentation

Answer: B

Question: 88

Which technology does the Microsoft CRM browser client use to serve the user interface to Internet Explorer?

- A - XML
- B - Generated Platform API
- C - ASP.NET
- D - Fetch Builder

Answer: C

Question: 89

Within the Application layer, the majority of the application logic performs what function?

- A - Data validation
- B - Business logic
- C - Database access
- D - ODBC connectivity

Answer: A

Question: 90

Which component of the Microsoft CRM architecture abstracts the underlying data storage details, such as schema and data access, from the higher-level constructs of domain logic implementation and user interlace?

- A - Data access layer
- B - MDAC
- C - Metadata
- D - Database layer

Answer: C

Question: 91

Which of the following is a TRUE statement regarding the Sales for Outlook client installation process?

- A - The client's local MSDE database is automatically synchronized with the CRM server database during the installation process
- B - The user installing the Outlook client must be a valid CRM user

- C - The Outlook client can be installed on the Exchange Server.
- D - The Outlook client can be installed on the Microsoft CRM server.

Answer: B

Question: 92

Which or the following components will be installed automatically during the Microsoft CRM installation process if the Microsoft CRM Server setup program detects that these components are not installed?

- A - MSDE database
- B - XML Parser
- C - Microsoft Message Queuing
- D - .NET Framework

Answer: B, D

Question: 93

Which machine in a Microsoft CRM domain must have Active Directory installed and configured in Native mode?

- A - Any machine in the domain
- B - CRM Server
- C - SQL Server
- D - Domain Controller

Answer: D

Question: 94

In order to install Microsoft CRM Server, in which mode must Active Directory be installed in the CRM domain?

- A - Primary Mode
- B - Mixed Mode
- C - PDC Mode
- D - Native Mode

Answer: D

Question: 95

In order to implement Knowledge Base searching, which of the following SQL Server 2000 components must be configured and running?

- A - SQL Indexing Service
- B - SQL Full-String Search
- C - SQL Data Access Indexing

D - SQL Full-Text Search

Answer: D

Question: 96

Which of the following criteria must be met when entering the Organization Name during the Microsoft CRM Server installation process?

- A - Enter name in all Upper Case letters.
- B - Enter name in all Lower Case letters.
- C - Enter the name exactly it appears on the System Administrator user account.
- D - Enter the name exactly as it appears on the license registration.

Answer: D

Question: 97

Which of the following software components must be installed prior to installing Microsoft CRM Server?

- A - BizTalk Server 2002 Partner Edition
- B - Microsoft Active Directory
- C - Microsoft SQL Server 2000
- D - Microsoft Message Queuing on the CRM server

Answer: B, C, D

Question: 98

Which of the following are valid operating systems that can be installed on the client workstation that will run the Microsoft CRM Sales for Outlook Client?

- A - Windows Millennium
- B - Windows NT
- C - Windows 2000
- D - Windows XP

Answer: C, D

Question: 99

IIS must be configured and running on which machine prior to installing Microsoft CRM Server?

- A - On the Microsoft CRM server
- B - On the Domain Controller
- C - On the Exchange 2000 server
- D - On the SQL Server 2000 server

Answer: A

Question: 100

As with the SQL Server and Domain Controller, the Microsoft CRM server should be configured to use which of the following?

- A - A static IP address
- B - A dynamic IP address
- C - Wins Services
- D - DLC

Answer: A

Question: 101

Once the Root Business Unit has been created, which of the following statements are TRUE?

- A - The Root Business Unit can be renamed.
- B - The Root Business Unit cannot be renamed.
- C - The Root Business Unit cannot be deactivated.
- D - The Root Business Unit can be deactivated.

Answer: B, C

Question: 102

While entering your organization's business units in Microsoft CRM, you accidentally misspell the name of a business unit. What should you do to correct the situation?

- A - You should delete the business unit in Microsoft CRM and then add a business unit with the correct name
- B - You should delete the business unit in Active Directory and then add a business unit with the correct name
- C - You should deactivate the business unit in Microsoft CRM and then add a business unit with the correct name
- D - You should change the name of the business unit to the correct spelling

Answer: C

Question: 103

How many Business Units can a user report to?

- A - 1
- B - 3
- C - 10
- D - Unlimited

Answer: A

Question: 104

Your organization just hired Douglas as a Sales Representative. Which of the following are among the steps that must be performed in order to add Douglas as a user in Microsoft CRM?

- A - Add a user account for Douglas in Active Directory
- B - Add a user account for Douglas in Microsoft CRM
- C - Assign a manager to Douglas' Microsoft CRM user account
- D - Assign one or more security roles to Douglas' Microsoft CRM user account

Answer: A, B, D

Question: 105

What occurs if you attempt to add a user to Microsoft CRM but the user doesn't exist in Active Directory?

