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Question: 1

You are planning the deployment of Microsoft CRM 3.0 for Company.com Inc. Company.com supports charity fundraising initiatives by deploying configured servers and laptop computers to charities, so that they can conduct telephone campaigns and employ mail merge functionality for direct mail campaigns. Company.com customers have shifts of telesales operators using the same computers. You need to select the most appropriate Microsoft CRM client for Company.com. What should you do?

- A. Deploy the Microsoft CRM laptop client for Outlook for all telesales staff.
- B. Deploy the Microsoft CRM desktop client for Outlook for all telesales staff.
- C. Deploy the Microsoft CRM laptop client for Outlook on a Terminal Services server, and instruct all telesales staff to connect to the Terminal Services server.
- D. Instruct all telesales staff to use the web browser client.

Answer: B

Question: 2

You work for a CRM consulting company. Your Microsoft CRM customization team has developed some schema and form customizations for new custom entities for one of your customers. The development has been done in a development environment at Company, and you need to apply these customizations to an existing Microsoft CRM implementation at your customer's office. The customer has live data in their Microsoft CRM database that must be retained. They have current backups of their Microsoft CRM database and metabase. How should you apply the customizations?

- A. Backup the Metabase database in the development environment to file, then restore this database over the Metabase database in the customer's environment.
- B. Use the Microsoft CRM Redeployment tool to export the customizations from the development environment to file, then use the Microsoft CRM Redeployment tool to import these customizations at the customer's site.
- C. Back up the Microsoft CRM database and the Metabase database in the development environment to file, then restore both databases over the corresponding databases in the customer's environment.
- D. Use the Export Customization tool to export the customizations from the development environment to file, then use the Import Customization tool to import these customizations at the customer's site.

Answer: D

Question: 3

You have been advising Company.com about a major Active Directory restructuring. This restructuring includes creating new user accounts in a new domain, creating new mailboxes for all users, and redeploying the Microsoft CRM 3.0 installation onto a new server in the new domain. The current Microsoft CRM installation makes use of the Microsoft CRM 3.0 Client for Outlook, and the Microsoft CRM 3.0 Exchange Email router, as will the redeployed installation. You have decided to use the Microsoft CRM 3.0 Redeployment Wizard to assist with the redeployment. What step must be taken before running the Microsoft CRM 3.0 Redeployment Wizard?

- A. Install the Microsoft CRM 3.0 Server software on the new server.
- B. Install the Microsoft CRM 3.0 Exchange Email Router on an Exchange Server in the new domain.
- C. Remove the Microsoft CRM 3.0 Client for Outlook from all machines.

D. Create the new user accounts.

Answer: D

Question: 4

You are a consultant for Company.com Inc. and are advising them on the implementation of Microsoft CRM 3.0. Company.com wants to implement the laptop client for their sales staff. Company.com currently has Office XP with no service packs installed on all of their client computers. What action do you recommend so that their sales staff can use the Microsoft CRM laptop client?

- A. No action is necessary. The Microsoft CRM laptop client will work with Office XP without service packs.
- B. Install Office XP SP1 on the laptop clients.
- C. Install Office XP SP2 on the laptop clients.
- D. Install Office XP SP3 on the laptop clients.

Answer: D

Question: 5

In which of the following scenarios is it possible to use the Microsoft CRM 3.0 Redeployment Wizard? Choose the two that apply.

- A. To redeploy data from a Spanish version of Microsoft CRM 3.0 to another Spanish version of Microsoft CRM 3.0.
- B. To redeploy data from a Spanish version of Microsoft CRM 3.0 to an International English version of Microsoft CRM 3.0.
- C. To redeploy data from an International English version of Microsoft CRM 3.0 to a Spanish version of Microsoft CRM 3.0.
- D. To redeploy data from an International English version of Microsoft CRM 3.0 to another International English version of Microsoft CRM 3.0.

Answer: A,D

Question: 6

You are a CRM consultant, and have been employed by a customer to troubleshoot their Microsoft CRM installation. They have installed Microsoft CRM on a server called SERVER01. The sales director complains that when connecting to Microsoft CRM for the first time, he has to type in http://SERVER01:5555. Instead of this, he wants to type in http://CRM to connect to Microsoft CRM. How would you accomplish this task?

- A. Create a host header in IIS Manager. Create a DNS CNAME record for the host header, which points to the Microsoft CRM server.
- B. Run the Microsoft CRM setup program using the command line, and specify the new name for the Microsoft CRM site in the configuration file.
- C. Uninstall Microsoft CRM and then reinstall it, specifying the new name for the Microsoft CRM site.
- D. Define a new application pool for the new Microsoft CRM site.

Answer: A

Question: 7

You are the administrator of Company network, and you have just completed the installation of Microsoft CRM server on the computer SALES01. Members of the sales department have started to use Microsoft CRM, using the url http://crm. One salesperson complains that he cannot

connect to the CRM server, because whenever he tries to connect, Internet Explorer starts and then immediately closes. You need to ensure that the salesperson can connect to the CRM server. What should you do?

- A. Configure the salesperson computer so that Updates are downloaded and installed automatically.
- B. Configure the salesperson computer so that http://crm is included in trusted sites?in Internet Options.
- C. Configure the salesperson computer to disable popup blocking, or enter http://crm in the popup blocker's exceptions list.
- D. Configure the salesperson computer so that a network drive is mapped to \\SALES01\crm, and then restart Internet Explorer.

Answer: C

Question: 8

You want to add a queue into Microsoft CRM that will display e-mail received into a Support mailbox. Which of the following tasks do you need to perform in Active Directory to accomplish this goal? Each answer presents part of the solution. Choose the two that apply.

- A. Create a new User account.
- B. Create a new MSMQ Queue Alias.
- C. Disable the account.
- D. Disable the MSMQ Queue Alias.

Answer: A,C

Question: 9

You are a Microsoft CRM 3.0 specialist, working on Company Microsoft CRM 3.0 deployment. Your organization conducts market research in the mobile telecommunications sector, and has offices in New York, Atlanta and Los Angeles, with ten users in each city. The company has highspeed permanent network connections between all three locations. The project manager asks you what the minimum number of servers of each type will be required for this deployment. What do you tell him? Each answer represents part of the solution. Choose the two that apply.

- A. One IIS server
- B. Three IIS servers
- C. One SQL server
- D. Three SQL servers

Answer: A,C

Question: 10

You have recently installed Microsoft CRM 3.0 Small Business Edition for a customer. Their system administrator calls you to say that he cannot find the Salespeople with Quotas option within the Business Unit Settings screen, even though all the other options are there. The system administrator is assigned the Microsoft CRM System Administrator security role. What is the reason for this?

- A. Permission to access Salespeople with Quotas has been removed from the Microsoft CRM System Administrator security role.
- B. The Restricted Access Mode option has been set in the Microsoft CRM System Administrator security role.
- C. The fiscal year settings have not been set in Microsoft CRM.
- D. Microsoft CRM 3.0 Small Business Edition does not support Salespeople with Quotas. This functionality is only available within Microsoft CRM 3.0 Professional Edition.

Answer: C

Question: 11

You have been tasked with upgrading Company's Microsoft CRM 1.2 implementation to Microsoft CRM 3.0. The implementation contains no ISV solutions or custom reports. What are the minimum steps must you take prior to upgrading the Microsoft CRM server to ensure that it is possible to return to the Microsoft CRM 1.2 implementation should the upgrade fail?

- A. Make a backup copy of the IIS metabase, and all Microsoft CRM files on the Microsoft CRM Server
- B. Make a backup copy of all Microsoft CRM files on the Microsoft CRM Server, and all the Microsoft CRM databases
- C. Make a backup copy of all the Microsoft CRM databases
- D. Make a backup copy of the IIS metabase, and all the Microsoft CRM databases

Answer: C

Question: 12

You are the hardware specialist for Company.com. Company.com provides emergency domestic repair services, such as plumbing and electrical repairs. Their reputation rests on being able to provide services on a twenty four hours per day, seven days per week basis. Company.com currently use SQL clustering on a Windows 2000 platform. Company.com is now considering use of clustering technologies as part of their Microsoft CRM 3.0 implementation. Which of the following clustering technologies can they use?

