# MICROSOFT DYNAMICS CRM /365 BLOG

This blog aims to provide some technical tips about Microsoft Dynamics CRM 4.0/2011/2013/2015/2016, DYNAMICS 365, SQL Server and .Net.Javascript

Sunday, 5 July 2015

## Microsoft Dynamic CRM Interview Questions..

Microsoft Dynamic CRM Interview Questions..

Please find the pdf for the ms crm interview question and answers?

https://drive.google.com/file/d/0B\_3v8vr2YbkuNURORmg2NXJXTmc/view?usp=sharing

1) What is the difference between Plugin and Workflow?

Answer:-

Plugin is a synchronous process and it should be executed within 2 minutes, plugin which gets executed more than 2 minutes will be timed out with exception.

Workflow is a Asynchronous process and it executes in background

2) What are the new features in ms crm 2013?

Answer:-

- 1) Command Bar
- 2) Simple Navigation
- 3)Flat User Interface
- 4)Auto Save
- 5)Business Process Flow
- 6)Social Pane
- 7)Quick Create Form
- 8)Portable Business Logic
- 9)Quick View Form
- 10)Real Time WorkFlows
- 3) What are the new features introduced in ms crm 2015?
- 1) CRM online Administration Experience
- 2) Enhance Business Processes
- 3) Enhanced Mobile Sales
- 4) Enhanced Business Rules
- 5) Search
- 6) Security Enhancements
- 7) Outlook and Sync Enhancements
- 8) Sales Product Taxonomy
- 9) SLA Enhancements
- 10) Fields: Calculated and Rollups
- 11) Hierarchy Visualization
- 1) What is the difference between Dialog and Actions?



Answer:- Dialogs contain a collection of pages, and each page can contain multiple sets of prompts and responses. You can also specify a dialog as a *child dialog*, and then invoke that dialog from within a parent dialog. Read this topic to understand the basics of dialogs in Microsoft Dynamics CRM.

Actions:-Actions are messages that can be defined for an entity. Out-of-the-box CRM provides a set of pre-defined messages for each entity (like create, update, delete and others), but there can be cases when you want a custom action.

Actions can also perform "Assign,Approve, Route, Schedule, Escalate".

2) What is the difference between custom workflow and system workflow?

3) How to Register a Plugin as a Asynchronous Plugin?

Answer:- Through Plugin Registration tool, select Asynchronous mode.

4) What are the service endpoints used in MS CRM using Javascript? Answer:- REST and SOAP endpoints.

5) What is the difference between SOAP and REST?

Answer:- REST(REpresentational State Transfer) will do Create, Update, Delete, Read, Associate and Disassociate.

Whereas SOAP(Simple Object Access Protocol) will do all the operations including Create, Update, Delete, Read, Associate, Disassociate,

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Assign Records, Retrieve Metadata, Execute Messages

6) What are the stage names used in registering plugins in MS CRM 2015?

Answer:- Pre- Validation, Pre-Operation and Post- Operation.

- 7) What is the Critical Plugin have you done in your previous role?
- 8) Have you done any Integration with MS CRM 2013?
- 9) Have you ever faced any scenario where you argued with your boss that your way of implementation is right?
- 10) Have you ever faced most complicated situation in previous role?
- 11) Tell me about yourself and experience?

\_\_\_\_\_\_

1) Plugin vs Custom workflow

Plugin:- Plugin is a custom code which will execute on the sever side with immediate triggering on the messages like create, update, delete, assign etc and plugins are two types Synchronous and Asynchronous, plugin which triggers realtime will have time limit of 2 minutes but it can increased to maximum level through database access on premise CRM only.

Custom Workflow:- Custom Workflows are Asynchronous and execute in the background. It will process the requests in the background without interrupting the user on the front end of crm.

- 2) What are the new features of 2011 & 2013
- 3) How to deploy a solution in on premises?

Answer:-We can deploy the solutions CRM SDK Package deployer, Manually export and import the solution into the production, through the powershell script.

4) Where do we register plugin?

Answer:- We can register the plugin through plugin registration tool and using developer toolkit for visual studio.

5) Where do we register workflow

Answer:- We can register the plugin through plugin registration tool and using developer toolkit for visual studio.

6) How do we import the solution into the production?