- A - Active Directory prompts you to add the user.
- B - Active Directory is automatically updated to reflect the new user.
- C - An error message appears indicating the user does not exist in Active Directory.
- D - The user will be added into Microsoft CRM.

Answer: C

Question: 106

When creating a user in Microsoft CRM which of the following are required fields?

- A - User's first name
- B - Domain logon
- C - Business unit
- D - E-mail address

Answer: A, B, C

Question: 107

Which of the following predefined roles allows you to delete users in Microsoft CRM?

- A - System Administrator
- B - CEO/Business Manager
- C - All of the predefined roles allow you to delete users
- D - None of the predefined roles allow you to delete users

Answer: D

Question: 108

Which of the following characteristics applies to the root business unit in a Microsoft CRM installation?

- A - You can assign a parent business unit to the root business unit if you need to reorganize your organizational structure
- B - The root business unit is automatically created by the Microsoft CRM Server setup program
- C - You can promote a child business unit to the root business unit by removing its parent business unit
- D - You must add an Organizational Unit in Active Directory for the root business unit via Active Directory Users and Computers tool.

Answer: B

Question: 109

Microsoft CRM user accounts can be created in Microsoft CRM through which of the following?

- A - The User Manager tool
- B - The User License tool
- C - The Microsoft CRM application itself
- D - The User Maintenance Wizard

Answer: A, C

Question: 110

When assigning a manager to a user's account, which of the following rules controls who can be assigned as the user's manager?

- A - The manager's business unit can be a parent or child business unit to the user's business unit
- B - The manager and user can be assigned to different business units so long as each business unit is a child of the same parent business unit
- C - The manager must be assigned to the same business unit as the user
- D - The manager can belong to the user's business unit, or to one of the business units that parent the user's business unit, regardless of how high up in the organizational hierarchy that manager's business unit appears

Answer: D

Question: 111

Parent:Child Business Unit access for a given record type and privilege provides which level of access?

- A - User Access Level
- B - Business Unit Access Level
- C - All child business units subordinate to the user's business unit.
- D - Parent business units above the user's business unit

Answer: A, B, C

Question: 112

When a user is assigned multiple roles that have conflicting access levels for a given privilege and record type, which access level applies?

- A - The access level defaults to User when a conflict occurs
- B - The access level defaults to None when a conflict occurs
- C - The least restrictive access level
- D - The most restrictive access level

Answer: C

Question: 113

Microsoft CRM is shipped with which of the following predefined user roles?

- A - CEO-Business Manager
- B - System Administrator
- C - Field Service Representative
- D - CFO-Finance

Answer: A, B

Question: 114

When a user creates a Child Business Unit, which of the following statements is TRUE regarding security roles?

- A - The new child business unit will inherit security roles from its parent business unit.
- B - The new child business unit is created without any default security roles.
- C - The new child business unit will inherit security roles from Active Directory Domain Local Policy.
- D - The new child business unit will inherit security roles from Active Directory Group Policy.

Answer: A

Question: 115

Which of the following are valid access levels in Microsoft CRM?

- A - User, Parent:Child Business Unit, Organization, Domain
- B - User, Business Unit, Parent:Child Business Unit, Domain
- C - User, Business Unit, Parent:Child Business Unit, Organization
- D - User, Team, Business Unit, Organization

Answer: C

Question: 116

Which of the following are TRUE statements regarding Microsoft CRM users with User level access for all privileges associated with the Account record type?

- A - They can edit any Account records that are assigned to them.
- B - They can view any Account records that are shared to the team which they belong to.
- C - They can delete any Account records that are owned by teams they belong to.
- D - They can edit any Account records that belong to users in the same Business Unit.

Answer: A, B

Question: 117

What is the benefit of using Active Directory security authentication?

- A - Internet Connection Sharing (ICS)
- B - Single sign on
- C - Access to XML Web Services
- D - Data exchange with other applications via SOAP

Answer: B

Question: 118

It you wish to attach a note to a case, which security privileges control whether you can perform this action?

- A - Write
- B - Append
- C - Link
- D - Append To

Answer: B, D

Question: 119

What checks are performed at the platform layer to associate the Microsoft CPM security model with the Active Directory security model whenever a user performs an action in Microsoft CRM?

- A - SQL Authentication check
- B - Privilege check
- C - Active Directory Security Group Authentication
- D - Access Level check

Answer: B, D

Question: 120

When a user creates a child business unit, which security roles are automatically copied from its parent business unit down to the child business unit?

- A - No roles are copied to the child business unit.
- B - Only the out-of-the-box, predefined roles that are assigned to the parent business unit are copied down to the child business unit.

