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MB2-867 PRACTICE EXAM

Microsoft Dynamics CRM 2011 Installation and Deployment

Question: 1

You need to ensure that Microsoft Dynamics CRM Server 2011 supports document management functionality with Microsoft SharePoint. Which version of SharePoint should you use? (Choose all that apply.)

- A. Office SharePoint Portal Server 2003
- B. Windows SharePoint Services 3.0
- C. Office SharePoint Server 2007
- D. SharePoint Foundation 2010
- E. SharePoint Server 2010 Enterprise

Answer: CDE

Question: 2

You plan to install Microsoft Dynamics CRM Server 2011. Which versions of Microsoft SQL Server will support the installation? (Choose all that apply.)

- A. SQL Server 2008 Standard Edition (x64) SP1
- B. SQL Server 2008 Enterprise Edition, (x86) SP1
- C. SQL Server 2008 R2 Enterprise Edition (x86)
- D. SQL Server 2008 R2 Enterprise Edition (x64)

Answer: AD

Question: 3

You need to ensure that you can automatically route email messages into Microsoft Dynamics CRM 2011 from Microsoft Exchange Server 2010 Enterprise Edition. On which operating system should you install the Microsoft Dynamics CRM E-mail Router? (Choose all that apply.)

- A. Windows 7 Enterprise (x86)
- B. Windows 7 Professional (x64)
- C. Windows Server 2008 Standard (x86)
- D. Windows Server 2008 Standard (x64)
- E. Windows Server 2008 R2 Standard (x64)
- F. Windows Server 2008 Enterprise (x86)

Answer: ABDE

Question: 4

A company with 300 client computers and 900 employees. The employees are evenly split among three working shifts. The company is planning to use Microsoft Dynamics CRM 2011 on-premises. All employees will use Microsoft Dynamics CRM. You need to recommend the most cost-effective licensing option. Which Client Access Licenses (CALs) should the company buy?

- A. 300 User CALs
- B. 300 Device CALs
- C. 900 User CALs
- D. 900 User CALs and 300 Device CALs

Answer: B

Question: 5

Which of the following statements regarding the requirements for Microsoft SQL Server in a Microsoft Dynamics CRM 2011 deployment is true?

- A. Microsoft Dynamics CRM Server and SQL Server must be installed on the same computer.
- B. Microsoft Dynamics CRM Server and SQL Server can be in different domains within the same Active Directory forest.
- C. Multiple instances of SQL Server on a single computer can be used to support multiple Microsoft Dynamics CRM deployments.
- D. SQL Server Reporting Services must be installed on the SQL Server computer that stores the Microsoft Dynamics CRM databases.

Answer: C

Question: 6

You are planning an installation of Microsoft Dynamics CRM 2011. You plan to install the Microsoft Dynamics CRM application on one server and place the Microsoft Dynamics CRM database on another server that runs Microsoft SQL Server. Which of the following configurations should you choose?

- A. Install the application on a server that runs Windows Server 2008 Standard (x64) SP2. Place the database on a server that runs SQL Server 2005 Enterprise Edition (x64) SP3.
- B. Install the application on a server that runs Windows Server 2008 Standard (x86) SP2. Place the database on a server that runs SQL Server 2008 Web Edition (x64).
- C. Install the application on a server that runs Windows Web Server 2008 (x64) SP2. Place the database on a server that runs SQL Server 2008 R2 Datacenter Edition (x64).
- D. Install the application on a server that runs Windows Server 2008 Enterprise (x64) SP2. Place the database on a server that runs SQL Server 2008 Express Edition (x64).

Answer: C

Question: 7

A company is using Microsoft Dynamics CRM 2011 on-premises. Three different employees will access Microsoft Dynamics CRM 2011 from the same workstation during different shifts. You need to ensure that each user can view and modify Sales records. Which Client Access License (CAL) configuration best fits your needs?

- A. one Full Device CAL
- B. one Administrative Device CAL
- C. three Limited User CALs
- D. three Administrative User CALs

Answer: A

Question: 8

Which operating system is supported for installing and running Microsoft Dynamics CRM Server 2011?

- A. Windows Server 2003 Standard (x64) SP2
- B. Windows Server 2003 Enterprise (x64) SP2
- C. Windows Server 2008 for Itanium-Based Systems (IA-64)
- D. Windows Server 2008 Enterprise (x64) SP2
- E. Windows Server 2008 with Server Core option (x64) SP2

Answer: D

Question: 9

You are planning to deploy Microsoft Dynamics CRM 2011 on-premises to a very large user community. Five servers are available for the deployment. You need to deploy the Asynchronous Processing Service role and the Sandbox Processing Service role to one of the servers. Which server group should you install on the server?

- A. Full Server
- B. Front End Server
- C. Back End Server
- D. Deployment Administration Server

Answer: C

Question: 10

You are planning to deploy Microsoft Dynamics CRM 2011 on-premises to a single server. The current server configuration includes the following components:

Windows Small Business Server 2008 SP2
Microsoft SQL Server 2008 Workgroup Edition
Internet Information Services (IIS) 7
Microsoft Office SharePoint Server 2007

Which component do you need to upgrade before you can install Microsoft Dynamics CRM 2011?