- A. Active/Active clustering on Windows 2000
- B. Active/Passive clustering on Windows 2000
- C. Active/Active clustering on Windows 2003
- D. Active/Passive clustering on Windows 2003

Answer: D

Question: 13

Your organization is an investment bank. One part of the company advises their customers on mergers and acquisitions; another part of the company trades in stocks and shares. The management would like both parts of the company to use Microsoft CRM 3.0, but they want to ensure that there is no overlap whatsoever between the two Microsoft CRM deployments. How many servers of each type do they need? Each answer represents part of the solution. Choose the two that apply.

- A. One IIS server
- B. Two IIS servers
- C. One SQL server
- D. Two SQL servers

Answer: B,D

Question: 14

You are advising Company.com Inc. about the upgrade process from Microsoft CRM 1.2 to Microsoft CRM 3.0. Company.com has several supported customizations applied to their Microsoft CRM 1.2 implementation, and would like to know which of the following customizations will need to be manually reapplied after the server upgrade?

- A. View customizations made using Microsoft CRM's Customization tool.
- B. Modifications made to Email templates.
- C. Schema customizations made through the Schema Manager.
- D. ISV extensions, linked to via modifications to the isv.config file.

Answer: D

Question: 15

You are responsible for advising Company.com about their deployment of the Microsoft CRM Client for Outlook. All of the company's sales staff are given a company laptop for accessing the company's IT systems, and may take their laptop out of the office. The company has strict policies regarding the security of business data when it is taken out of the office, and only senior sales staff will be permitted to take Microsoft CRM data out of the office on their laptops. How can you deploy the Microsoft CRM Client for Outlook to sales staff while adhering to Company.com's security policies. Each answer represents a complete solution. Choose the two that apply.

- A. Install the Microsoft CRM Laptop Client for senior sales staff, and the Microsoft CRM Desktop Client for all other sales staff.
- B. Install the Microsoft CRM Desktop Client for all sales staff. Ensure that only the senior sales staff are assigned a Microsoft CRM security role which has the Go Offline privilege.
- C. Install the Microsoft CRM Laptop Client for all sales staff. Ensure that only the senior sales staff are assigned a Microsoft CRM security role which has the Go Offline privilege.
- D. Install the Microsoft CRM Laptop Client for all sales staff. Remove the pre-defined Data Groups. Ensure that only the senior sales staff are assigned a Microsoft CRM security role which has the Create Data Group privilege.

Answer: A,C

Question: 16

You have just taken a new job as the IT administrator for Company.com which uses Microsoft CRM 3.0. On the same day, three new sales staff start work. Active Directory user accounts and mailboxes have already been created for the new staff. What else do you need to do? Each correct answer provides part of the complete solution. Choose the two that apply.

- A. Create Microsoft CRM user accounts for the new sales staff.
- B. Allocate Microsoft CRM licenses to the new sales staff.
- C. Run the Microsoft CRM Rule Deployment wizard three times, once for each user.
- D. Run the Microsoft CRM Rule Deployment Wizard once, specifying the three user accounts.

Answer: A,D

Question: 17

You are advising Company.com about the deployment of the Microsoft CRM Client for Outlook for their 40 service staff. The service staff use a hotdesk approach, whereby any of the staff can log on to any of the 30 machines in the service department. Other users may occasionally log on to these machines, but they will not use Outlook or the Microsoft CRM Client on these machines. The service staff do not necessarily have local administrator rights on the service machines. How should you deploy the Microsoft CRM Client for Outlook so that it is available for all users on all machines, while minimizing the administrative overhead of performing the deployment?

- A. Create an administrative image of the Microsoft CRM Desktop Client for Outlook. Publish this image to all service staff via Group Policy.
- B. Create an administrative image of the Microsoft CRM Laptop Client for Outlook. Publish this image to all service staff via Group Policy.
- C. Create a batch file that installs the Microsoft CRM Desktop Client for Outlook in quiet mode from a network share. Modify the logon scripts for service staff to run this batch file.
- D. Copy the lightclient.msi image file from the Microsoft CRM 3.0 Client CD to a network share. Publish this image to all service staff via Group Policy.

Answer: A

Question: 18

You are an IT trainer for Company.com. For one week you have been delivering training using one sample data set, and now you need to switch to a different dataset. Which methods could

accomplish this task? Choose the two that apply.

- A. Run the Sample Data Setup Wizard, choose the option to Update, and then choose the option to Load the New Data Set and specify the path for the new data.
- B. Run the Sample Data Setup Wizard, and choose the option to Update Existing Data Set.
- C. Run the Sample Data Setup Wizard and choose the option to Uninstall. Run the Sample Data Setup Wizard a second time, and load the new data.
- D. Delete the sample data manually. Run the Sample Data Setup Wizard and load the new data.

Answer: A,C

Question: 19

You are a consultant for Company.com Inc, and are advising them on the implementation of Microsoft CRM 3.0. Company.com has an ongoing project to standardize on their corporate desktop, as they have a variety of clients, including Windows 98, Windows ME, and Windows XP. Because the desktop is not yet standardized, all Microsoft CRM users will make use of the browser client. What version of Internet Explorer is the minimum necessary for use with Microsoft CRM 3.0?

- A. Internet Explorer 5.0
- B. Internet Explorer 6.0
- C. Internet Explorer 6.0 with SP1
- D. Internet Explorer 7.0

Answer: C

Question: 20

Your organization's sales team uses Microsoft CRM to send e-mails containing sales literature to prospects that are identified by the Telemarketing division. Which of these out-bound e-mails sent by the sales team via Microsoft CRM are processed by the Microsoft CRM 3.0 Exchange E-mail Router?

- A. Emails sent via the Microsoft CRM clients for Outlook.
- B. Emails sent via the Microsoft CRM web client.
- C. Emails sent via Outlook Web Access.
- D. No out-bound email messages sent via Microsoft CRM are processed.

Answer: D

Question: 21

You are implementing Microsoft CRM for Company.com. Each new salesperson is issued with a laptop computer. However, the sales director does not want sales staff who have been with the company less than three months to be able to download data to their laptop. You need to plan the deployment of Microsoft CRM client software for Company.com. Which answers are possible deployment solutions. Choose the two that apply.

- A. Deploy the Microsoft CRM laptop client to the sales team. When a salesperson has been with the company for three months, enable Connection Manager on their computer.
- B. Deploy the Microsoft CRM laptop client to the sales team. Ensure that the Microsoft CRM security role(s) assigned to each salesperson's user account does not have the to Offline privilege. When a salesperson has been with the company for three months, assign to them a new Microsoft CRM security role that has the to Offline privilege.

- C. Deploy the Microsoft CRM desktop client for new salespersons. When a salesperson has been with the company three months, uninstall the desktop client and install the laptop client.
- D. Deploy the Microsoft CRM laptop client to the sales team. Ensure that the Microsoft CRM security role(s) assigned to each salesperson's user account does not have the to Mobile privilege. When a salesperson has been with the company for three months, assign to them a new Microsoft CRM security role that has the to Mobile privilege.

Answer: B,C

Question: 22

You are a Microsoft CRM 3.0 consultant, retained by Adventure Works Cycle to advise them on their Microsoft CRM 3.0 deployment. Adventure Works Cycle has a Windows 2003 Active Directory forest with three domains; the root AWC.COM, and two child domains EAST.AWC.COM, and WEST.AWC.COM. You need to install the CRM server in WEST.AWC.COM. Your manager is concerned about new hardware costs, and notes that each of the three domains has a SQL server already installed but not being used. Which SQL server(s) can you use for the Microsoft CRM implementation?

- A. Any of the SQL servers
- B. The SQL server in AWC.COM
- C. The SQL server in EAST.AWC.COM
- D. The SQL server in WEST.AWC.COM

Answer: D

Question: 23

You have been asked to grant several users access to Company's Microsoft CRM 3.0 Professional Edition implementation. All the users already have Active Directory accounts, but have no corresponding Microsoft CRM user account. Which of the following tools can you use to do this? Each answer provides a complete solution. Choose the two that apply.

- A. Active Directory Users and Computers
- B. Microsoft CRM User Manager tool
- C. Microsoft CRM License Manager
- D. Microsoft CRM web application

Answer: B,D

Question: 24

During the same week, two users at Company.com modify the same account record. On Monday morning, Jon goes offline with his Laptop client. The offline data includes the account record for Company.com Inc. Later he changes Company.com's phone number to 555-0176 on his laptop. On Tuesday, Anu uses the web client to update the Company.com account record. She sets the phone number to 555-0134, and the fax number to 555-0100. She also changes the Web Site from <http://Company.com> to <http://www.Company.com-inc.com>. On Wednesday, Jon updates the Company.com data again on his laptop, this time setting the fax number to 555-0199. On Thursday, Jon takes his Laptop client online. No other modifications are made to the data. What data is stored in the account record for Company.com Inc on Friday?