C - Only customized roles that were created specifically for the parent business unit are copied to the child business unit.

D - All roles assigned to the parent business unit are copied to the child business unit.

Answer: D

Question: 121

How can a system administrator start or stop Crystal APS services?

A - Using Services Console in Administrative Tools

B - Using Crystal Configuration Manager

C - Using Active Directory Sites and Services

D - Using Deployment Manager

Answer: A, B

Question: 122

You have created customizations that are unique for a call center environment. You want to provide the same customizations to each of your call center clients. How can you achieve this goal?

A - Use the Deployment Manager's Export Customization tool to create a configuration file, then distribute the file to your call center clients to import.

B - Use SQL Enterprise Manager to back up your database schema, then distribute the backup to the call center clients to restore to their SQL server.

C - Use Schema Manager to export customizations, then distribute the configuration files to your call center clients to import.

D - Customizations cannot be shared.

Answer: A

Question: 123

Which of the following is the key functionality provided by the Server Manager tool?

A - It changes the Microsoft CRM server to another member server in the domain

B - It creates new database mappings and database customizations

C - It re associates a restored database server with the Microsoft CRM server(s)

D - It is used for job scheduling

Answer: C

Question: 124

Which of the following tools are available in the Customization Transport Manager?

A - Import Customization

B - Publish Customization

- C - Modify Customization
- D - Delete Customization

Answer: A, B

Question: 125

Crystal Cache Server stores information in the registry about which of the following?

- A - Location of the cache file
- B - Maximum size of the cache tile
- C - Default temp directory location
- D - URL of Microsoft CRM Server

Answer: A, B

Question: 126

Microsoft CRM allows you to establish application specific settings in what configuration file?

- A - Net.config
- B - CRM.config
- C - MSCRM.config
- D - web.config

Answer: D

Question: 127

Fiscal Year Settings facilitate which of the following functionality?

- A - Sales History reports
- B - Sales Quotes
- C - Open Accounts Receivable reports
- D - Sales Quota Reporting

Answer: D

Question: 128

Which of the following are benefits of the Deployment Manager's Export Customization tool?

- A - It allows you to export existing customizations so that they can be later imported into another deployment
- B - It allows you to back up the deployment customization information
- C - It allows you to export the existing Microsoft CRM schema to XML Web Services applications
- D - It allows you to export customized views and forms to ASP.NET applications

Answer: A, B

Question: 129

You can configure Auto Numbering, Fiscal Year Settings, and System Settings within the System Customization screen. Which of the following can be changed within System Settings?

- A - Time Format
- B - Currency Symbol
- C - Price List
- D - Unit Group

Answer: A, B

Question: 130

After Microsoft CRM was installed, the Sales Manager tried to set up quotas for her sales representatives. However, she cannot see the Quotas option in Business Unit Settings. As the System Administrator, what can you do to allow the Sales Manager to set up quotas?

- A - Set the Fiscal Period in System Settings.
- B - Assign the “VP of Sales” role to the Sales Manager
- C - Create a new Sales Territory and assign the Sales Manager and her sales representatives to the new territory.
- D - Set the Workplace Style for the Sales User.

Answer: A

Question: 131

Which of the following tables does not exist in the CDF?

- A - Cdt_Account_ext
- B - Cdt_Activity_ext
- C - Cdt_Contact_ext
- D - Cdt_Lead_ext

Answer: B

Question: 132

How are duplicate records handled within the Data Migration Framework?

- A - Duplicate records are automatically detected and merged.
- B - Stored procedures are provided to detect and merge duplicate records.
- C - Stored procedures are provided to merge duplicate records.
- D - The Data Migration Framework does not provide tools to detect or merge duplicate records.

Answer: D

Question: 133

Which user account must be used when installing the Microsoft CRM Data Migration Framework?

- A - A Domain Administrator account
- B - Any account that is assigned the CRM System Administrator role
- C - The same account used to install Microsoft CRM
- D - Any account that is assigned the CEO-Business Manager role

Answer: C

Question: 134

The user account that is used to install the Microsoft CRM Data Migration Framework must have what kind of Microsoft CRM License?

- A - A license that includes each of the objects being migrated
- B - Professional Suite
- C - Professional Sales
- D - Standard Service

Answer: A

Question: 135

What is the most important phase in a Data Migration project?

- A - Planning
- B - Preparing Microsoft CRM
- C - Importing data into the CDF database
- D - Data Cleansing

Answer: A

Question: 136

How do you initialize the CDF database?

- A - Execute a program from a command window.
- B - Run a set of SQL Scripts.
- C - Execute a stored procedure.
- D - Click “Initialize CDF” from the Manage CDF window.