- A. Windows Small Business Server 2008 SP2
- B. SQL Server 2008 Workgroup Edition
- C. Internet Information Services (IIS) 7
- D. SharePoint Server 2007

Answer: B

Question: 11

You plan to install Microsoft Dynamics CRM 2011 and the Microsoft Dynamics CRM E-mail Router on a server named SERVER1. The Microsoft Dynamics CRM databases will be stored on a server named SERVER2, which runs Microsoft

SQL Server 2008 R2 Enterprise Edition (x64). The E-mail Router will be configured to connect to Microsoft Exchange Server 2010 Enterprise Edition. The company has an Active Directory Domain Services (AD DS) domain. What are the minimum privileges necessary to install Microsoft Dynamics CRM 2011 in this situation?

- A. Domain Administrator; Local Administrator rights on SERVER1
- B. Write privileges on SERVER1 and SERVER2; organization and security group creation permission in AD DS
- C. Local Administrator rights on SERVER1 and SERVER2; Exchange Server Administrator rights; organization and security group creation permission in AD DS
- D. Local Administrator rights on SERVER1 and SERVER2; sysadmin role permissions on SERVER2; rights to create and add members to security groups in AD DS

Answer: D

Question: 12

You plan to install Microsoft Dynamics CRM 2011. You need to use specific security group names that do not currently exist in Active Directory. What should you do?

- A. Create the security groups in Active Directory, and then select them in the Microsoft Dynamics CRM setup interface.
- B. Create the security groups in Active Directory, and then install Microsoft Dynamics CRM Server 2011 by using an XML configuration file that references the existing security groups.
- C. Log on to the server as a Domain Administrator, and start the Microsoft Dynamics CRM setup program. In the setup interface, enter the names of the security groups you want to create.
- D. Log on to the server as a Domain Administrator. Install Microsoft Dynamics CRM Server 2011 by using an XML configuration file that includes the names of the security groups you want to create.

Answer: B

Question: 13

You plan to install Microsoft Dynamics CRM 2011. You need to ensure that security groups required by Microsoft Dynamics CRM are automatically created in a specific organizational unit (OU) during the setup process. What should you do?

- A. Create the OU in Active Directory, and then select it in the Microsoft Dynamics CRM setup interface.
- B. Create the OU in Active Directory, and then install Microsoft Dynamics CRM Server 2011 by using the Organization element in an XML configuration file that references the existing OU.
- C. Log on to the server as a Domain Administrator, and start the Microsoft Dynamics CRM setup program. In the setup interface, enter the name of the OU you want to create.
- D. Log on to the server as a Domain Administrator. Install Microsoft Dynamics CRM Server 2011 by using an XML configuration file that includes the name of the OU you want to create.

Answer: A

Question: 14

You are performing a Full Server installation of Microsoft Dynamics CRM 2011. Of which security group must the domain account used to run the Microsoft Dynamics CRM Asynchronous Processing Service be a member?

- A. Backup Operators
- B. Cryptographic Operators
- C. Performance Log Users
- D. Performance Monitor Users

Answer: C

Question: 15

Which Windows role services and features are installed as part of a full server Microsoft Dynamics CRM 2011 installation, if they are not already installed? (Choose all that apply.)

- A. DNS Server
- B. Web Server (IIS)
- C. Indexing Service
- D. Failover Clustering
- E. File Server Resource Manager

Answer: BCE

Question: 16

In Microsoft Dynamics CRM 2011, which of the following are requirements of the service account used to run the CRMAppPool? (Choose all that apply.)

- A. must be a Domain User
- B. must not be a Domain User
- C. must be a Domain Administrator
- D. must be a member of the CRM_WPG group
- E. must be a Microsoft Dynamics CRM user
- F. must not be a Microsoft Dynamics CRM user

Answer: ADF

Question: 17

Which of the following Microsoft Dynamics CRM 2011 roles cannot be configured with its own service account?

- A. Asynchronous Processing Service
- B. Deployment Web Service
- C. Discovery Web Service
- D. Sandbox Processing Service

Answer: C

Question: 18

Which of the following is the least-privileged Active Directory security group that you can use for the security account

specified for the Application Service?

- A. Domain Users
- B. Account Operators
- C. Server Operators
- D. Domain Administrators

Answer: A

Question: 19

You are installing Microsoft Dynamics CRM 2011 on two servers that run Windows Server 2008 R2 Web Edition. You configure Network Load Balancing (NLB). Before you configure the ApplicationHost.config file, you need to ensure that the CRM Application Pool service account authenticates properly and can access resources located on other member computers. How should you configure the Application Pool service account in Active Directory to ensure proper authentication and resource access?

- A. In Active Directory Service Interfaces Editor (ADSI Edit), configure the User Principle Name (UPN) for the CRM Application Pool service account.
- B. In Active Directory Service Interfaces Editor (ADSI Edit), configure the Service Principle Name (SPN) for the CRM Application Pool service account.
- C. In the Active Directory Users and Computers console, add the CRM Application Pool service account to the Managed Service Account container.
- D. In the Active Directory Users and Computers console, add the Application Pool service account to the Organizational Unit (OU) that contains the CRM security groups.