- A. Phone number: 555-0134. Fax number: 555-0100. Web Site: <http://www.Company.com-inc.com>
- B. Phone number: 555-0134. Fax number: 555-0199. Web Site: <http://www.Company.com-inc.com>
- C. Phone number: 555-0176. Fax number: 555-0199. Web Site: <http://www.Company.com-inc.com>
- D. Phone number: 555-0176. Fax number: 555-0199. Web Site: <http://Company.com>

Answer: C

Question: 25

You have been advising Company.com Inc during the implementation of Microsoft CRM 3.0. The initial implementation was for 20 users, all of whom can successfully access Microsoft CRM using both the web browser client and the Microsoft CRM client for Outlook. Company.com expects to add staff in the coming year, several of whom will need to access Microsoft CRM. Company.com's network administrator is aware that further user licenses will need to be purchased, and would like to know how to apply the additional license keys. She expects to buy the additional licenses in packs of 5 user licenses. What do you tell her?

- A. Each new user will have to supply the new license key when the Microsoft CRM client for Outlook is first installed for their user account.
- B. Each new user will have to supply the new license key when they first access Microsoft CRM, either through the Microsoft CRM Client for Outlook or the web client.
- C. There is no need to apply the additional license keys. New users will automatically be able to access Microsoft CRM.
- D. The network administrator will have to add the license key for each new pack to Microsoft CRM using the License Manager tool. This will need to be done before the new users can access Microsoft CRM.

Answer: D

Question: 26

One of your developers accidentally removed a Microsoft CRM .dll file. To correct the problem you decide to repair the Microsoft CRM server software using the Microsoft CRM Server repair wizard. What step must you take prior to running the Repair Wizard to ensure that you will not lose customizations that have been made to your Microsoft CRM implementation?

- A. Export all customizations made to Microsoft CRM entities.
- B. Back up the MSCRM and METABASE databases.
- C. Make a backup copy of the SiteMap.
- D. Back up all custom Reporting Services reports. D.Back up all custom Reporting Services reports.

Answer: D

Question: 27

You have been asked to advise Company.com Inc. about upgrading their Microsoft CRM 1.2 implementation to Microsoft CRM 3.0. The Microsoft CRM 1.2 implementation had been heavily customized, using both supported and unsupported customizations. Of their customizations, which will be upgraded by the Microsoft CRM 3.0 upgrade process? Choose the three that apply.

- A. Modifications to the Microsoft CRM .xml files
- B. New security roles
- C. Form customizations made using Microsoft CRM's Customization tool
- D. Schema customizations made through the Microsoft CRM Schema Manager

Answer: B,C,D

Question: 28

You are responsible for installing a client machine that will be used by three shift workers to access Microsoft CRM using the Microsoft CRM 3.0 Desktop Client for Outlook. You want to prepare the machine such that each shift worker can use the client software immediately. You have the logon details for each shift worker's Active Directory account. What steps should you take to prepare the machine? Each correct answer provides a partial solution. Choose the two that apply.

- A. Create one Outlook profile on the machine.
- B. Create three Outlook profiles on the machine, one for each user.
- C. Run the setup program for the Microsoft CRM 3.0 Desktop Client for Outlook once on the machine.
- D. Run the setup program for the Microsoft CRM 3.0 Desktop Client for Outlook three times on the machine, once for each user.

Answer: B,D

Question: 29

When a user runs a report in Microsoft CRM, how does Microsoft CRM ensure the report only displays the data the user has permission to see?

- A. Access Control Lists
- B. SQL Filtered Views
- C. SQL permissions
- D. Active Directory permissions

Answer: B

Question: 30

A user at Company has the Microsoft CRM Laptop client for Outlook installed on his machine. This had been working perfectly in both online and offline modes. However, the user recently confessed to making some configuration changes on the machine, after which the Microsoft CRM Client fails to go offline. The Microsoft CRM Client still works in online mode. Which of the following could be the cause of the problem?

- A. The user does not have local administrator rights.
- B. Outlook Synchronization is not enabled.
- C. The MSDE service MSSQL\$CRM is not running.
- D. The user's Outlook profile had been deleted, and a new one created.

Answer: C

Question: 31

You must determine what type of Microsoft CRM client is best for Company's user base. There are 3 categories of user.

- 1) Field sales staff who regularly leave the office and need to have access to Microsoft CRM data at all times on their laptops.**
- 2) Telesales staff who never work outside the office and each have their own desktop machine.**
- 3) Service staff who work shifts and each have a specific machine which they normally use, but one machine can be shared by several service staff, each of whom works different shifts.**

All users should have access to Microsoft CRM functionality through the Outlook interface. It is company policy to minimize the distinct software components on client machines wherever possible. Which Microsoft CRM client should be used by each user category?

- A. Laptop client for field sales staff. Laptop client for telesales staff. Desktop client for service staff.
- B. Laptop client for field sales staff. Desktop client for telesales staff. Desktop client for service staff.
- C. Desktop client for field sales staff. Laptop client for telesales staff. Desktop client for service staff.
- D. Desktop client for field sales staff. Laptop client for telesales staff. Laptop client for service staff.

Answer: B

Question: 32

You are the IT administrator for Company.com. You have one domain, and all domain controllers and member servers run Microsoft Windows 2000. You have just completed the installation of Microsoft CRM 3.0, and you chose to use the local system account for the Microsoft CRM services. Into which group must you add the Microsoft CRM local computer account?

- A. Server Operators
- B. Pre-Windows 2000 Compatible Access
- C. Domain Users
- D. Domain Computers

Answer: B

Question: 33

For what purposes does Microsoft CRM 3.0 use Active Directory? Choose the two that apply.

- A. For implementing Microsoft CRM permissions
- B. For management of user licenses
- C. For user authentication
- D. For verification of the installing user's privileges

Answer: C,D

Question: 34

You are responsible for managing access to data within Company's Microsoft CRM database. You have been asked to create a new view, High Value Opportunities, which will only be made available to regional sales managers. Currently the regional sales managers belong to different business units. How can you ensure only the regional sales managers have access to the view? Select the best answer

- A. Create a new business unit, Regional Sales Managers. Move all regional sales manager user accounts to this business unit. Share the High Value Opportunities view with the Regional Sales Managers business unit.
- B. Create a team, Regional Sales Managers, and add all regional sales manager user accounts to this team. Share the High Value Opportunities view with the Regional Sales Managers team.
- C. Share the High Value Opportunities view with each regional sales manager user account.
- D. Create a new security role, Regional Sales Managers. Assign this role to all regional sales manager user accounts. Grant permission in the Regional Sales Managers security role to the High Value Opportunities view.

Answer: B

Question: 35

You are a Microsoft CRM 3.0 consultant. Your organization has a Windows NT 4.0 domain. They would like to upgrade the domain to a Windows 2003 domain but cannot do so because they use Human Resources management software that was developed in-house several years ago, which integrates with the Windows NT 4.0 directory database and cannot be upgraded. Your organization also wants to implement Microsoft CRM 3.0. What action do you recommend? Each answer provides a complete solution to the problem. Choose the two that apply.

- A. Migrate the domain to a Windows 2003 native mode domain, and then install Microsoft CRM 3.0.
- B. Upgrade the domain to Windows Server 2003 interim domain functional level, and then install Microsoft CRM 3.0.

- C. Install Microsoft CRM 3.0 in a new Windows Server 2003 domain, and configure trust relationships between the two domains.
- D. Install Microsoft CRM 3.0 on the Primary Domain Controller in the Windows NT 4.0 domain.

Answer: B,C

Question: 36

Company.com Inc. has been evaluating Microsoft CRM 3.0 in their test environment, which runs in an entirely independent domain from their production environment. You have been tasked with transferring the data from the test environment to the production environment. No customizations had been made in the test environment. All users of the test environment connected with user accounts from the test domain. These users will use equivalent user accounts from the production domain when connecting to the production CRM server. How can you move the data with the minimum of effort?