Answer:-There are ways to deploy the solution into the production such as manually on the production GOTO SETTING > CUSTOMIZATIONS > SOLUTIONS > IMPORT > BROWSE THE SOLUTIONS WHICH IS DOWNLOADED FROM THE STAGING ENVIRONMENT > INSTALL.

Another way is Powershell script.

7) When we install crm what databases will be created?

Answer:- MSCRM\_CONFIG, ORGNAME\_MSCRM

8) How do we deploy asp.net application into mscrm?

Answer:- HTML WEBRESOURCE

9) When we export the solutions into the production(environment) from development environment, how do we set the solution as managed or unmanaged?

Answer:- Create a managed solution by selecting the Managed option in the Package Type dialog box when exporting the solution.

## ASP.NET

1) Abstract vs Interface

Abstract:- Abstract classes can have implementations for some of its members

Abstract classes can have access modifiers Abstract classes can have declaration. Abstract classes can have variables

Interfaces:- Interfaces can not have implementations for any of its members

Interfaces can not have access modifiers instead starts with "ICustomer"

Interfaces can not have declaration Interfaces can not have variables

2) Asp.net Diretives?

- @Page
- @Master
- C ------
- @Import
- @Implements
- @Register
- @Assembly
- @MasterType
- @Output Cache
- @PreviousPageType
- @Reference
- 3) Assembly and types of Assemblies?

  Answer:- .EXE AND .DLL are the assemblies



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Virtual Machine H can not be insta

Microsoft Dynami Interview Ques

Static assemblies can include .NET Framework types (interfaces and classes), as well as resources for the assembly (bitmaps, JPEG files, resource files, and so on). Static assemblies are stored on disk in portable executable (PE) files. You can also use the .NET Framework to create dynamic assemblies, which are run directly from memory and are not saved to disk before execution. You can save dynamic assemblies to disk after they have executed.

Static Assemblies are those Assemblies which are stored on the disk permanently. They may include .NET Framework classes, interfaces as well as resource file. These assemblies are not loaded directly from the memory instead they are directly loaded from the disk when CLR (Common Language RunTime) requests for them. These Assemblies used to store on the disk as a file or set of file. Whenever one compiles the C# code, one gets STATIC assemblies.

Dynamic assemblies are those assemblies which are not stored on the disk before execution in fact after execution they get stored on the disk. When .NET runtime calls them they are directly loaded from the memory not from the disk. Reflection emit provides many ways to create dynamic assemblies means These are created in the memory using System.Reflection.emit namespace.The System.Reflection.Emit namespace contains classes that allow a compiler or tool to emit metadata and Microsoft intermediate language (MSIL) and optionally generate a PE file on disk. When an application requires the types within these assemblies these dynamic assemblies are created dynamically at run time

In simple words the Static assemblies the normal assemblies which we are daily interacting with it load resolve it etc. and the Dynamic the assemblies which you are create it with reflection and invoking.

- 4) Value Type and Reference Type
- 5) Page life cycle stages
- 6) Delegates

- 1) What projects have you involved in your current/previous employment?
- 2) Do you have experience in Requirement gathering?
- 3) What do you know about our company?
- 4)What technologies are you familiar with?
- 5)If we put in a situation to gather requirement and understand, will you provide solution?
- 6) What technical documentation experience do you have?
- 7) What projects have you done in current employement.?
- 8)Do you have experience in agile methodologies, we sometimes give solutions in quick time?
- 9)How do you describe yourself as a consultant or business analyst?

#### Technical questions

- 1) Append and Append to
- 2) Business process flow
- 3) explain a plugin scenario
- 4) Case Management solution
- 5)Role based forms
- 6) Secuirty roles
- 7) Parent and child entities security previligies, is the child and parent have access to the entities?
- 8) what are the new features of MS CRM 2013?
- 9) Field level security
- 10) Javascript Webresource
- 11) Critical Plugins scenario?
- 12) Plugin Events?
- 13) Which events plugins store in database?
- 14) How did you create a report in MS CRM ? SSRS BIDS TOOL , SQL SERVER, AND FETCH XML
- 15) Suppose there is a tree hirarchy, organisation, parent and child, then child node have access to the organisation?