Answer: B

Question: 20

You are installing Microsoft Dynamics CRM 2011 on a server that will be used for development. The target Microsoft SQL Server database has a default instance for production on a default port and a named instance for development on TCP port 1444. Microsoft Dynamics CRM is unable to connect to the SQL Server instance on port 1444. You need to ensure that Microsoft Dynamics CRM can connect to SQL Server by using port 1444. What should you do?

- A. Restart the development SQL Server instance.
- B. Configure Windows Firewall on SQL Server to allow port 1444.
- C. In the SQL Server Reporting Services (SSRS) Configuration Manager, start SSRS.
- D. In the SQL Server Configuration Manager, set the value of the TCP Dynamic Ports attribute to 0 for each listed IP address.

Answer: B

Question: 21

You are installing Microsoft Dynamics CRM 2011 on a server that runs Windows Server 2008 R2 and Microsoft SQL Server 2008 R2. You plan to integrate Microsoft Dynamics CRM with Microsoft SharePoint 2010 document libraries. The installation process halts when Microsoft Dynamics CRM determines that the Windows Search Service is running. You need to correct the error so that the installation can continue. What should you do?

- A. Install Microsoft SharePoint Search Server.
- B. Install the Microsoft FAST Search Server 2010 for SharePoint.
- C. Restart the Windows Search Service.
- D. Stop and disable the Windows Search Service and enable and start the Indexing Service.

Answer: D

Question: 22

You are installing Microsoft Dynamics CRM 2011 on a server that is a member of an Active Directory Domain Services (AD DS) domain. The following error message appears:

The following permissions are required for organizational unit and all child objects: read, write, modify permissions, create child objects, all extended rights. Current user does not have these permissions for the Active Directory Organizational Unit.

You need to resolve the installation error.

What should you do? (Choose all that apply.)

- A. Disable User Account Control.
- B. Install Microsoft Dynamics CRM by using the setupserver.exe /config command.
- C. Add your user account to the local Administrators group on the member server.
- D. Create an Active Directory organizational unit dedicated to Microsoft Dynamics CRM.
- E. Request that a Domain Administrator create any security groups required for Microsoft Dynamics CRM.

Answer: BE

Question: 23

You need to connect to a specific Microsoft Dynamics CRM 2011 organization by using Internet-facing deployment (IFD) over SSL on the standard SSL port number. What should you include in the URL?

- A. Display Name
- B. Port Number
- C. Server Name
- D. Unique Organization Name

Answer: D

Question: 24

You plan to install Microsoft Dynamics CRM 2011 on a server named SERVER1. A website that is already configured on SERVER1 can be accessed on the intranet through the URL http://server1. You need to ensure that the Microsoft Dynamics CRM website can be accessed on the intranet through the URL http://crm. What should you do?

- A. Create the website in IIS, and select it in the Microsoft Dynamics CRM Server setup interface.
- B. Enter the URL of the website you want to create in the Microsoft Dynamics CRM Server setup interface.
- C. Create the website, configure its port, and update the hosts file in %SystemRoot%\system32\drivers\etc\hosts. Then install Microsoft Dynamics CRM Server, and select the website in the setup interface.
- D. Create the website, configure its port, assign a host name on the binding, and create the appropriate DNS entry.

Then install Microsoft Dynamics CRM Server, and select the website in the setup interface.

Answer: D

Question: 25

You are installing Microsoft Dynamics CRM 2011. You need to ensure that the Microsoft Dynamics CRM website is accessible by using the HTTPS protocol. What should you do?

- A. In the Microsoft Dynamics CRM Server setup interface, select the SSL option.
- B. Create the website and configure it for SSL. Then select the website in the Microsoft Dynamics CRM Server setup interface.
- C. Create the website and configure it for SSL. Then install Microsoft Dynamics CRM Server by using a CSV configuration file that references the website.
- D. Install Microsoft Dynamics CRM Server by using an XML configuration file that includes the name of the secure website you want to create.

Answer: B

Question: 26

A Microsoft Dynamics CRM 2011 deployment is configured to allow clients to connect to the server by using custom port 8585 in the URL. You need to ensure that users can access the Microsoft Dynamics CRM server by using a friendly URL such as <http://crm.contoso.com>. What should you do? (Choose all that apply.)

- A. Create a DNS A record.
- B. Create a DNS MX record.
- C. Configure the Microsoft Dynamics CRM website to use the default port 5555.
- D. In IIS, edit the existing site bindings for the Microsoft Dynamics CRM site to include the host name and port number.
- E. Using Deployment Manager, update Microsoft Dynamics CRM Web Address properties with the new URL. Then restart IIS.

Answer: ADE

Question: 27

You are configuring an Internet-facing deployment (IFD) of Microsoft Dynamics CRM 2011. You need to ensure that users can access Microsoft Dynamics CRM from the Internet. Which of the following must you do when configuring an IFD?

- A. Create a DNS record.
- B. Create an IIS7.0 HTTP binding.
- C. Create and configure an HTTP Host Header.
- D. Create and configure an HTTPS Host Header.

Answer: A

Question: 28

Which of the following 32-bit operating systems is supported by the 32-bit edition of the Microsoft Dynamics CRM 2011 E-mail Router?