- A. Back up the Microsoft CRM databases in the test environment. Restore the databases onto a SQL Server in the production environment. Install Microsoft CRM in the production environment, and select the Connect to Existing Databases option.
- B. Back up the Microsoft CRM databases in the test environment. Install Microsoft CRM in the production environment, and select the Create New Databases option. Restore the Microsoft CRM databases over the new databases.
- C. Back up the Microsoft CRM databases in the test environment. Install Microsoft CRM in the production environment, and select the Create New Databases option. Run the Microsoft CRM 3.0 Redeployment Wizard in the production environment.
- D. Back up the Microsoft CRM databases in the test environment. Restore the databases on to a SQL Server in the production environment. Run the Microsoft CRM 3.0 Redeployment Wizard in the production environment. Install Microsoft CRM in the production environment, and select the Connect to Existing Databases option.

Answer: D

Question: 37

You are one of the two IT administrators for Company.com. Your colleague informs you that she has run the setup program for Microsoft CRM 3.0 Server on your organization's Small Business Server 2003, which completed successfully. Following reboot of the server, what else must you do so that your user community can start to use Microsoft CRM? Each correct answer forms part of a complete solution. Choose the two that apply.

- A. Install the Microsoft CRM 3.0 Exchange E-mail Router.
- B. Create teams of users in Microsoft CRM.
- C. Create user accounts in Microsoft CRM.
- D. Assign a Microsoft CRM security role to each Microsoft CRM user account.

Answer: C,D

Question: 38

You are part of the team planning the deployment of Microsoft CRM 3.0 for Company.com Inc. Microsoft CRM 3.0 will be installed on the server CRM01, but for reasons of performance, Reporting Services will be installed on a different server called REPORTS01. What do you have to do?

- A. Copy the Microsoft CRM report files from CRM01 to REPORTS01.
- B. Configure SQL replication between CRM01 and REPORTS01.
- C. Create the databases ReportServer and ReportServerTempDB on REPORTS01.
- D. Install Reporting Services on REPORTS01 before installing Microsoft CRM 3.0 on CRM01.
- E. Create the databases ReportServer and ReportServerTempDB on REPORTS01.
- F. Install Reporting Services on REPORTS01 before installing Microsoft CRM 3.0 on CRM01.

Answer: D,F

Question: 39

You are part of the team planning the deployment of Microsoft CRM 3.0 for Company.com Inc. Microsoft CRM 3.0 will be installed on the server CRM01, but for reasons of performance, Reporting Services will be installed on a different server called REPORTS01. What do you have to do?

- A. Copy the Microsoft CRM report files from CRM01 to REPORTS01.
- B. Configure SQL replication between CRM01 and REPORTS01.
- C. Create the databases ReportServer and ReportServerTempDB on REPORTS01.
- D. Install Reporting Services on REPORTS01 before installing Microsoft CRM 3.0 on CRM01.

Answer: D

Question: 40

You have a Microsoft CRM development environment in which you are testing some proposed changes to the Microsoft CRM schema, including the addition of custom fields and changes to Microsoft CRM forms. No one else is using the development environment. As these changes are only for test purposes you want to be able to remove all changes and return to the original configuration. Which of the following mechanisms would allow you to remove all schema changes? Each correct answer comprises a complete solution. Choose the two that apply.

- A. Back up the metabase and Microsoft CRM database prior to making any changes. To remove all changes, restore both databases.
- B. Use the Microsoft CRM export customizations tool to export all customizations to a file prior to making any changes. To remove all changes, use the Microsoft CRM import customizations tool to import all customizations from the file.
- C. Use the Microsoft CRM export customizations tool to export all customizations to file prior to making any changes. To remove all changes, use the Microsoft CRM import customizations tool to import from the file. Manually delete any custom fields, relationships or entities that you had created.
- D. Use the Microsoft CRM export customizations tool to export all customizations to file prior to making any changes. To remove all changes, use the Microsoft CRM import customizations tool to import from the file only those entities that you customized from the file.

Answer: A,C

Question: 41

Which of the following Microsoft CRM system settings cannot be changed once it has been assigned?

- A. Date Format
- B. Name Format
- C. Report Categories
- D. Fiscal Period

Answer: D

Question: 42

As part of the Microsoft CRM 3.0 installation process, the Environmental Diagnostic Wizard conducts various checks to ensure a smooth installation. Which of the following are checked? Choose the three that apply.

- A. Active Directory Domain Model

- B. Available disk space on the Microsoft CRM server
- C. Whether the SQL Server Agent is running on the SQL Server
- D. Whether the DNS Server is accessible

Answer: B,C,D

Question: 43

When creating the Microsoft CRM mailbox, which of the following must you do? Each correct answer provides part of the complete solution. Choose the two that apply.

- A. Create a user in Microsoft CRM.
- B. Create an Active Directory user account.
- C. Ensure that the mailbox has a secondary SMTP email address which uses the alias of a real Microsoft CRM user.
- D. Specify the Exchange server name.

Answer: B,D

Question: 44

While reviewing the Microsoft CRM business unit hierarchy for Company.com, you discover that the name of one of the business units has been spelled incorrectly. No Microsoft CRM user accounts have been created in this business unit. You want to ensure that all business units are correctly spelled before Microsoft CRM goes into production. What should you do?

- A. Rename the business unit that had been spelled incorrectly.
- B. Delete the business unit that had been spelled incorrectly, and create a new business unit in its place, with the correct spelling.
- C. Disable the business unit that had been spelled incorrectly. Create a new business unit in its place, with the correct spelling.
- D. Delete the root business unit, which deletes all child business units. Recreate the business unit hierarchy with correct spellings.

Answer: C

Question: 45

You are responsible for installing a new client machine that needs to have the Microsoft CRM 3.0 Laptop Client for Outlook installed. Which of the following is a valid installation sequence on the client machine?

- A. Start the Indexing Service. Install the Microsoft CRM 3.0 Laptop Client for Outlook. Create an Outlook profile for the user.
- B. Create an Outlook profile for the user. Install the Microsoft CRM 3.0 Laptop Client for Outlook. Start the Indexing Service.
- C. Install the Microsoft CRM 3.0 Laptop Client for Outlook. Start the Indexing Service. Create an Outlook profile for the user.
- D. Create an Outlook profile for the user. Start the Indexing Service. Install the Microsoft CRM 3.0 Laptop Client for Outlook

Answer: D

Question: 46

You have been asked to advise Company.com Inc. about how to structure their business units within their new Microsoft CRM 3.0 installation. Every Microsoft CRM user is based in one of two offices - Chicago or Denver. Company.com has identified two classes of Microsoft CRM users -

service users and sales users, and any given user can be assigned to just one of these two classes. Company.com would like to restrict most users to access only objects specific to their location and class of user. However, managers need to be able to access objects across all locations, based on the class of the owning user. For example, a service manager should be able to easily access all service-related entities across the organization. What business unit hierarchy would be most appropriate for Company.com?

- A. Create one root business unit with four child business units; Chicago Sales, Chicago Service, Denver Sales and Denver Service.
- B. Create one root business unit with two child business units; Chicago and Denver. Create two child business units of Chicago; Chicago Sales and Chicago Service. Create two child business units of Denver; Denver Sales and Denver Service.
- C. Create one root business unit with two child business units; Sales and Service. Create two child business units of Sales; Chicago Sales and Denver Sales. Create two child business units of Service; Chicago Service and Denver Service.
- D. Create two root business units, Sales and Service. Create two child business units of Sales; Chicago Sales and Denver Sales. Create two child business units of Service; Chicago Service and Denver Service.

Answer: C

Question: 47

You are responsible for securing access to data in Company. The Microsoft CRM 3.0 implementation consists of four business units; the root and three children, named East, West and Central. All account managers belong to one of the child business units, and all have been assigned the Salesperson security role, which gives each account manager sufficient rights to create and delete their own accounts. Of these account managers, several are known as senior account managers. They have been given additional responsibilities, and need to be able to delete accounts created by any account manager in the organization. How should you grant the senior account managers the correct level of permission, without affecting the permissions of other account managers, and with the minimum of effort.

- A. Create a new security role called Senior Account Manager in each of the child business units. Assign the new privileges to each of these roles, and add each senior account manager to the respective Senior Account Manager role for their business unit.
- B. Create a new security role called Senior Account Manager in the root business unit. Assign the new privileges to this role, and add each senior account manager to the respective Senior Account Manager role for their business unit.
- C. Create a new security role called Senior Account Manager in the root business unit. Assign the new privileges to this role, and add each senior account manager to the Senior Account Manager role in the root business unit.
- D. Create a team called Senior Account Managers in the root business unit. Add all senior account managers to the Senior Account Managers team. Share all accounts with the Senior Account Managers team and grant delete access to all accounts.