Answer: A

Question: 137

What data migration approaches are supported by Microsoft CRM?

- A - Direct import using SQL Server Data Transformation Services (DTS).
- B - Direct import using SQL queries.
- C - Third party data migration tools which use the Microsoft ORM Platform.
- D - Microsoft CRM Data Migration Framework.

Answer: C, D

Question: 138

What mechanism is used to synchronize the primary keys of the Entity Base tables, Entity Extension tables and the Entity Information tables?

- A - Initializing the CDF database.
- B - SQL Server replication.
- C - Triggers on the Entity base tables.
- D - It is a manual process.

Answer: C

Question: 139

Which of the following is not one of the planning spreadsheets included with the Microsoft CRM Data Migration Framework?

- A - ACT to CDF Mapping.xls
- B - Sales Logix to CDF Mapping.xls
- C - Gold mine to CDF Mapping.xls
- D - Siebel to CDF Mapping.xls

Answer: B

Question: 140

Which of the following Is NOT one of the tasks of the CDF Migration Tool?

- A - Correlate Organization, Business Unit, Territory, and System User Entitles.
- B - Update existing Microsoft CRM objects with new data.
- C - Migrate Data.
- D - Update Relationships between entitles.

Answer: B

Question: 141

Which technology does Microsoft CRM Version 1.2 use for both data storage and data access?

- A - 1135.0
- B - 1136.0
- C - Active Directory
- D - SQL Server 2000

Answer: D

Question: 142

What technology is a light weight protocol used by Microsoft CRM that allows developers to

access Microsoft CRM API's in a decentralized, distributed environment?

- A - TCP/IP
- B - ASP.NET
- C - XML Web Services
- D - SOAP

Answer: D

Question: 143

Which software component must be installed on the same machine as your Exchange 2000 server(s) in order to enable the e-mail functionality of Microsoft CRM?

- A - E-Mail Pouter
- B - Deployment Manager
- C - Outlook Rich Client
- D - Work flow Monitor

Answer: A

Question: 144

Which technology used by Microsoft CRM is a set of rules for designing text formats that allows you to structure your data?

- A - HTML
- B - DHTML
- C - XML
- D - SOAP

Answer: C

Question: 145

Microsoft CRM uses which of the following technologies to display its web forms via the browser application?

- A - XML Web Services
- B - SOAP
- C - ASP.NET
- D - Open Database Connectivity (ODBC)

Answer: C

Question: 146

What business framework was Microsoft CRM developed upon that allows it to be integrated with virtually any system in the world?

- A - Windows NT 4.0
- B - Microsoft .NET
- C - Web Net
- D - SQL Server 2000

Answer: B

Question: 147

Which technology allows Microsoft CRM to share data and invoke capabilities from other applications without regard to how those applications were built, what operating system or platform they run on, and what devices are used to access them?

- A - Application Programming Interfaces
- B - XML Web Services
- C - UDDI
- D - Microsoft Exchange

Answer: B

Question: 148

What server application should be installed and configured before or during the Active Directory installation process?

- A - DNS Server
- B - WINS Server
- C - DHCP Server
- D - Internet Information Server

Answer: A

Question: 149

What is the name of the executable that transitions a Windows 2003 member server or standalone server to an Active Directory domain controller?

- A - addc.exe
- B - dcpromo.exe
- C - servcont.exe
- D - transerv.exe

Answer: B

Question: 150

There are two checks performed at the platform layer to associate the Microsoft CRM security model with the Active Directory security model. What are these two checks?

- A - Windows Authentication

- B - Access check
- C - Exchange Authentication
- D - Privilege check

Answer: B, D

Question: 151

Which component of the Microsoft CRM architecture abstracts the underlying data storage details, such as schema and data access, from the higher-level constructs of domain logic implementation and user interface?

- A - Data access layer
- B - MDAC
- C - Metadata
- D - Database layer

Answer: C

Question: 152

When an online Outlook Client goes offline, what process does Microsoft CRM use to create the offline data set for the client?

- A - Active Directory Replication
- B - SQL Replication
- C - DB Replication
- D - MSDE Replication

Answer: B

Question: 153

What does the platform layer use to protect itself from changes to the underlying database?

- A - Kernel
- B - Metadata
- C - Platform Support Library
- D - SQL interpreter

Answer: B

Question: 154

Which technology does the Microsoft CRM browser client use to serve the user interface to Internet Explorer?

- A - XML
- B - Generated Platform API
- C - ASP.NET

D - Fetch Builder

Answer: C

Question: 155

Communication between the application layer and the platform layer is accomplished using which technology?

- A - Remote Procedure Calls
- B - HTTP Post Method
- C - SOAP
- D - Stored Procedure Calls

Answer: C

Question: 156

Both the Microsoft CRM browser client and the Sales for Outlook client make use of the rendering technology built into which application?