- 1)Tell me about vourself
- 2) What have you been done in your current role?
- 3)Suppose you have used a visual studio, then how did you create a plugin?
- 4)What class library do you use to create a new solution?
- 5)Suppose we have two projects in a solution, one is plugin and another one workflow, if we have to use common class file then which dll will be registered in the plugin regsitration tool, which .dll(assembly) do you use?
- 6)Business process flow?
- 7) Sales process?
- 8) How many services are there in MS CRM
- 9) Is it possible to create a report using SSRS In MS CRM 2011?
- 10) Have you faced any issues while migrating from CRM 4.0 to 2011 , MS CRM 2011 to MS CRM 2013(on premises)

- 1) Append and Apped to
- 2) How do you integrate .net Application with online version of MS CRM 2011?
- 3)ASP.NET what do you say about it?
- 4) Do We really need Asp.net in ,MS CRM ?
- 5)Suppose we need to create a new business unit, and what are the requirements do we need to consider for new Business unit?\*\*\*\*\*\*\*\*
- 6) What are the difficult situation have you faced in your previous employment?
- 7) Have you done any Integration before? explain?
- 8)What motivates you work for ABC ltd Company?
- 9)If we make an Web Application with pure HTML AND CSS THEN do we still need ASP.NET?

- 1) Javascript
- 2) DOM Objects in javascript
- 3) Libraries
- 4) XML Libraries
- 5) Multiple Browser Compatibilities can be restricted with javascript?
- 6) Busienss process flow
- 7) Plugins