Answer: B

Question: 48

You have installed Microsoft CRM for Company.com. The marketing department has asked for customizations to be made, and the change control procedures allow for changes to be implemented in the production environment on a quarterly basis. The backup administrator asks you to tell her the frequency for backing up the Microsoft CRM databases. What do you tell her? Each answer represents a complete solution. Choose the two that apply.

- A. Back up the Microsoft CRM and Metabase databases on a daily basis.
- B. Back up the Microsoft CRM and Metabase databases on a quarterly basis.
- C. Back up the Microsoft CRM database on a daily basis and the Metabase on a quarterly basis.
- D. Back up the Microsoft CRM database on a quarterly basis and the Metabase on a daily basis.

Answer: A,C

Question: 49

You are a Microsoft CRM 3.0 consultant, employed by Company.com Ltd to assist with their CRM implementation. Company.com Ltd is an IT training company. They want to evaluate Microsoft CRM 3.0's service scheduling capabilities. Company.com Ltd uses a Windows 2003 Active Directory forest with one domain called Company.com. Which of the following complete solutions would accomplish this? Choose the three that apply.

- A. Install CRM in a new domain in a separate forest, and create a trust from Company.com to the new domain.
- B. Install CRM in a new domain in a separate forest, and create a trust from the new domain to Company.com.
- C. Install CRM in a new child domain in the existing forest.
- D. Install CRM in Company.com.

Answer: B,C,D

Question: 50

Which software component puts emails into the Microsoft CRM mailbox?

- A. Inbox rules
- B. The Exchange System Attendant
- C. The Microsoft CRM Exchange E-mail router
- D. Outlook Web Access

Answer: A

Question: 51

Microsoft CRM provides the ability to generate e-mail activities and route them to a common area so that any one of a set of users can access the activities. What is the name given to this object?

- A. Business Unit
- B. Queue
- C. Site
- D. Team

Answer: B

Question: 52

You have upgraded a Microsoft CRM 1.2 implementation to Microsoft CRM 3.0 using the Microsoft CRM 3.0 Setup program. When checking that the Microsoft CRM 3.0 configuration is correct you notice that one of the default security roles is missing from the Microsoft CRM 3.0 implementation. What is the most likely reason for this?

- A. The security role had been deleted in the Microsoft CRM 1.2 installation.
- B. The Active Directory groups corresponding to that security role had been deleted.
- C. The permissions associated with the missing security role had been modified in the Microsoft CRM 1.2 installation.
- D. The missing role had not been assigned to any of the Microsoft CRM users.

Answer: A

Question: 53

Which of the following needs to be installed manually to ensure a successful implementation of Microsoft CRM 3.0?

- A. SQL Server 2000 Service Pack 4
- B. XML Core Services 4.0 with SP2
- C. .NET Framework 1.1
- D. SQL Server Reporting Services 2000 Service Pack 2

Answer: A

Question: 54

You are the Microsoft CRM System Administrator for Company. You were just informed that one of the sales persons has been forced to leave the company due to gross misconduct; however, the sales person did not return his company laptop. You are aware that this sales person has the Microsoft CRM Laptop Client for Outlook, and you want to ensure that he cannot corrupt any of the Microsoft CRM data on the server, either by connecting via the web browser, or by modifying the data offline, then bringing the Microsoft CRM Client online. You do not have sufficient permissions in Active Directory to disable his Active Directory logon. What steps can you take to protect the Microsoft CRM data, while minimizing the impact on other Microsoft CRM users? Each answer forms a complete solution. Choose the two that apply.

- A. Disable the sales person's Microsoft CRM user account.
- B. Disable SQL Replication on the SQL Server used by Microsoft CRM. When you have confirmation that the laptop has been returned, reenable SQL Replication.
- C. Remove all Microsoft CRM security roles from the sales person's Microsoft CRM user account.
- D. Back up the Microsoft CRM database. When you have confirmation that the laptop has been returned, restore the database from this backup.

Answer: A,C

Question: 55

Which of the following components are required in order to install Microsoft CRM 3.0 Server? Choose the two that apply.

- A. Outlook
- B. Exchange Server
- C. IIS
- D. SQL Server

Answer: C,D

Question: 56

Your organization uses Microsoft Windows Server 2003 Active Directory, and has three servers running Microsoft SQL Server - one each for accounting, human resources, and legal services applications. The accounting application includes stored procedures which manipulate the system tables across several databases, and the human resources application has made changes to the master database. System monitor logs show that all three servers are rarely more than 30% utilized. Your organization is implementing Microsoft CRM 3.0. The performance impact of Microsoft CRM usage is expected to be low. Which of the following SQL Servers would you recommend as a possible solution that your organization could use for its Microsoft CRM 3.0 implementation? Each answer presents a complete solution. Choose the two that apply.

- A. Use a new server running Microsoft SQL Server 2000.
- B. Use the accounting server.
- C. Use the human resources server.

D. Use the legal services server.

Answer: A,D

Question: 57

Which of the following customizable aspects of Microsoft CRM cannot be exported using the Microsoft CRM Import/Export customizations tool?

- A. Workflow rules
- B. Schema changes
- C. Forms
- D. Views

Answer: A

Question: 58

Which combination of Microsoft CRM security privileges allows a user to attach a Note to an Account? Select the best answer.

- A. Read privilege on the Note. Write privilege on the Account.
- B. Share privilege on the Note. Write privilege on the Account.
- C. Append privilege on the Note. Append To privilege on the Account.
- D. Append To privilege on the Note. Append privilege on the Account.

Answer: C

Question: 59

You are advising Company.com Inc. about their Microsoft CRM implementation. Company.com has several field sales staff who need the Microsoft CRM 3.0 Laptop Client for Outlook to access Microsoft CRM data when they are out of the office. The field sales staff are rarely in the office during normal working hours. To avoid unnecessary work for the technical staff, each field sales person has agreed to install the Microsoft CRM client software themselves, and at a time of their own choosing. However, the field sales staff do not have local administrator rights on their machines. What needs to be done to enable the field sales staff to install the Microsoft CRM 3.0 Laptop Client for Outlook?

- A. Supply each of the field sales staff with a copy of the Microsoft CRM 3.0 Client CD, and give them instructions about how to run the setup program.
- B. Create an administrative image of the Microsoft CRM 3.0 Client Setup program. Publish the administrative image through Group Policy Objects, and select the Assign Install option.
- C. Create an administrative image of the Microsoft CRM 3.0 Client Setup program. Publish the administrative image through Group Policy Objects, and select the Publish option.
- D. Copy the client installation files from the Microsoft CRM 3.0 Client CD to a network share. Create a batch file to pass the appropriate client setup parameters to the setup program.

Answer: C

Question: 60

You work for a CRM consulting company. Your Microsoft CRM customization team has developed some schema and form customizations for one of your customers. These changes are to the Microsoft CRM Account entity. The development has been done in a development environment at Company. The customization team gave you a file containing the customizations, which you have successfully imported into the customer's live Microsoft CRM implementation. However, after importing the customizations, you find that none of the changes to the Microsoft CRM forms are displayed. What is the most likely cause, and how should you resolve this?

- A. The export/import customization process does not support export of form definitions.

You will have to apply the form changes manually.

B. The development team only exported the schema changes, and did not include the form definition. You should ask them to export the form definition, and then re-import the new file.

C. It is necessary to publish form changes to the Account entity after they have been imported. Use the Microsoft CRM customization tool to publish the Account entity.

D. The Microsoft CRM server caches the previous form definition in memory. Use the IISRESET command to refresh the cache.

Answer: C

Question: 61

You have been asked to advise Company.com Inc. about how to structure sites within their new Microsoft CRM 3.0 installation. Company.com has four offices, two in the United States, in Chicago and Denver, and two in Africa, in Nairobi and Durban. Each office will have its own users and resources, neither of which will move between offices. Staff at each office will be in sole control of the scheduling of their own resources. Based on the information given, what sites would you create in Microsoft CRM for Company.com?