- A - XML Web Services
- B - HTML
- C - Internet Explorer
- D - MDAC 2.8

Answer: C

Question: 157

What is the purpose of the Sales for Outlook Clients playback graph?

- A - It is used for database recovery purposes in the event the client's local MSDE database crashes and has to be reloaded.
- B - When an offline Outlook Client synchronizes with the CRM server, the playback graph drives the synchronization process by providing the server with each update operation that occurred when the client was offline
- C - It provides a date and time stamp of each update operation that occurred on the client, which is used to determine whether the server or client transaction should "win" in the event of a conflict during synchronization
- D - When an online client goes offline, the playback graph is used to construct the offline data set that is copied to the client's local database

Answer: B

Question: 158

The Microsoft CRM Metabase holds the definition of the underlying Microsoft CRM database. This definition includes which of the following?

- A - Entities
- B - Attributes
- C - View Sort Order
- D - Relationships

Answer: A, B, D

Question: 159

Which of the following are TRUE statements regarding the architecture of the Sales for Outlook client in Microsoft CRM Version 1.2?

- A - When online, the Outlook client processes all application logic locally, although the primary business logic is processed on the CRM server
- B - When an online client goes offline, Microsoft CRM uses SQL Replication to construct an offline data set that is copied to the client local database that is copied to the client? local database
- C - When the client synchronizes with the server database, any updated forms on the server are converted from DHTML pages to ASP.NET pages when stored on the client
- D - The Outlook client stores its local data in a Microsoft Access database

Answer: A, B

Question: 160

Which of the following databases are automatically created in the SQL Server environment during installation of Microsoft CRM Server?

- A - CRM Metabase
- B - CRM database
- C - CRM Crystal database
- D - CRM Distribution database

Answer: A, B, C, D

Question: 161

In order to install Microsoft CRM Server, in which mode must Active Directory be installed in the CRM domain?

- A - Primary Mode
- B - Mixed Mode
- C - PDC Mode
- D - Native Mode

Answer: D

Question: 162

In order to implement Knowledge Base searching, which of the following SQL Server 2000

components must be configured and running?

- A - SQL Indexing Service
- B - SQL Full-String Search
- C - SQL Data Access Indexing
- D - SQL Full-Text Search

Answer: D

Question: 163

IIS must be configured and running on which machine prior to installing Microsoft CRM Server?

- A - On the Microsoft CRM server
- B - On the Domain Controller
- C - On the Exchange 2000 server
- D - On the SQL Server 2000 server

Answer: A

Question: 164

Which of the following components will be installed automatically during the Microsoft CRM installation process if the Microsoft CRM Server setup program detects that these components are not installed?

- A - MSDE database
- B - XML Parser
- C - Microsoft Message Queuing
- D - .NET Framework

Answer: B, D

Question: 165

When setting up the following components in a Microsoft CRM deployment, which of the following reflects a valid installation sequence?

- A - Active Directory Server, CRM Server, SQL Server, Exchange Server
- B - SQL Server, CRM Server, Active Directory, Exchange Server
- C - Exchange Server, Active Directory Server, CRM Server, SQL Server
- D - Active Directory Server, Exchange Server, SQL Server, CRM Server

Answer: D

Question: 166

As with the SQL Server and Domain Controller, the Microsoft CRM server should be configured to use which of the following?

- A - A static IP address
- B - A dynamic IP address
- C - Wins Services
- D - DLC

Answer: A

Question: 167

As the CRM Administrator, you log on to the CRM server using your newly created CRM Administrator account and install Microsoft CRM. Following installation, what post-installation task must you perform in order for your CRM Administrator account to access the Microsoft CRM modules that your organization has purchased?

- A - Assign the System Administrator role to your CRM Administrator account
- B - Enter your organization's license key within the License Manager tool
- C - Create the CRM Administrator user account in Microsoft CRM
- D - Assign a license to your CRM Administrator user account in Microsoft CRM

Answer: D

Question: 168

In order for the CRM Server setup program to register the Microsoft CRM Server license, you must correctly enter which of the following during the installation process?

- A - Microsoft CRM Administrator user account
- B - The Organization Name
- C - Domain Administrator user account
- D - Microsoft CRM Server License Key

Answer: B, D

Question: 169

Which machine in a Microsoft CRM domain must have Active Directory installed and configured in Native mode?

- A - Any machine in the domain
- B - CRM Server
- C - SQL Server
- D - Domain Controller

Answer: D

Question: 170

Which of the following is a TRUE statement regarding the Sales for Outlook client installation process?