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8) Queue Work
9)Integration
10) Email Outbound Optmization(Oganisationservices)
1) EXPLAINED ABOUT THE ORGANISATION
2) Is that you and why?
3) we have a record with same GUID IN different organisations then how do we overcome this duplication of GUID?( Plugin on creation and post
operation message)
4) Suppose we have Barcode Scanner products then how do we print that product barcode on the SSRS REPORT?
( Using REPORT GENERATOR SERVICES USING CUSTOM REPORT ITEM OR .NET REPORT GENERATOR, OR ONLINE BARCODE
GENERATOR, THERE ARE 39 BARCODE GENERATOR IN SSRS)
5) Have you created security role for the users?
_____
1) Tell me about yourself?
2) how do you work on solutions and do you use source control?
3) how to do you export the solutions?
4) have you created any plugins ? explain? how much time will you take to create a plugin ?(account and contact address changes)
5) Have you created a html page in MS CRM, how do you use the html page? is it to fill in or onload of the form?
6) how much is your team size, who will give requirement? business analyst, project manager?
7) Do you know Silverlight? how did you used in MS CRM?
1) Tell me about yourself
2) do you have experience in created plugins
3) suppose we have alot of if else conditions then how do you minimise the code?
Answer: By using ternary operator
4) try catch and finally block.
1) Tell me about yourself
2) do you have experience in case management
3) have you created plugins and workflows
4) security roles
5) where do we use http and https in asp.net
______
1) Tell me about yourself?
2) integration experience
3) case management?
4) is it possible to migrate from 2013 to 2015 online?
5) scribe experience ?
The Below Url might give more interview tips:
http://sandeepmscrm.blogspot.in/2013/11/microsoft-dynamics-crm-interview.html?view=classic
1) Unmanaged and Managed Solution?
2) Sandboxed or Isolation mode?
3) Difference between Plugin and Workflow?
4) Synchronous and Asynchronous plugin and workflow?
5) POA Table?
6)How do you work with offline data?
7) In Odata what is the use of Expand() method and =! operator?
8) Why we use Security Roles?
9) What is the use of Connection Roles?
10) How do you sychronize data with offline customer?
11) Data structures in c#?
12) What data type will you use for currency in c#?
13) Inheritance syntax?
14) Collections?
15) HashTable in c#?
16) List in c#?
17) HashSet?
18) Dictionary?
19) Method overloading?
20) Delegates?
22) Parent and child relationship in MS CRM?
23) Difference between Sytem.String and System.Text.StringBuilder?
24) Difference between Dipose() and Finalise() Methods?
25) How do you Initialize nullable Int type?
    OR How to use nullable types in .Net?
Value types can take either their normal values or a null value. Such types are called nullable types.
 Int? someID = null;
 If(someID.HasVAlue)
28) What standard practice will you use in programming?
29) How do you debug plugin in ms crm 2011?
 Answer:- PluginProfiler
30) How many types of Images Available in MS CRM?
```

Answer:- PreEntityImage and PostEntityImage

31) Have you ever done any Unit Testing

32) How do you check whether records data is correct?

Answer:- Auditing.

For more C# Interview Questions and Answers follow below link:

http://career.guru99.com/top-50-c-sharp-interview-guestions-answers/

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# Troubleshooting and Bug fix Scenarios based questions

- 1. Suitable candidates will have suitable experience in supporting, bug fixing and developing CRM Dynamics solutions including:
- Excellent CRM diagnostic skills to trace and identify the underlying issues with CRM solutions and their integrations with other systems.

Answer:- a) CRM Diagnostic tool for 2011/2013/2015

- b) Windows event logs:- Application, security, system logs
- c) Logs files: C:\Program files\microsoft dynamics crm\Trace
- d) Windows PowerShell: if value = 0 then tracing is disabled, if value = 1 then tracing is Enabled.

"Integration with other system errors will be traced in other system logs files."

• Business Units, Teams, Roles & User Security Configuration

Answer: - Business units: Business units are the foundation of the security structure in Microsoft Dynamics CRM. Each user in the CRM has to be part of a business unit." There is a default business unit that is created when CRM is installed.'

This is called the root business unit, and it cannot be deleted or disabled-only renamed

**Business Units** 

Team Users

Security roles

-Privileges

---Acess Levels

How to create Business Unit?

Answer: SETTINGS > ADMINISTRATION > BUSINESS UNITS > NEW

> Security Roles :

Answer: Security roles in Microsoft Dynamics CRM are a matrix of privileges and access levels for the various entities. They are grouped under different tabs based on their functionality.

These groups include: Core Records, Marketing, Sales, Service, Business Management, Service Management, Customization and

Custom Entities

### Previleges:

> Create, delete, read, write, append, append to

# Level of Access

> None > User > Business Unit > Parent child Business Unit > Organisation.

# **Access Associated**

- > System Administrator
- > System Customizer
- > Standard Roles

• Supporting customised development (Full customisation to meet Organisation needs, Javascript, C#, etc)\*\*\*

Answer: Form Customization, Ribbon Customization, Webresource, Plugin, Custom Workflow, Supported Customization.

SUPPORTED CUSTOMIZATION

- > Editing the ribbon
- > Editing the sitemap
- > Editing formXML
- > Editing saved Queries
- > Editing the ISV.CONFIG

UNSUPPORTED CUSTOMIZATION

Answer: Defining any other solution components by editing the exported customizations.xml file is not supported. This includes the following:

Entities

Attributes

Entity Relationships

**Entity Messages** 

Option Sets

Web Resources

Processes (Workflows)