A. Create 4 sites; Chicago, Denver, Nairobi and Durban

B. Create 2 sites; United States, and Africa

C. Create 2 top level sites; United States, and Africa. Create 2 child sites of United States; Chicago and Denver. Create 2 child sites of Africa; Nairobi and Durban

D. Create 1 site, Company.com

Answer: A

Question: 62

You are the IT administrator for Company.com and you are planning the installation of Microsoft CRM 3.0. The server you will use for Reporting Services is called REPORTS, and you will specify this name when you install Microsoft CRM 3.0. The project sponsor has asked for a number of customized reports to be developed, and has also asked you to ensure that all report data is kept confidential when transferred over the network. What needs to be in place on server REPORTS before you can successfully install CRM while fulfilling the security requirements? Each answer provides part of the solution. Choose the two that apply.

A. There must be an SSL certificate installed.

B. IIS must be installed on the server.

C. .NET Framework 1.0 must be installed.

D. CryptoAPI tools must be installed.

Answer: A,B

Question: 63

Company.com Inc. has an existing Microsoft CRM 1.2 installation on server CRM01 in domain Company.com. They want to upgrade this to a Microsoft CRM 3.0 installation, on a new server (CRM02) in the CORP.Company.com domain. You have been asked to advise them how to perform the upgrade and server move. How can this be done?

Each correct answer provides a complete solution. Choose the two that apply.

A. Back up the Microsoft CRM databases from the CRM 1.2 installation. Restore the databases onto a SQL Server in the CORP.Company.com domain. Run the Microsoft CRM 1.2 Redeployment tool in the CORP.Company.com domain. Install Microsoft CRM 3.0 on CRM02, and select the Connect to Existing Databases option.

B. Back up the Microsoft CRM databases from the Microsoft CRM 1.2 installation. Restore the databases onto a SQL Server in the CORP.Company.com domain. Run the Microsoft CRM 3.0 Redeployment Wizard in the CORP.Company.com domain. Install Microsoft CRM 3.0 on

CRM02, and select the Connect to Existing Databases option.

C. Use the Microsoft CRM 1.2 Redeployment tool to redeploy Microsoft CRM 1.2 onto CRM02. Use the Microsoft CRM 3.0 setup program to upgrade Microsoft CRM 1.2 to Microsoft CRM 3.0 on CRM02.

D. Use the Microsoft CRM 3.0 setup program to upgrade Microsoft CRM 1.2 to Microsoft CRM 3.0 on CRM01. Back up the Microsoft CRM databases used by CRM01. Restore the databases onto a SQL Server in the CORP.Company.com domain. Run the Microsoft CRM 3.0 Redeployment Wizard in the CORP.Company.com domain. Install Microsoft CRM 3.0 on CRM02, and select the Connect to Existing Databases option.

Answer: C,D

Question: 64

Company.com Inc. has installed Microsoft CRM 3.0 Professional Edition using a Microsoft CRM trial license. They have now purchased a Microsoft CRM license, and have asked your advice about how to apply the new license. They want to retain all their current Microsoft CRM data. How can the new license be applied with the minimum of effort?

- A. Remove the Microsoft CRM server software, but retain the Microsoft CRM databases. Run the Microsoft CRM setup program and specify the new license key. Select the Connect to Existing Databases option when prompted.
- B. Use the Microsoft CRM License Manager tool to upgrade the trial license to the new license.
- C. Back up the Microsoft CRM databases. Remove the Microsoft CRM server software. Run the Microsoft CRM setup program and specify the new license key. Select the Create New Databases option when prompted. Once setup has completed, restore the Microsoft CRM databases.
- D. Run the Microsoft CRM setup program and specify the new license key. When prompted, select the Upgrade License option.

Answer: B

Question: 65

You are the administrator of Company's network, and you have just completed the installation of Microsoft CRM server on the computer SALES01. Members of the sales department have started to use Microsoft CRM, using the url <http://crm>. One salesperson complains that he cannot connect to the CRM server, because whenever he tries to connect, Internet Explorer starts and then immediately closes. You need to ensure that the salesperson can connect to the CRM server. What should you do?

- A. Configure the salesperson's computer so that Updates are downloaded and installed automatically.
- B. Configure the salesperson's computer so that <http://crm> is included in trusted sites in Internet Options.
- C. Configure the salesperson's computer to disable popup blocking, or enter <http://crm> in the popup blocker's exceptions list.
- D. Configure the salesperson's computer so that a network drive is mapped to [\\SALES01\crm](http://crm), and then restart Internet Explorer.

Answer: C

Question: 66

Company.com Ltd has a windows server 2003 forest, consisting of three domains – Company.com, asia.Company.com, and europe.Company.com. there are user accounts in all three domains. Company.com Ltd has just merged with Company.com inc, and the active directory team has created domains .com.Company.com and europe..com.Company.com in the same forest. you install microsoft crm 3.0 in the europe.Company.com domain. what action do you need to take to ensure that all users can access microsoft crm 3.0? choose the best answer.

- A. migrate all microsoft crm users from europe..com.Company.com to Europe.Company .com.
- B. migrate all microsoft crm users from europe..com.Company.com and asia.Company .com to europe.Company.com.
- C. Migrate all Microsoft CRM users from all other domains to EUROPE.Company.com.
- D. No action is required. Users in all domains will be able to access Microsoft CRM 3.0.

Answer: D

Question: 67

You are about to install Microsoft CRM 3.0 on Small Business Server 2003 machine. Which of the following services must be started on this machine before installation can proceed? Choose the two that apply.

- A. Microsoft Exchange Information Store
- B. Indexing Service
- C. SQLSERVERAGENT
- D. Windows Installer

Answer: B,C

Question: 68

Company.com Inc. maintains two businesses - one under the name Company.com, and a second telesales organization under the 'Company.com' brand. They want two Microsoft CRM deployments and wish to run this on the smallest number of new servers. How many servers of each type do they need? Each answer represents part of the solution. Choose the two that apply.

- A. One IIS server
- B. Two IIS servers
- C. One SQL server
- D. Two SQL servers

Answer: B,C

Question: 69

You are planning the deployment of Microsoft CRM 3.0 for Company. Your company employs telesales operatives who answer telephone calls from customers who have seen television commercials. The telesales operatives record contact details, and product and quantity information from the customers. Your company also employs sales staff who receive, track, promote, and process email orders generated through customer interaction with Company web site. These staff members have to handle inquiries about product specifications. The company has no money for new computer hardware, and the CEO has instructed you that the software must perform as fast as possible. You need to select the most appropriate Microsoft CRM clients for Company. What should you do?

- A. Instruct the email sales staff to use the web client and deploy the Microsoft CRM desktop client to the telesales operatives.
- B. Instruct both the telesales operatives and the email sales staff to use the web client.
- C. Deploy the Microsoft CRM desktop client to both the telesales operatives and the email sales staff.
- D. Instruct the telesales operatives to use the web client and deploy the Microsoft CRM desktop client to the email sales staff.

Answer: D

Question: 70

You have developed a custom entity called Resellers, which holds information about resellers

who work with Company.com. In addition, you have created four custom reports which include reseller information. Your manager asks you to include a new field on the custom entity, and also to include this field on two of the custom reports. What actions do you need to take? Choose the best answer.

- A. Amend the custom entity, amend the filtered view, and amend the custom report.
- B. Amend the custom entity, publish the custom entity, and amend the custom report.
- C. Amend the custom entity, and amend the custom report.
- D. Amend the custom entity, publish the custom entity, amend the filtered view, and amend the custom report.

Answer: C

Question: 71

You are a Microsoft CRM 3.0 consultant. Your organization has a Windows NT 4.0 domain. Your organization would like to upgrade all servers to Windows Server 2003 but cannot do so because they use an accounting package that must run on an NT 4.0 Backup Domain Controller. You also want to implement Microsoft CRM 3.0. What action do you recommend to the management?

- A. Migrate the domain to a Windows 2003 native mode domain, and then install Microsoft CRM 3.0.
- B. Upgrade the domain to a Windows 2003 mixed mode domain, and then install Microsoft CRM 3.0.
- C. Install Microsoft CRM 3.0 on a Windows 2003 member server in the Windows NT 4.0 domain.
- D. Install Microsoft CRM 3.0 on the Primary Domain Controller in the Windows NT 4.0 domain.

Answer: B

Question: 72

Company.com Inc. has a Microsoft CRM 3.0 implementation with the following business unit hierarchy. See exhibit. Company belongs to the Africa business unit. She has been assigned the following two security roles in this business unit:

- 1) Sales Manager, which has Business Unit access for the Delete Account privilege, and Organization access for the Write Account privilege
- 2) General Manager, which has no access for the Delete Account privilege, and User access for the Write Account privilege

Which of the following actions can she perform, assuming no records have been explicitly shared to her? Choose the three that apply.