- A - The client's local MSDE database is automatically synchronized with the CRM server database during the installation process
- B - The user installing the Outlook client must be a valid CRM user
- C - The Outlook client can be installed on the Exchange Server.
- D - The Outlook client can be installed on the Microsoft CRM server.

Answer: B

Question: 171

Which of the following predefined roles allows you to delete users in Microsoft CRM?

- A - System Administrator
- B - CEO/Business Manager
- C - All of the predefined roles allow you to delete users
- D - None of the predefined roles allow you to delete users

Answer: D

Question: 172

Which of the following statements are TRUE regarding disabled user accounts?

- A - The user's assigned data is saved in the database.
- B - The user is unable to log into Microsoft CRM.
- C - The user's license is automatically unassigned.
- D - The disabled account can be enabled again at any time

Answer: A, B, D

Question: 173

Which of the following statements regarding business unit maintenance are TRUE?

- A - Disabling a business unit does not prevent users assigned to that Business Unit from logging into Microsoft CRM
- B - When moving a business that is a parent to other business units, all the 'child' business units will be moved as well
- C - An organization can be reorganized by simply changing the parent business to which a business unit reports.
- D - A business unit can be deleted if you want to leave its structure in the Microsoft CRM database even though the business unit itself has permanently ceased operation

Answer: B, C

Question: 174

While entering your organization's business units in Microsoft CRM, you accidentally misspell the name of a business unit. What should you do to correct the situation?

- A - You should delete the business unit in Microsoft CRM and then add a business unit with the correct name
- B - You should delete the business unit in Active Directory and then add a business unit with the correct name
- C - You should deactivate the business unit in Microsoft CRM and then add a business unit with the correct name
- D - You should change the name of the business unit to the correct spelling

Answer: C

Question: 175

Your organization just hired Douglas as a Sales Representative. Which of the following are among the steps that must be performed in order to add Douglas as a user in Microsoft CRM?

- A - Add a user account for Douglas in Active Directory
- B - Add a user account for Douglas in Microsoft CRM
- C - Assign a manager to Douglas' Microsoft CRM user account
- D - Assign one or more security roles to Douglas' Microsoft CRM user account

Answer: A, B, D

Question: 176

What is the primary advantage of using teams in Microsoft CRM?

- A - You can use teams to easily create users.
- B - You can restrict access to Associated Views by sharing the views with one or more teams.
- C - You can use teams to easily share records with multiple users at one time.
- D - You can assign ownership of records to a team, which implicitly assigns ownership to the team members.

Answer: C

Question: 177

Once the Root Business Unit has been created, which of the following statements are TRUE?

- A - The Root Business Unit can be renamed.
- B - The Root Business Unit cannot be renamed.
- C - The Root Business Unit cannot be deactivated.
- D - The Root Business Unit can be deactivated.

Answer: B, C

Question: 178

Microsoft CRM user accounts can be created in Microsoft CRM through which of the following?

- A - The User Manager tool

- B - The User License tool
- C - The Microsoft CRM application itself
- D - The User Maintenance Wizard

Answer: A, C

Question: 179

How many Business Units can a user report to?

- A - 1
- B - 3
- C - 10
- D - Unlimited

Answer: A

Question: 180

Which of the following characteristics applies to the root business unit in a Microsoft CRM installation?

- A - You can assign a parent business unit to the root business unit if you need to reorganize your organizational structure
- B - The root business unit is automatically created by the Microsoft CRM Server setup program
- C - You can promote a child business unit to the root business unit by removing its parent business unit
- D - You must add an Organizational Unit in Active Directory for the root business unit via Active Directory Users and Computers tool

Answer: B

Question: 181

What is the benefit of using Active Directory security authentication?

- A - Internet Connection Sharing (ICS)
- B - Single sign on
- C - Access to XML Web Services
- D - Data exchange with other applications via SOAP

Answer: B

Question: 182

Microsoft CRM is shipped with which of the following predefined user roles?

- A - CEO-Business Manager
- B - System Administrator
- C - Field Service Representative

D - CFO-Finance

Answer: A, B

Question: 183

You are assigned a security role that provides Parent:Child Business Unit Account Read access. Which account records can you view?

- A - The accounts owned by users that are assigned to business units that are a parent of your business unit
- B - The accounts owned by users that are assigned to your business unit
- C - The accounts owned by users that are assigned to business units that are a child of your business unit
- D - The accounts owned by users in all business units

Answer: B, C

Question: 184

Parent:Child Business Unit access for a given record type and privilege provides which level of access?

- A - User Access Level
- B - Business Unit Access Level
- C - All child business units subordinate to the user's business unit
- D - Parent business units above the user's business unit

Answer: A, B, C

Question: 185

Which of the following are TRUE statements regarding Microsoft CRM users with User level access for all privileges associated with the Account record type?