- A. Windows Vista
- B. Windows 7
- C. Windows Server 2003
- D. Windows Server 2008

Answer: B

Question: 29

Which of the following 64-bit operating systems is supported by the 64-bit edition of the Microsoft Dynamics CRM 2011 E-mail Router?

- A. Windows XP
- B. Windows Vista
- C. Windows Server 2003
- D. Windows Server 2008

Answer: D

Question: 30

Which of the following e-mail systems are natively supported by the Microsoft Dynamics CRM 2011 E-mail Router? (Choose all that apply.)

- A. Microsoft Exchange Online
- B. IMAP-compliant servers (for incoming e-mail only)
- C. POP3-compliant servers (for incoming e-mail only)
- D. SMTP-compliant servers (for outgoing e-mail only)

Answer: ACD

Question: 31

On which of the following operating systems can you run the Microsoft Dynamics CRM 2011 E-mail Router? (Choose all that apply.)

- A. Windows XP
- B. Windows Vista
- C. Windows 7 (x86)
- D. Windows 7 (x64)
- E. Windows Server 2003
- F. Windows Server 2008 R2 (x86)
- G. Windows Server 2008 R2 (x64)

Answer: CDG

Question: 32

You need to install the Microsoft Dynamics CRM 2011 E-mail Router for use with only a POP3 email system. What should you do?

- A. Before installing the E-mail Router, install Microsoft Office Outlook on all client computers.
- B. Before installing the E-mail Router, install and start Microsoft Dynamics CRM Server 2011.
- C. Before installing the E-mail Router, install the Microsoft Exchange Server MAPI Client and Collaboration Data Objects.
- D. While installing the E-mail Router, do not select the Rule Deployment Wizard component.

Answer: D

Question: 33

A company has 1000 queue mailboxes. You need to ensure that the Microsoft Dynamics CRM E-Mail Router automatically imports messages sent to the queue mailboxes as fast as possible. What should you do? (Choose all that apply.)

- A. Create forwarding rules for all queue mailboxes.
- B. Set the E-mail access type Incoming option to E-mail Router for all queues.
- C. Set the E-mail access type Incoming option to Forward Mailbox for all queues.
- D. Configure the E-mail Router to use a forward mailbox, and publish the E-Mail Router settings.
- E. Configure the E-mail Router to use only the queue mailboxes, and publish the E-Mail Router settings.

Answer: ACD

Question: 34

A company uses Microsoft Dynamics CRM 2011 on-premises. You need to create an incoming Microsoft Exchange Online profile for the Microsoft Dynamics CRM 2011 E-mail Router. Which authentication type should you use for the incoming profile?

- A. NTLM
- B. Clear Text
- C. Anonymous
- D. Windows Authentication

Answer: B

Question: 35

When using smart matching, which components of an email message are inspected by the Microsoft Dynamics CRM 2011 E-mail Router?

- A. header, body, and subject
- B. subject, body, and sender's address
- C. body, sender's address, and recipient's addresses

D. subject, senders address, and recipients addresses

Answer: D

Question: 36

An organization has an on-premise deployment of Microsoft Dynamics CRM 2011 that includes three organizations. Users have accounts in all three organizations. Some users have Microsoft Exchange Server 2010 email accounts and other users have Exchange Online email accounts. You need to configure the Microsoft Dynamics CRM 2011 E-mail Router. How many incoming profiles should you create?

- A. 1
- B. 2
- C. 3
- D. 6

Answer: B

Question: 37

A company has a server named EX1 that runs Microsoft Exchange Server 2003. You need to configure an incoming profile in the Microsoft Dynamics CRM 2011 E-mail Router Configuration Manager for the Exchange server. What should you enter as the incoming server name?

- A. ex1
- B. http://ex1
- C. http://ex1/owa
- D. http://ex1/EWS/Exchange.asmx

Answer: B

Question: 38

A company has POP3 email accounts and sends mail by using the SMTP protocol. You configure two queues in an on-premise deployment of Microsoft Dynamics CRM 2011 to use a forward mailbox for incoming email and the Microsoft Dynamics CRM 2011 E-mail Router for outgoing email. All employees use Microsoft Dynamics CRM 2011 for Microsoft Office Outlook for incoming email and the E-mail Router for outgoing email. How many profiles should you create in the E-mail Router Configuration Manager?

- A. one incoming profile and one outgoing profile
- B. one incoming profile and two outgoing profiles
- C. two incoming profiles and one outgoing profile
- D. two incoming profiles and two outgoing profiles

Answer: A

Question: 39

Which of the following browsers are supported by Microsoft Dynamics CRM 2011 for Microsoft Office Outlook?

(Choose all that apply.)

- A. Internet Explorer 5
- B. Internet Explorer 6
- C. Internet Explorer 7
- D. Internet Explorer 8
- E. Internet Explorer 9

Answer: CDE

Question: 40

Which of the following versions of Microsoft Office are supported by Microsoft Dynamics CRM 2011 for Microsoft Office Outlook? (Choose all that apply.)

- A. Microsoft Office 2003 with SP1
- B. Microsoft Office 2003 with SP2
- C. Microsoft Office 2003 with SP3
- D. Microsoft Office 2007 with SP1
- E. Microsoft Office 2007 with SP2

Answer: CDE

Question: 41

What is the minimum combination of Windows Internet Explorer and Microsoft Outlook that supports the 64-bit version of Microsoft Dynamics CRM 2011 for Microsoft Office Outlook?