Exhibit:

- A. Delete an account that belongs to the Kenya business unit.
- B. Delete an account that belongs to the Africa business unit.
- C. Modify an account that belongs to the China business unit.
- D. Modify an account that belongs to the Kenya business unit.

Answer: B,C,D

Question: 73

You work for a CRM consulting company. Your Microsoft CRM customization team has developed some schema and form customizations to the Account entity for use by one of your customers. This development has been done in a development environment at Company. You are aware that schema changes to other entities have already been made to the customer's Microsoft CRM implementation, and you have no control over whether further changes are to be made to these entities. How should you deploy Company's changes to the Account entity without impacting the changes to other entities?

- A. Export the current customizations from the customer's Microsoft CRM implementation, and

import them into your development environment. Make the required changes to the Account entity in the development environment. Export all customizations from the development environment, and import them into the customer's Microsoft CRM implementation.

B. Use the Microsoft CRM export customizations tool to export only the Account entity from your development environment. Import the resulting file into the customer's Microsoft CRM implementation.

C. Use the Microsoft CRM web application to publish the Account entity from the development environment to the customer's Microsoft CRM implementation.

D. Export all customizations from the development environment. Back up the customer's metabase and Microsoft CRM databases. Import all customizations into the customer's Microsoft CRM implementation. Restore the customer's metabase and Microsoft CRM databases.

Answer: B

Question: 74

Company.com has an existing installation of Microsoft CRM 3.0 in domain TREY. They have recently merged with another company, and it has been decided that their Microsoft CRM installation will be moved to a new domain. The existing implementation consisted of Microsoft CRM server software and Reporting Services on server CRM1, and the CRM databases on server DB1. Reporting Services had been installed as part of the Microsoft CRM installation. Both servers CRM1 and DB1 will be redeployed for other purposes after Microsoft CRM has been moved. The new CRM installation has been completed. It is your role to completely remove the CRM server software from CRM1, to remove any CRM data from the TREY domain, and to remove CRM data from server DB1. What steps should you take to achieve this? Choose the three that apply.

A. Run the Microsoft CRM Server Setup program to remove the Microsoft CRM server software from CRM1.

B. Use the Reporting Services setup program to remove Reporting Services from CRM1.

C. Use SQL Enterprise Manager to drop the Microsoft CRM databases from DB1.

D. Use the Active Directory Users and Computers snap-in to remove the Microsoft CRM security groups from the TREY domain.

Answer: A,C,D

Question: 75

Your organization requires two different deployments of Microsoft CRM 3.0. The internal audit group has instructed you to ensure that there are two different CRM mailboxes, one for each deployment. How can you accomplish this with the least amount of effort?

A. Install the Microsoft CRM 3.0 router twice on the same Exchange server, specifying a different Microsoft CRM mailbox each time.

B. Edit the registry for the Exchange connector service so that it monitors two Microsoft CRM mailboxes.

C. Purchase and install a new Exchange server. Install the Microsoft CRM 3.0 router on the second Exchange server, each time specifying a Microsoft CRM mailbox that resides on that Exchange server.

D. This cannot be achieved with Microsoft CRM 3.0.

Answer: B

Question: 76

You are a consultant employed by Company.com Inc to advise them on Microsoft CRM. They already run Microsoft CRM 3.0 on Small Business Server 2003. Company.com has 30 CRM users, and another 30 domain users who use other applications. The CEO says that

Company.com is expanding into a new business area, and will be doubling the number of Microsoft CRM users. Which of the following options will satisfy Company.com's stated needs?

- A. Migrate Company.com's IT infrastructure from Small Business Server 2003 to Windows 2003. Install Microsoft CRM on a new server.
- B. Set up a new Windows 2003 Server as a domain controller in a child domain under the existing domain. Install Microsoft CRM on that server.
- C. Set up a new Windows 2003 Server as a member server in the existing domain. Install Microsoft CRM on that server.
- D. Use the existing Microsoft CRM installation for the new business area.

Answer: A

Question: 77

You are responsible for securing access to data in Company's Microsoft CRM 3.0 implementation. The implementation consists of four business units; the root and three children named Asia, Africa and Europe. The sales managers in each of the child business units are assigned the default Sales Manager security role, which gives them sufficient access to objects owned by users within their business unit. Guy Gilbert was a sales manager in the Europe business unit, but has now been reassigned to the same job in the Africa business unit. After changing his business unit in Microsoft CRM, he complains that he is unable to access Microsoft CRM. How should you resolve this problem with the minimum of effort?

- A. Reassign Guy's Microsoft CRM user account to the root business unit.
- B. Create a new security role called Transferred Sales Managers in the Africa business unit. Grant this role the same privileges as those of the Sales Manager security role, and assign the Transferred Sales Managers role to Guy's Microsoft CRM user account.
- C. Unassign all Microsoft CRM security roles from Guy's Microsoft CRM user account, then reassign his user account to the Africa business unit.
- D. Assign the Sales Manager role in the Africa business unit to Guy's Microsoft CRM user account.

Answer: D

Question: 78

You have been asked to advise Company.com about their licensing requirements for Microsoft CRM 3.0. They anticipate that 200 people will use Microsoft CRM. These 200 people can be categorized as follows:

120 shift workers. No more than 40 of these users will use CRM at any one time, and they will always use one of 40 machines set aside for shift worker use. 60 normal office workers, who may all access CRM at the same time, and will typically use their office machine. They will not access CRM remotely. 20 support personnel. They may connect to CRM using their office machine with the Outlook client, but have also been supplied with a separate machine for home use, which they will use to connect to CRM outside of office hours How many user licenses will Company.com need to buy?

- A. 120
- B. 140
- C. 200
- D. 220

Answer: C

Question: 79

Company.com Inc. has been evaluating Microsoft CRM 3.0 in a test environment. As part of the tests they have modified some Microsoft CRM system settings, installed some ISV solutions,

created business units, and modified Microsoft CRM security roles. They now want to transfer this Microsoft CRM environment to a production environment using the Microsoft CRM 3.0 Redeployment Wizard. What changes will they have to apply manually after the redeployment?

- A. The Microsoft CRM system settings
- B. ISV solution configuration
- C. Business unit hierarchy
- D. Security role changes

Answer: B

Question: 80

You are the CRM administrator for Company.com, and your colleague has finished installing and configuring Microsoft CRM 3.0. The sales department has started to use the application. You are conducting a demonstration for the marketing department. You log on to Microsoft CRM using the installation user account your colleague used, but you cannot see any Sales or Marketing menus. What should you do?

- A. Register the deployment with Microsoft.
- B. Uncheck the Restricted Access Mode option on the installation user's Microsoft CRM user account.
- C. Assign a Microsoft CRM security role to the installation user's Microsoft CRM user account.
- D. Install a Microsoft CRM client on the computer you are using.

Answer: B

Question: 81

You have been advising Company.com about a major Active Directory restructuring. This restructuring includes creating new user accounts in a new domain, creating new mailboxes for all users, and redeploying the Microsoft CRM 3.0 installation on a new server in the new domain. The current Microsoft CRM installation makes use of the Microsoft CRM 3.0 Client for Outlook, and the Microsoft CRM 3.0 Exchange Email router.

You have decided to use the Microsoft CRM 3.0 Redeployment Wizard to assist with the redeployment. What steps must be taken after running the Microsoft CRM 3.0 Redeployment Wizard? Each correct answer forms part of a complete solution. Choose the two that apply.

- A. Install the Microsoft CRM 3.0 Server software on the new server.
- B. Copy all existing Microsoft CRM data from a SQL Server in the old domain to a SQL Server in the new domain.
- C. Reinstall the Microsoft CRM 3.0 Client for Outlook on all machines.
- D. Create the new user accounts.

Answer: A,C

Question: 82

Company.com Inc. has a Microsoft CRM 3.0 implementation with the following business unit hierarchy:

For the users assigned to the Africa business unit, what access level would permit access to entities owned only by users who are assigned to the Africa, Kenya, and Morocco business units?
Exhibit:

- A. Business Unit access
- B. Parent: Child Business Unit access
- C. User access
- D. Organization access

Answer: B

Question: 83

Com pany.com, Inc. is a company specializing in the production of dictionaries. They use lexicographical software which runs on two SQL Server 2000 computers (SQLSERVER01 and SQLSERVER02), and one SQL 7.0 computer (SQLSERVER03). SQLSERVER02 is heavily used, but the other two are used infrequently. Com pany.com, Inc. has asked you to advise them on the installation of Microsoft CRM 3.0. What do you recommend for their installation of SQL Server?