- A - They can edit any Account records that are assigned to them.
- B - They can view any Account records that are shared to the team which they belong to.
- C - They can delete any Account records that are owned by teams they belong to.
- D - They can edit any Account records that belong to users in the same Business Unit.

Answer: A, B

Question: 186

When a user creates a Child Business Unit, which of the following statements is TRUE regarding security roles?

- A - The new child business unit will inherit security roles from its parent business unit.
- B - The new child business unit is created without any default security roles.
- C - The new child business unit will inherit security roles from Active Directory Domain Local

Policy.
D - The new child business unit will inherit security roles from Active Directory Group Policy.

Answer: A

Question: 187

Which of the following statements is TRUE regarding security roles in Microsoft CRM Version 1.2?

- A - You can use the SDK to add your own custom access levels to a given role
- B - In order to facilitate security role maintenance, when a role in one business unit is modified, all other roles with the same name found in other business units are automatically modified as well
- C - When you create a new role by copying an existing role, you can assign the new role to any business unit in your Microsoft CRM organizational hierarchy
- D - When you create a custom security role for a given business unit, the role will be automatically copied down to each of its child business units

Answer: D

Question: 188

Which of the following are valid access levels in Microsoft CRM?

- A - User, Parent:Child Business Unit, Organization, Domain
- B - User, Business Unit, Parent:Child Business Unit, Domain
- C - User, Business Unit, Parent:Child Business Unit, Organization
- D - User, Team, Business Unit, Organization

Answer: C

Question: 189

When a user is assigned multiple roles that have conflicting access levels for a given privilege and record type, which access level applies?

- A - The access level defaults to User when a conflict occurs
- B - The access level defaults to None when a conflict occurs
- C - The least restrictive access level
- D - The most restrictive access level

Answer: C

Question: 190

It you wish to attach a note to a case, which security privileges control whether you can perform this action?

- A - Write

- B - Append
- C - Link
- D - Append To

Answer: B, D

Question: 191

Which of the following tools are available in the Customization Transport Manager?

- A - Import Customization
- B - Publish Customization
- C - Modify Customization
- D - Delete Customization

Answer: A, B

Question: 192

Crystal Cache Server stores information in the registry about which of the following?

- A - Location of the cache file
- B - Maximum size of the cache file
- C - Default temp directory location
- D - URL of Microsoft CRM Server

Answer: A, B

Question: 193

You can configure Auto Numbering, Fiscal Year Settings, and System Settings within the System Customization screen. Which of the following can be changed within System Settings?

- A - Time Format
- B - Currency Symbol
- C - Price List
- D - Unit Group

Answer: A, B

Question: 194

You have created customizations that are unique for a call center environment. You want to provide the same customizations to each of your call center clients. How can you achieve this goal?

- A - Use the Deployment Manager's Export Customization tool to create a configuration file, then distribute the file to your call center clients to import.
- B - Use SQL Enterprise Manager to back up your database schema, then distribute the backup to the call center clients to restore to their SQL server.

- C - Use Schema Manager to export customizations, then distribute the configuration files to your call center clients to import.
- D - Customizations cannot be shared.

Answer: A

Question: 195

After successfully installing Microsoft CRM, it is important that you run Crystal Admin. What is the major function of Crystal Admin?

- A - It changes the Crystal Admin password.
- B - It launches the Crystal Configuration Manager.
- C - It initializes Crystal Enterprise for Microsoft CRM.
- D - It makes Crystal APS run at startup.

Answer: A

Question: 196

After Microsoft CRM was installed, the Sales Manager tried to set up quotas for her sales representatives. However, she cannot see the Quotas option in Business Unit Settings. As the System Administrator, what can you do to allow the Sales Manager to set up quotas?

- A - Set the Fiscal Period in System Settings.
- B - Assign the "VP of Sales" role to the Sales Manager
- C - Create a new Sales Territory and assign the Sales Manager and her sales representatives to the new territory.
- D - Set the Workplace Style for the Sales User.

Answer: A

Question: 197

Which of the following software components must be installed prior to installing Microsoft CRM Server?

- A - BizTalk Server 2002 Partner Edition
- B - Microsoft Active Directory
- C - Microsoft SQL Server 2000
- D - Microsoft Message Queuing on the CRM server

Answer: B

Question: 198

What will happen to the existing Contact records after you change the Full Name Order in System Settings?

- A - The full name field will be changed to match the new setting on all existing Contact records
- B - The full name field will be changed to match the new setting on only the Contact records that

you own

- C - The full name field on all existing Contact records will be left unchanged until you select the Resequence Full Name Order option in the Schema Manager
- D - Nothing will be changed on the existing Contact records.