- A. Internet Explorer 6 and Outlook 2010 (32-bit)
- B. Internet Explorer 6 and Outlook 2010 (64-bit)
- C. Internet Explorer 7 and Outlook 2010 (32-bit)
- D. Internet Explorer 7 and Outlook 2010 (64-bit)

Answer: D

Question: 42

A company uses Microsoft Dynamics CRM 2011 on-premises.

You need to configure client computers to run Microsoft Dynamics CRM 2011 for Microsoft Office Outlook.

Which client computer configurations will achieve this goal? (Choose all that apply.)

- Windows XP Professional SP2 (x86), Office 2003 SP3, and Microsoft Dynamics CRM for Outlook (32-bit edition)
- Windows XP Professional SP3 (x64), Office 2003 SP2, and Microsoft Dynamics CRM for Outlook (32-bit edition)
- Windows XP Professional SP3 (x64), Office 2007 SP2 (32-bit edition), and Microsoft Dynamics CRM for Outlook (32-bit edition)
- Windows 7 Professional (x64), Office 2010 (32-bit edition), and Microsoft Dynamics CRM for Outlook (64-bit edition)
- Windows 7 Professional (x64), Office 2010 (64-bit edition), and Microsoft Dynamics CRM for Outlook (64-bit edition)
- (E AND C) AND ONLY (E, C)

43
Employees use the Microsoft Dynamics CRM 2011 web client. The company does not want employees to use

Microsoft Dynamics CRM 2011 for Microsoft Office Outlook. You need to ensure that the message bar of the Microsoft Dynamics CRM web client does not display the Get CRM for Outlook button. What should you do?

- A. In the user settings, set the Default Pane to Workplace.
- B. Set the REG DWORD value of the EnableOutlookSetupLink registry key to 0.
- C. Create a Group Policy Object (GPO) to forbid the installation of the Outlook client.
- D. In the system settings, disable the Outlook client is advertised to users in the Message Bar option.

Answer: D

Question: 44

You are using Microsoft Dynamics CRM Server 2011. Employees are not local administrators of their client computers. You need to ensure that employees can install Microsoft Dynamics CRM 2011 for Microsoft Office Outlook on their client computers. Which of the following actions will achieve this goal? (Choose all that apply.)

- A. Copy the setup file to a network location and give employees administrative access to the location.
- B. Display the Get CRM for Outlook button on the Microsoft Dynamics CRM web client message bar.
- C. Deploy Microsoft Dynamics CRM for Outlook by using a Group Policy Object (GPO).
- D. Deploy Microsoft Dynamics CRM for Outlook by using the Microsoft Dynamics CRM Software Share.
- E. Deploy Microsoft Dynamics CRM for Outlook by using Microsoft Systems Management Server 2003.
- F. Deploy Microsoft Dynamics CRM for Outlook by using Microsoft System Center Configuration Manager 2007.

Answer: CEF

Question: 45

A company is planning to upgrade from Microsoft Dynamics CRM 4.0 to Microsoft Dynamics CRM 2011 on-premises. What is the minimum configuration of the Microsoft Dynamics CRM for Microsoft Office Outlook client that will work in the upgraded environment?

- A. Microsoft Dynamics CRM 4.0 for Outlook with no update rollup
- B. Microsoft Dynamics CRM 4.0 for Outlook with Update Rollup 3
- C. Microsoft Dynamics CRM 4.0 for Outlook with Update Rollup 7
- D. Microsoft Dynamics CRM 4.0 for Outlook with Update Rollup 15

Answer: C

Question: 46

Which of the following statements about the offline capability of Microsoft Dynamics CRM 2011 for Microsoft Office Outlook is true?

- A. Offline capability can be used with multiple organizations.
- B. Offline capability can be added after Microsoft Dynamics CRM for Outlook is installed.
- C. Multiple users can share a computer and use Microsoft Dynamics CRM for Outlook offline.
- D. To enable offline capabilities, Microsoft SQL Server 2008 Express must be installed before Microsoft Dynamics CRM for Outlook.

Answer: B

Question: 47

A company upgrades from Microsoft Dynamics CRM 4.0 to Microsoft Dynamics CRM 2011 on-premises. Client computers run Microsoft Office Outlook 2007 (32-bit edition) and Microsoft Dynamics CRM 4.0 for Microsoft Office Outlook. After the upgrade, clients have online access to Microsoft Dynamics CRM from Outlook, but no longer have offline access. You need to restore offline access to Microsoft Dynamics CRM. What should you do on each client computer?

- A. Upgrade to Outlook 2010 (32-bit edition).
- B. Upgrade to Outlook 2010 (64-bit edition).
- C. Install Rollup 15 for Microsoft Dynamics CRM 4.0 for Outlook.
- D. Manually re-add the Microsoft Dynamics CRM 4.0 for Outlook plugin.
- E. Upgrade to Microsoft Dynamics CRM 2011 for Outlook (32-bit edition).

Answer: E

Question: 48

You plan to configure multiple organizations in Microsoft Dynamics CRM 2011 for Microsoft Office Outlook. Which of the following statements is true?