- A. Install the Microsoft CRM databases on SQLSERVER01 on a named instance.
- B. Install the Microsoft CRM databases on SQLSERVER01 on the default instance.
- C. Install the Microsoft CRM databases on SQLSERVER02 on a named instance.
- D. Install the Microsoft CRM databases on SQLSERVER03.

Answer: B

Question: 84

You have deployed the Microsoft CRM Laptop Client for Outlook on several machines for Company.com. The Microsoft CRM customizations that have been made for Company.com include a workflow rule that runs when a new account is created. When and where will the workflow rule run if a new account is created by using the Microsoft CRM Laptop Client for Outlook in offline mode?

- A. The workflow rule will never run, not even after the client is taken online.
- B. The workflow rule will run on the client as soon as the account is created.
- C. The workflow rule will run on the server as soon as the account is created.
- D. The workflow rule will run on the server when the client is next taken online.

Answer: D

Question: 85

You are a developer specializing in writing reports using SQL 2000 Reporting Services. Your manager has asked you to develop some new reports required by senior management. What software do you need on your computer in order to develop the reports?

- A. Report Manager and Report Designer.
- B. Report Manager.
- C. Visual Studio .NET 2003 and Report Designer.
- D. Report Designer.

Answer: C

Question: 86

You are planning the deployment of Microsoft CRM 3.0 for Company.com. You have identified two groups of Microsoft CRM users; the sales department, who need to have access to product information when visiting customers, and the marketing department, who always work at the company headquarters and need to plan and execute marketing campaigns. You need to ensure that each group has the most appropriate Microsoft CRM client. What should you do?

- A. Deploy the Microsoft CRM laptop client for Outlook to the sales department, and the Microsoft CRM desktop client for Outlook to the marketing department.
- B. Deploy the Microsoft CRM desktop client for Outlook to the sales department, and the Microsoft CRM laptop client for Outlook to the marketing department.
- C. Deploy the Microsoft CRM desktop client for Outlook to both the sales and marketing departments
- D. Instruct the sales and marketing departments to use the web browser client.

Answer: A

Question: 87

You are an IT trainer for Company.com. Microsoft CRM 3.0 has been installed in a training environment so that the service scheduling staff can be trained to use it. To make the training as realistic as possible, the names of users in the training environment should reflect the names of users in your organization. You need to create test data for the training course which contains real names. What do you do? Each correct answer is part of the correct solution. Choose the two that apply.

- A. Create users in Active Directory with names of users in your organization.
- B. Create user accounts in Microsoft CRM.
- C. Create security roles in Microsoft CRM.
- D. Run the Sample Data Setup Wizard and map the names to the roles.

Answer: A,D

Question: 88

You are planning the Microsoft CRM implementation for Company.com. All necessary IT equipment has been purchased, including servers and personalized laptop computers for each individual member of the sales and marketing teams. Your sales representatives must visit customers, show them product information and take orders while at the customer's premises. The service scheduling team works exclusively in the head office, and needs to schedule appointments for customers. Your organization uses group policies to distribute software to its client computers. The IT director wants to use one .msi file that is distributed using Group Policy Objects. You need to plan the deployment of Microsoft CRM client software for Company.com. What do you do?

- A. Using group policies, deploy the Microsoft CRM laptop client to both the sales team and the service scheduling team.
- B. Using group policies, deploy the Microsoft CRM laptop client to the sales team, and deploy the Microsoft CRM desktop client to the service scheduling team.
- C. Using group policies, deploy the Microsoft CRM desktop client to the sales team, and deploy the Microsoft CRM laptop client to the service scheduling team.
- D. Using group policies, deploy the Microsoft CRM desktop client to both the sales team and the service scheduling team.

Answer: A

Question: 89

You are the IT Administrator for Company.com and have finished installing Microsoft CRM 3.0. The installation was successful, but you did not configure the Exchange Server settings. The next day you need to complete the Exchange Server setup. To which group do you need to add the Exchange Server? Choose the best answer.

- A. UserGroup
- B. ReportingGroup
- C. PrivUserGroup
- D. SQLAccessGroup

Answer: C

Question: 90

Which of the following features of the Microsoft CRM offline synchronization process limit the amount of data that is transferred when a user takes the Laptop Client offline? Each answer forms part of the complete solution. Choose the two that apply.

- A. Attachments cannot be taken offline.

- B. Records for which the user has permission are taken offline.
- C. Records as defined by the SQL Filtered Views are taken offline.
- D. Records as defined by the Data Group filters are taken offline.

Answer: B,D

Question: 91

You are responsible for managing user access to Company's Microsoft CRM 3.0 implementation. Your company bought 45 user licenses, all of which are in use. One of the Microsoft CRM users, Com pany Brown, is leaving the company. She will be replaced by a new user, John Chang. What steps should you take to transfer Com pany's license to John?

- A. Disable Com pany's Microsoft CRM user account. Use the Microsoft CRM License Manager tool to remove the license from Com pany's Microsoft CRM user account. Create a Microsoft CRM user account for John, and use the Microsoft CRM License Manager tool to assign the license to John.
- B. Delete Com pany's Microsoft CRM user account. Use the Microsoft CRM License Manager tool to remove the license from Com pany's Microsoft CRM user account. Create a Microsoft CRM user account for John, and use the Microsoft CRM License Manager tool to assign the license to John.
- C. Disable Com pany's Microsoft CRM user account. Create a Microsoft CRM user account for John.
- D. Create a Microsoft CRM user account for John. Use the Microsoft CRM License Manager tool to transfer the license from Com pany's Microsoft CRM user account to John. Disable Com pany's Microsoft CRM user account.

Answer: C

Question: 92

You work for a CRM consulting company. A customer has a Microsoft CRM deployment that consists of the Microsoft CRM server software on server CRM01, CRM and Reporting Services databases on server SQL01, and Reporting Services on server RS01. They have created some new Reporting Services reports. You receive a call from the IT administrator, who tells you that server RS01 has suffered hardware failure, and has had to be replaced by a new server RS02. The IT administrator has successfully installed Reporting Services on RS02, and connected it to the Reporting Services databases on server SQL01. However, users cannot run any custom or standard reports from the Microsoft CRM application. What should you do to enable users to run both the custom and standard reports with the minimum of effort?

- A. Run IISRESET on the CRM01. This will cause the Microsoft CRM server software to reset its connection to the Reporting Services databases, and hence identify the new Reporting Services server.
- B. Remove the Microsoft CRM server software from CRM01. Use the Microsoft CRM server Setup program to reinstall Microsoft CRM on CRM01, and select the Connect to Existing Databases option, and the Connect to existing Reporting Services server option.
- C. Use the Microsoft CRM server setup program to repair the Microsoft CRM server software on CRM01, and select the Connect to existing Reporting Services server option.
- D. Use the Microsoft CRM Server Manager tool to set the Reporting Server URL to point to RS02.

Answer: D

Question: 93

When installing the Microsoft CRM 3.0 Exchange E-mail Router, which of the following do you have to specify? Each correct answer presents part of the solution. Choose the two that apply.

- A. The name of the SQL Server used by Microsoft CRM
- B. The URL of the Microsoft CRM web application
- C. The name of the Exchange server where the Microsoft CRM mailbox is located
- D. The domain name and username of the Microsoft CRM mailbox account

Answer: B,D

Question: 94

The Small Business Edition of Microsoft CRM 3.0 has some extra features not included in the Professional Edition. Which of the following features does the Small Business Edition include? Choose the two that apply.

- A. Announcements automatically synchronized onto http://companyweb.
- B. Small Business Server Console Integration
- C. Fax Server Integration
- D. POP3 Connector Manager Integration

Answer: B,C

Question: 95

What permissions do you need to install the Microsoft CRM 3.0 Exchange E-mail Router? Each correct answer provides part of the solution. Choose the two that apply.

- A. Exchange Full Administrator privilege.
- B. Local administrator privilege on the computer where the Router will be installed.
- C. SA login rights on the SQL server computer.
- D. Local administrator privilege on the computer running Microsoft CRM.

Answer: B,D