Answer: D

Question: 199

Which of the following is the key functionality provided by the Server Manager tool?

- A - It changes the Microsoft CRM server to another member server in the domain
- B - It creates new database mappings and database customizations
- C - It re associates a restored database server with the Microsoft CRM server(s)
- D - It is used for job scheduling

Answer: C

Question: 200

How can a system administrator start or stop Crystal APS services?

- A - Using Services Console in Administrative Tools
- B - Using Crystal Configuration Manager
- C - Using Active Directory Sites and Services
- D - Using Deployment Manager

Answer: A, B

Question: 201

What is the most important phase in a Data Migration project?

- A - Planning
- B - Preparing Microsoft CRM
- C - Importing data into the CDF database
- D - Data Cleansing

Answer: A

Question: 202

Which user account must be used when installing the Microsoft CRM Data Migration Framework?

- A - A Domain Administrator account
- B - Any account that is assigned the CRM System Administrator role
- C - The same account used to install Microsoft CRM
- D - Any account that is assigned the CEO-Business Manager role

Answer: C

Question: 203

Which of the following tables does not exist in the CDF?

- A - Cdt_Account_ext
- B - Cdt_Activity_ext
- C - Cdt_Contact_ext
- D - Cdt_Lead_ext

Answer: B

Question: 204

Which of the following is NOT one of the tasks of the CDF Migration Tool?

- A - Correlate Organization, Business Unit, Territory, and System User Entities.
- B - Update existing Microsoft CRM objects with new data.
- C - Migrate Data.
- D - Update Relationships between entities.

Answer: B

Question: 205

How do you initialize the CDF database?

- A - Execute a program from a command window.
- B - Run a set of SQL Scripts.
- C - Execute a stored procedure.
- D - Click "Initialize CDF" from the Manage CDF window.

Answer: A

Question: 206

The Microsoft CRM Data Migration Framework must be installed on which server?

- A - On the SQL Server used by the Microsoft CRM installation
- B - On a BizTalk server
- C - On a dedicated server
- D - On a Microsoft CRM Server

Answer: D

Question: 207

The user account that is used to install the Microsoft CRM Data Migration Framework must have what kind of Microsoft CRM License?

- A - A license that includes each of the objects being migrated

- B - Professional Suite
- C - Professional Sales
- D - Standard Service

Answer: A

Question: 208

What mechanism is used to synchronize the primary keys of the Entity Base tables, Entity Extension tables and the Entity Information tables?

- A - Initializing the CDF database.
- B - SQL Server replication.
- C - Triggers on the Entity base tables.
- D - It is a manual process.

Answer: C

Question: 209

Which of the following is not one of the planning spreadsheets included with the Microsoft CRM Data Migration Framework?

- A - ACT to CDF Mapping.xls
- B - Sales Logix to CDF Mapping.xls
- C - Gold mine to CDF Mapping.xls
- D - Siebel to CDF Mapping.xls

Answer: B

Question: 210

What data migration approaches are supported by Microsoft CRM?

- A - Direct import using SQL Server Data Transformation Services (DTS).
- B - Direct import using SQL queries.
- C - Third party data migration tools which use the Microsoft CPM Platform.
- D - Microsoft CRM Data Migration Framework.

Answer: C, D

Question: 211

The access levels associated with a user's assigned security role are changed on the server while the user is working offline on the Outlook Client. Which of the following is a True statement that explains how the security rules defined in this role are applied when the user goes back online and attempts to synchronize his data?

- A - The new security rules defined in the role on the server are not applied to the data as it is synchronized. After all local data is uploaded, the new role is copied to the client and will be applied to all future offline user activity.
- B - The updated security role is not synchronized to the client until the client disconnects
- C - The new access levels defined for the security role on the server are applied to all uploaded data before the data is synchronized
- D - Security rules do not synchronize - they must be separately published.

Answer: C

Question: 212

Which database is used during the replication process when a Sales for Outlook client local MSDE database is synchronized with the Microsoft CRM database?

- A - The Metadata database.
- B - The Microsoft CRM Synchronization database.
- C - The client's local Microsoft CRM Synchronization database.
- D - The Microsoft CRM Distribution database.

Answer: D

Question: 213

Which of the following are TRUE statements regarding business units?

- A - When you disable a business unit in Microsoft CRM, the status of the corresponding organizational unit in Active Directory is set to "inactive"
- B - All business units except for the root business unit must be assigned a parent business unit
- C - For each business unit that you add into Microsoft CRM, you must first add an Organizational Unit in Active Directory for the business unit prior to adding it to CRM
- D - An organizational unit is automatically created in Active Directory for each business unit that you add in Microsoft CRM

Answer: B, D