- A. A maximum of three organizations can be configured.
- B. Offline use is available only for the synchronizing organization.
- C. Synchronization between Outlook and Microsoft Dynamics CRM occurs for each configured organization.
- D. Tracking items such as email messages, contact records, and tasks applies to each configured organization.

Answer: B

Question: 49

A company uses Microsoft Dynamics CRM Online 2011. You install Microsoft Dynamics CRM Online for Microsoft Office Outlook on client computers and configure it to connect to two organizations. Which of the following does this configuration of Microsoft Dynamics CRM Online for Outlook support?

- A. Users can track items for both organizations.
- B. Users can track items for only one organization.
- C. Users have offline access to items for both organizations.
- D. Synchronization of items between Outlook and Microsoft Dynamics CRM occurs for all organizations.

Answer: B

Question: 50

A company uses Microsoft Dynamics CRM 2011 on-premises configured with three organizations. You install Microsoft Dynamics CRM 2011 for Microsoft Office Outlook on a client computer and configure it for offline access. On the client computer, how many users can use Microsoft Dynamics CRM for Outlook in offline mode?

- A. only one user
- B. one user in each organization
- C. one user per user license or machine license in a single organization
- D. one user per user license or machine license in each organization

Answer: A

Question: 51

You plan to create reports for a Microsoft Dynamics CRM Server 2011 environment. On which computer should you install Microsoft Dynamics CRM Report Authoring Extension?

- A. on the same computer as Microsoft Dynamics CRM Server 2011
- B. on the same computer as Microsoft SQL Server
- C. on the same computer as Microsoft SQL Server Reporting Services (SSRS)
- D. on the same computer as Business Intelligence Development Studio

Answer: D

Question: 52

You need to design and preview reports for Microsoft Dynamics CRM Server Online 2011 with Business Intelligence Development Studio. Which software should you install?

- A. Microsoft SQL Server 2008 Enterprise R2
- B. Microsoft SQL Server 2008 Enterprise R2 Reporting Services
- C. Microsoft Dynamics CRM Reporting Extensions
- D. Microsoft Dynamics CRM Report Authoring Extension

Answer: D

Question: 53

You install Microsoft Dynamics CRM Server 2011. You need to run custom Fetch-based reports. Which software should you install?

- A. Microsoft SQL Server 2008 Enterprise R2
- B. Microsoft SQL Server 2008 Enterprise R2 Reporting Services
- C. Microsoft Dynamics CRM Reporting Extensions
- D. Microsoft Dynamics CRM Report Authoring Extension

Answer: C

Question: 54

You install Microsoft Dynamics CRM Server 2011. You need to ensure that you can run reports from Microsoft Dynamics CRM Server 2011. On which computer should you install Microsoft Dynamics CRM Reporting Extensions?

- A. on the same computer as Microsoft Dynamics CRM Server 2011

- B. on the same computer as Microsoft SQL Server
- C. on the same computer as Microsoft SQL Server Reporting Services (SSRS)
- D. on the same computer as Business Intelligence Development Studio

Answer: C

Question: 55

You need to prepare the Microsoft Dynamics CRM 2011 environment before running the Configure Internet-Facing Deployment (IFD) Wizard. Which of the following actions must be performed before the wizard will run?

- A. Disable the CRM organization.
- B. Configure the CRM deployment to use HTTPS bindings.
- C. Configure the CRM website for anonymous authentication.
- D. Configure the firewall on the CRM server to allow external access to the CRM website.

Answer: B

Question: 56

You install Microsoft Dynamics CRM 2011 on a server that already has Active Directory Federation Services (AD FS) 2.0 installed. You plan to make Microsoft Dynamics CRM available for both intranet and Internet users. Which of the following actions is necessary to configure claims-based authentication for both intranet and Internet users in Microsoft Dynamics CRM?

- A. Create a self-signed claims encryption certificate.
- B. Move AD FS to another computer in the perimeter network.
- C. Configure Microsoft Dynamics CRM to use the default IIS website.
- D. Add a relying party trust for access to Microsoft Dynamics CRM for each type of access.

Answer: D

Question: 57

You are deploying Microsoft Dynamics CRM 2011 at a company that has an external domain name of contoso.com. Employees will access a Microsoft Dynamics CRM organization named org1 through the intranet and the Internet. Through which URLs should employees access the Microsoft Dynamics CRM organization? Intranet and Internet access will be through http://contoso.com.

- A. Intranet access will be through http://internal.contoso.com and Internet access will be through http://contoso.com.
- B. Intranet access will be through http://internal.contoso.com and Internet access will be through http://org1.contoso.com.
- C. Intranet access will be through https://internal.contoso.com and Internet access will be through https://contoso.com.
- D. Intranet access will be through https://internal.contoso.com and Internet access will be through https://org1.contoso.com.

Answer: B

Question: 58

An organization makes extensive use of workflows and plug-ins in Microsoft Dynamics CRM 2011. Workflows and plug-ins run slowly. You need to improve the performance of workflows and plug-ins. What should you do?

- A. Use Microsoft SQL Server clustering.
- B. Use Microsoft SQL Server database mirroring.
- C. Install the Microsoft Dynamics CRM roles on separate servers.
- D. Manually run the Microsoft Dynamics CRM Deletion Service to clean up the historic workflow records.