Plugin Assemblies

SDK Message Processing steps

Service Endpoints

Reports

Connection Roles

Article Templates

Contract Templates

E-mail Templates

Mail Merge Templates

Security Roles

Field Security Profiles

• Forms Editing & Javascript manipulation

Answer: Form editing can be done using either javascript or websources.

>javascript manipulation:

Avoid unsupported code (custom code validation tool) can trace unsupported code,

A) getElementById

B)JOuerv

C)crmForm object model

D).FireOnChange() INSTEAD use .fireOnChange()

- Keep it simple
- Use safe and efficient logic
- Use non-block gueries
- Use read-only, unique values
- Plugin diagnosis, bug fixing & development in C#

Answer:- Plugin error will through error on CRM FORM , we can trace in C:\Program files\Microsoft Dynamics CRM \Trace Can develop Custom Plugin to extend the existing functionality of MS CRM 2011

· Workflow diagnosis, bug fixing & development

Answer: CRM PLATFORM TRACE, CRM DIAGONISTICS TOOL

• Excellent diagnostic skills to trace and identify the underlying issues with Plugins, workflows,and CRM forms

Answer:- Diagnostics are achieved for plugin & Workflows errors or system errors are achieved from "CRM DIAGONISTICS TOOL" Log files , CRM FORMS ERRORS can be seen on the form and can debug the errors

Through INTERNET EXPLORER F12

• Code Release, Deployment & Version Control

Answer: - Version control: Version control systems keep track of every version of the software

Deployment: Deployment of solution can be achieved through export to the target system and PowerShell

Code Release: bit by bit

2. General Windows IIS web & server diagnostic skills including analysis if IIS logs, Event Logs,

Answer: To determine where your IIS log files are stored, please perform the following steps on your server:

Go to Start, click on Control Panel, then Administrative Tools

Run Internet Information Services (IIS).

Find your Web site under the tree on the left

Right-click on it and choose Properties

On the Web site tab, you will see an option near the bottom that says "Active Log Format." Click on the Properties button.

At the bottom of the General Properties tab, you will see a box that contains the log file directory and the log file name.

The full log path is comprised of the log file directory plus the first part of the log file name.

For example, if the dialog box displayed the following values:

Log file directory: C:\Windows\System32\LogFiles

Log file name: W3SVC1\exyymmdd.log

Then your full log path to put into SmarterStats would be:

C:\Windows\System32\LogFiles\W3SVC1

Custom trace logs to determine the route cause of reported problems

3. Dot net web development skills using C#, javascript & CSS

Answer:- Im coming from developement background, have implemented number of projects based on .net

Save-e Intranet Web Application

a data cleansing application

CMS Integration with web application

4. Use of Visual studio and Team foundation Server for development & source control

 $\hbox{Answer: Being Software developer iam using visual studio over 5 year version 2005/2008/2010/2012/2013, } \\$ 

TFS i have been similar with tfs over 5 years, to store and merge or download on to the developement environment. source control:

Without leaving your development environment, you can manage your individual and team projects easily using the source control features of Microsoft Visual Studio.

Visual Studio source control allows you to:

Manage database access. Visual Studio source control supports both shared and exclusive file access, and file merging mechanisms.

Retrieve successive versions of source-controlled items. Most source control packages hosted by Visual Studio store data that distinguishes one version of a source-controlled item from another.

Maintain detailed historical information on source-controlled items.

Many source control packages provide mechanisms for storing and retrieving item history, for example, creation date and time.

Collaborate across projects and solutions. File sharing makes it possible for multiple projects and solutions to share source-controlled items.

Changes to a shared item are reflected in all the projects and solutions.

Automate frequently repeated source control operations

For example, a source control package hosted by Visual Studio might define a command line interface that supports the key features of source control.

You can use this interface in batch files to automate the source control tasks that you perform regularly.

Recover from accidental deletions. Visual Studio source control supports restoration of the latest checked-in file version.

Conserve disk space on both the source control package and the associated server

5. SharePoint Support & administration skills (SharePoint 2010 upwards), development skills would be an advantage.

Answer: Windows Server

IIS

SQL SERVER

SharePoint is a platform that organisations used to build solutions for a wide variety of business problems

You use the same application that you have used already but now you use them with SharePoint.

Microsoft SharePoint is known as team sites

Team sites will be hosted on SharePoint server for communities, content and search for particular content, Insights into the capabilities of which document is stored where, the ability to create new things in SharePoint

is called as "Composites'

SharePoint is more than a program

Not a suite of applications like Microsoft Outlook 2010 or Office.

6. BizTalk - general support & administration skills

Answer: BizTalk server is used for system integrations, if there are multiple sites that needs data sharing then BizTalk is the solution.

7. Working knowledge of IIS (Internet Information Services) v7 onward - site deployment, configuration & support as well as SSL and authentication configuration