Answer: C

Question: 59

You are installing Microsoft Dynamics CRM 2011. You need to implement database mirroring with automatic failover. What is the minimum supported Microsoft SQL Server configuration?

- A. one computer running two SQL Server instances
- B. two computers, each running one SQL Server instance
- C. three computers, with the mirror and the witness running SQL Server Express
- D. three computers, each running one SQL Server instance with the witness running SQL Server Express

Answer: D

Question: 60

You need to ensure that Microsoft Dynamics CRM 2011 is continuously available and has the minimum amount of database downtime. What should you do?

- A. Implement Microsoft SQL Server clustering.
- B. Use fault-tolerant disks in the computer that runs Microsoft SQL Server.
- C. Implement Microsoft SQL Server database mirroring for the organization database.
- D. Install the Front End Server role group and Back End Server role group on different servers.

Answer: A

Question: 61

You are performing a server role installation of Microsoft Dynamics CRM 2011 in a network load-balanced cluster. Which roles should you install on the servers in the cluster? (Choose all that apply.)

- A. Asynchronous Processing Service
- B. Deployment Web Service
- C. Organization Web Service
- D. Web Application Server

Answer: CD

Question: 62

You are performing a migration upgrade from Microsoft Dynamics CRM 4.0 to Microsoft Dynamics CRM 2011. You upgrade and configure the new Microsoft Dynamics CRM 2011 server, and are ready to import the organization. Which of the following actions must be performed before you can successfully import the organization?

- A. Upgrade any installed language packs.
- B. Register Microsoft Dynamics CRM 2011.
- C. Upgrade the Microsoft Dynamics CRM for Microsoft Office Outlook clients.
- D. Install Microsoft Dynamics Reporting Extensions for Microsoft SQL Server Reporting Services.

Answer: D

Question: 63

Which of the following Microsoft Dynamics CRM 4.0 configurations supports an in-place upgrade to Microsoft Dynamics CRM 2011?

- A. Microsoft Dynamics CRM 4.0 (32-bit) hosted on Windows Server 2003 R2 Enterprise (x64)
- B. Microsoft Dynamics CRM 4.0 (32-bit) hosted on Windows Server 2008 R2 Enterprise (x64)
- C. Microsoft Dynamics CRM 4.0 (64-bit) hosted on Windows Server 2003 R2 Enterprise (x64)
- D. Microsoft Dynamics CRM 4.0 (64-bit) hosted on Windows Server 2008 R2 Enterprise (x64)

Answer: D

Question: 64

What is the maximum number of Microsoft Dynamics CRM 2011 deployments that a single instance of Microsoft SQL Server can support?

- A. 1
- B. 3
- C. 4
- D. unlimited

Answer: A

Question: 65

You need to upgrade from Microsoft Dynamics CRM 3.0 Professional Edition to Microsoft Dynamics CRM Server 2011. What should you do?

- A. Upgrade to Microsoft Dynamics CRM Server 2011 by installing it on the same server as Microsoft Dynamics CRM 3.0 Professional Edition.
- B. Install Microsoft Dynamics CRM Server 2011 on a different server, and then import the Microsoft Dynamics CRM 3.0 databases by using the Deployment Manager.
- C. Upgrade to Microsoft Dynamics CRM 4.0 Server by installing it on the same server as Microsoft Dynamics CRM 3.0 Professional Edition. Then upgrade to Microsoft Dynamics CRM Server 2011 by installing it on the same server.
- D. Upgrade to Microsoft Dynamics CRM 4.0 Server by installing it on the same server as Microsoft Dynamics CRM 3.0

Professional Edition. Then install Microsoft Dynamics CRM Server 2011 on a different server, and import the Microsoft Dynamics CRM 4.0 database by using the Deployment Manager.

Answer: D

Question: 66

You plan to upgrade from Microsoft Dynamics CRM 4.0 to Microsoft Dynamics CRM 2011. Which components can you upgrade? (Choose all that apply.)

- A. Microsoft Dynamics CRM 4.0 Server
- B. Microsoft Dynamics CRM BizTalk Adapter
- C. Microsoft Dynamics CRM 4.0 List Web Part
- D. Microsoft Dynamics CRM 4.0 E-mail Router
- E. Microsoft Dynamics CRM 4.0 for Microsoft Office Outlook
- F. Microsoft Dynamics CRM Connector for Microsoft SQL Server Reporting Services

Answer: ADE

Question: 67

An Active Directory forest includes two domains. DOMAIN1 includes a production Microsoft Dynamics CRM 2011 server with a single organization used for sales tracking. DOMAIN2 includes a Microsoft Dynamics CRM 4.0 Workgroup server with a single organization for facilities management. A trust relationship does not exist between DOMAIN1 and DOMAIN2. Using Microsoft SQL Server tools, you restore the facilities management organization to the production server. You need to import the facilities management organization into Microsoft Dynamics CRM 2011. What should you do? (Choose all that apply)

- A. Create the missing user accounts in DOMAIN1.
- B. Use the Import Organization wizard and specify the URL for the Report Manager.
- C. Use the Import Organization wizard and specify the Manually Map Users option.
- D. Use the Import Organization wizard and specify the Keep existing user mappings option.

Answer: AC

Question: 68

An Active Directory forest includes two domains. DOMAIN1 hosts a production deployment of Microsoft Dynamics CRM 2011 that contains an organization named Contoso. DOMAIN2 hosts a development deployment of Microsoft Dynamics CRM 2011. A trust relationship does not exist between DOMAIN1 and DOMAIN2. You need to migrate the Contoso organization to the development Microsoft Dynamics CRM server. What should you do? (Choose all that apply.)

- A. Use Microsoft SQL Server tools to back up only the production Contoso_MSCRM database and restore it to the development SQL Server instance.
- B. Use Microsoft SQL Server tools to back up the production MSCRM_CONFIG and Contoso_MSCRM databases and restore them to the development SQL Server instance.
- C. From the Microsoft Dynamics CRM server in DOMAIN1, use the Import the Organization wizard to link user accounts to the appropriate GUIDs in DOMAIN2 and import the Contoso organization.

D. From the Microsoft Dynamics CRM server in DOMAIN2, use the Import the Organization wizard to link user accounts to the appropriate GUIDs in DOMAIN2 and import the Contoso organization.

Answer: AD

Question: 69

You plan to migrate a Microsoft Dynamics CRM Server 2011 organization database to a different environment. What should you do?

- A. Copy and transfer the organization database by using Deployment Manager in the source Microsoft Dynamics CRM deployment.
- B. Copy and transfer the organization database by using Deployment Manager in the target Microsoft Dynamics CRM deployment.
- C. Copy the organization database by using Deployment Manager in the source Microsoft Dynamics CRM deployment. Then import the organization database by using Deployment Manager in the target Microsoft Dynamics CRM deployment.
- D. Back up the Microsoft Dynamics CRM organization database. Restore the database backup to the Microsoft SQL Server computer in the target Microsoft Dynamics CRM environment. Then import the organization database by using Deployment Manager in the target Microsoft Dynamics CRM deployment.

Answer: D

Question: 70

You plan to migrate a Microsoft Dynamics CRM Server 2011 organization database that has 240 users. The target environment is in the same Active Directory domain as the source environment. You need to map the users of the new organization. Which option should you select in the Deployment Manager when importing the organization?

- A. Keep existing user mappings
- B. Manually map users
- C. Auto-map users with the Prefix option
- D. Auto-map users with the Use existing mapping file option

Answer: A

Question: 71

You are upgrading Microsoft Dynamics CRM 4.0 to Microsoft Dynamics CRM 2011 by using the migration method. You plan to use similar custom smart matching settings from the Microsoft Dynamics CRM 4.0 deployment by entering them into Microsoft Dynamics CRM 2011. What should you do? (Choose all that apply.)

- A. Update the settings in the system registry on the Microsoft Dynamics CRM 2011 server.
- B. Update the smart matching settings in the Microsoft Dynamics CRM 2011 system settings.
- C. Reference the settings in the system registry on the Microsoft Dynamics CRM 4.0 server.
- D. Reference the settings in the organization database on the Microsoft Dynamics CRM 4.0 server.

Answer: BC

Question: 72

What is the final step in a Migration upgrade from Microsoft Dynamics CRM 4.0 to Microsoft Dynamics CRM 2011?

- A. Update the configuration database (MSCRM_Config).
- B. Update each organization database (<organization_name>_MSCRM).
- C. Restore each organization database to the computer running Microsoft SQL Server that will host the Microsoft Dynamics CRM 2011 databases.
- D. Start Deployment Manager on the Microsoft Dynamics CRM 2011 Server and run the Import Organization Wizard for each of the Microsoft Dynamic CRM 4.0 organizations.

Answer: D

Question: 73

You are planning an in-place upgrade from Microsoft Dynamics CRM 4.0 (64-bit) to Microsoft Dynamics CRM 2011. The Microsoft Dynamics CRM 4.0 server has the following components installed:

Microsoft Dynamics CRM BizTalk Adapter

Microsoft Dynamics CRM Connector for Microsoft Dynamics GP

Microsoft Dynamics CRM Connector for Microsoft SQL Server Reporting Services

Which component will be upgraded during an in-place upgrade?

- A. the Microsoft Dynamics CRM 4.0 configuration database
- B. Microsoft Dynamics CRM BizTalk Adapter
- C. Microsoft Dynamics CRM Connector for Microsoft Dynamics GP
- D. Microsoft Dynamics CRM Connector for SQL Server Reporting Services

Answer: A

Question: 74

You are upgrading from Microsoft Dynamics CRM 4.0 Server hosted on the same server as Microsoft SQL Server (32-bit) to Microsoft Dynamics CRM 2011 hosted on a new server that runs Windows Server 2008 (64-bit). The Microsoft Dynamics CRM 4.0 installation contains multiple organizations. You need to upgrade all organizations. What should you do?

- A. Choose the In-Place upgrade path.
- B. Choose the Migration upgrade path.
- C. Install Microsoft Dynamics CRM 2011 on a new 64-bit server, pointing to the Microsoft Dynamics CRM 4.0 databases on the existing SQL Server.
- D. Move the organization and configuration databases to a new SQL Server (64-bit) server and then install Microsoft Dynamics CRM 2011 to the existing databases.

Answer: B