Answer: IIS is used mainly to run websites and we need to configure the application in IIS and configure port number and Security setting and authentication.

8. Microsoft Sequel Server – Transactional SQL skills to undertake data analysis and manipulation, MS SQL administration & Performance Tuning

Answer: Transact-SQL is central to using SQL Server. All applications that communicate with an instance of SQL Server do so by sending Transact-SQL statements to the server,

Regardless of the user interface of the application.

The following is a list of the kinds of applications that can generate Transact-SQL:

General office productivity applications.

Applications that use a graphical user interface (GUI) to let users select the tables and columns from which they want to see data

Applications that use general language sentences to determine what data a user wants to see

Line of business applications that store their data in SQL Server databases. These applications can include both applications written by vendors and applications written in-house.

Transact-SQL scripts that are run by using utilities such as sqlcmd.

Applications created by using development systems such as Microsoft Visual C++, Microsoft Visual Basic, or Microsoft Visual J++ that use database APIs such as ADO, OLE DB, and ODBC.

Web pages that extract data from SQL Server databases.

Distributed database systems from which data from SQL Server is replicated to various databases, or distributed queries are executed. Data warehouses in which data is extracted from online transaction processing (OLTP) systems and summarized for decision-support analysis.

9. Web services: Experience in consuming web services (SOAP, Restful, etc). Some experience in development of dot net web services. Answer: I have used SOAP And Restful web services for data retrieval or transmission between the applications.

I have experience in consuming the .net web services (WCF) to integrate with MS CRM APPLICATION.

10. CSS (Cascading Style Sheets) coding

Answer: CSS is used in MS CRM, html form to inserted into the crm, using the css web resources for styling the html ribbon forms. AsyncOperationBase Table

When you run Microsoft Dynamics CRM 4.0 or Microsoft Dynamics CRM 2011, the AsyncOperationBase table grows to be very large. When the table contains millions of records, performance is slow.

Additionally, errors that resemble the following are logged in the application event log on the server that is running Microsoft Dynamics CRM:

To resolve this problem, perform a cleanup of the AsyncOperationBase table by running the following script against the *CorgName* MSCRM database, where the placeholder *CorgName* represents the actual name of your organization.

**Warning** Before you clean up the data, be aware that completed system jobs have business value in some cases and have to be stored for a long period. Therefore, you should discuss this with your organization's administration staff first.

System jobs that are affected:

- SQM data collection. Software Quality Metrics collects data for the customer experience program.
- Update Contract States SQL job. This job runs one time per day at midnight. This job sets the expired contracts to a state of Expired.
- Organization Full Text CataLog Index. Populates full text index in db for searching Microsoft Knowledge Base articles in CRM.

If recurring jobs were canceled, they will be removed.

- \_\_\_\_\_
- 1) Difference between jpeg and png?
- 2) Can you tell me one javascript library and explian why it is useful?
- 3) Jquery ?
- 4) Source Control?
- 5) SharePoint error displayed and how you go about it?
- 6) How many types of customizations can be done.
- 7) Static Keyword used in c#?
- 8) Static is different from others?
- 9) In IIS why the AppPool is used?
- 10) Placeholder in css?
- 11) When you search something in web browser what will happen?
- 12) How many ways we can query for the data manipulation on sql server?
- 13) Class and object
- 14) Retrieve activity of the contact entity plugin?
- 15) What are steps to follow in creating a plugin?
- 16) Early binding and Late binding?
- 17) Auto Record Creation using Plugin?
- 18) What customizations have you done with javascript.
- 19) Discovery web services
- 20) IOrganisation services
- 21) Difference between SOAP and REST
- 22) Have you done any Integrations? how?
- 23) What web services will you use to create Integrations?
- 24) JavaScript Library use? DOM.
- 25) Microsoft Dynamics CRM Architecture?
- 26) What types of joins in SQL Server? What is the use?
- 27) Custom workflow and SharePoint workflow?
- 28) Integrations Scenario? what are the requirements?
- 29) Talk me through the steps to create a plugin and how do you troubleshoot errors?

2/2017	MICROSOFT DYNAMICS CRM /365 BLOG : Microsoft Dynamic CRI	M Interview Que
1) Tell n	ne about yourself?	
	to create Reports in ms crm?	
	:- Two types of reports , SQL based, Fetch based reports.	
	many types of web resources in MS CRM?	
	many ways to register the plugins in ms crm?	
	:- 2 ways, Plugin Registration tool and through crm sdk code: r Plug-ins Programmatically:	
_	r riug-ins rrogrammatically. • key entity types used to register plug-ins and images are: <b>PluginAssembly, PluginType,SdkMessageProcessingS</b> :	ten
and are	A Sold Message Processing Step Image. The key entity types used to register custom workflow activities  Plugin Assembly and Plugin Type. Use these entities with the create, update, retrieve, and delete operations.  Do you have any experience with integrations? explain?	tep,
	How to write a Plugins?	
7) \	Nithout any crm knowledge, how do you find out, why a field on a record is autofilling?	
8) [	Do you have any concerns the role?	
Thi	s following links from different blogs might help alot for interview preparation:	
htt	ps://crmbusiness.wordpress.com/2015/11/09/microsoft-dynamics-crm-developer-interview-questions/	
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