



Arpit's Dynamics CRM Blog

Think Dynamic, Do Dynamic

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Interview Questions



Question : What is the use of Secondary Entity within Plugin Registration Tool in MSCRM 2011 ?

Answer : <http://arpitmcrmhunt.blogspot.in/2014/05/significance-of-secondary-entity-in.html>

Question : What is the use of String Map Table in MSCRM ?

Answer : <http://arpitmcrmhunt.blogspot.in/2014/05/use-of-string-map-table-in-mscrm.html>

Question : Difference between Asynchronous Plugin and Workflow ?

Answer : <http://arpitmcrmhunt.blogspot.in/2014/06/difference-between-asynchronous-plugin.html>

Question : Tell me types of Entity and What are Organisation Type in Entity ?

Answer : <http://arpitmcrmhunt.blogspot.in/2014/05/overview-of-entity-in-mscrm.html>

Question : How to retrieve records from Entity having N:N Relationship ?

Answer : <http://arpitmcrmhunt.blogspot.in/2014/05/retrieve-nn-relationship-records-by.html>

Question : How many types of Relationships and Relationship Behavior exist in MSCRM ?

Answer : http://arpitmcrmhunt.blogspot.in/2014/05/relationship-behavior-in-mscrm_25.html

Question : Have you ever faced Performance related issue in MSCRM, How you have resolved it ?



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Answer : <http://arpitmshunt.blogspot.in/2014/04/overcome-crm-slowness-and-optimization.html>

Question : What is difference between FIND and ADVANCED FIND in MSCRM ? Which is Faster ?

Answer : <http://arpitmshunt.blogspot.in/2014/05/find-vs-advanced-find-in-mscrm.html>

Question : Where Plug-In store in MSCRM or Where the Plug-In information stored in MSCRM ?

Answer : <http://arpitmshunt.blogspot.in/2014/04/plugin-assembly-table-in-mscrm.html>

Question : How many possible ways to registered a Plug-In in MSCRM ?

Answer : 1. Plugin Registration Tool. 2. Solution Export/Import 3. Developer Tool Kit

Question : What is SCOPE in MSCRM system workflow and why it is use for ?

Answer : In MSCRM workflow has 4 Scope available as mentioned below :

1. User - WF will only run for those record whose owner is WF owner itself or Logged in User only.
2. Business Unit: WF will only run for those record whose owner is in the same BU of WF owner.
3. Parent-Child Business Unit: WF will only run for those record whose owner is in the Child BU of WF owner BU
4. Organisation : WF will run for all records in organisation regardless of owner

Question : What is the use of Ownership while creating Entity in MSCRM ?

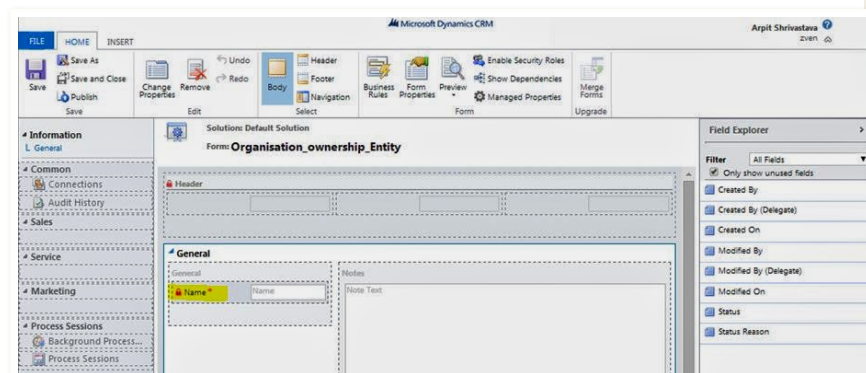
Answer : <http://arpitmshunt.blogspot.in/2014/05/overview-of-entity-in-mscrm.html>

Question : What is the difference in fields in User or Team owned Entity and Organisation Owned Entity ?

Answer : There is no 'Owner' field available on the form when you create a Entity has **Organisation Ownership**. while in **User or Team Owned Entity** this field will be available.

Below is the screenshots which will clear what exactly happens:

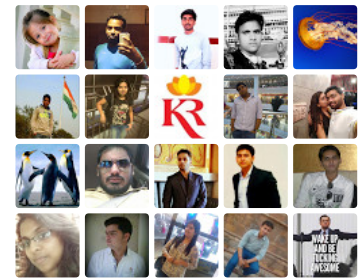
Organisation owned Entity Fields (No Owner field exists) :



User or Team owned Entity Fields :

Arpit Shrivastava

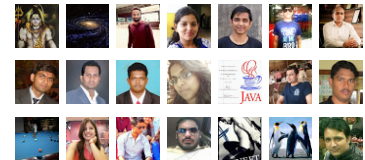
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► July (1)

► June (1)

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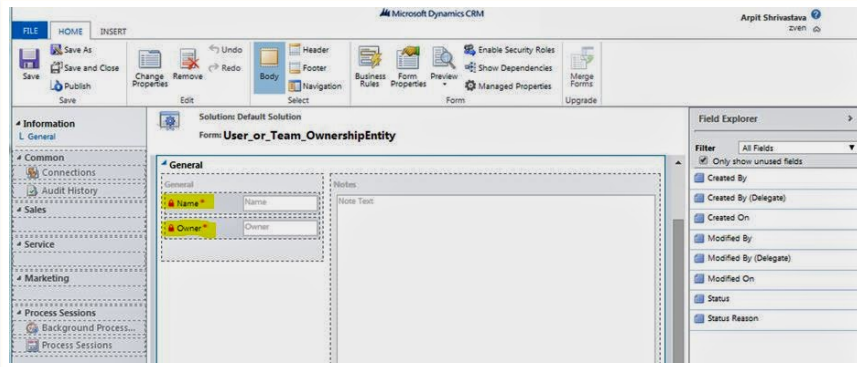
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Question : Can System Admin Create, Update, Delete the Personnel View of other User ?

Answer : NO,

In MSCRM, each user has User Access Level on Saved Views(Personnel View), even System Admin cannot do any operation on Personnel View see below:

| Security Role: System Administrator | | | | | | | | | |
|--|--------------|-----------|-------|---------|---------------------|--------------------|---------------|-----------------|--|
| System administrator role cannot be updated or modified. | | | | | | | | | |
| Details | Core Records | Marketing | Sales | Service | Business Management | Service Management | Customization | Custom Entities | |
| Relationship Role | | | | | | | | | |
| Report | | | | | | | | | |
| Resident Information | | | | | | | | | |
| Saved View | | | | | | | | | |
| SharePoint Site | | | | | | | | | |
| Stake Holder | | | | | | | | | |
| Subject | | | | | | | | | |
| User Chart | | | | | | | | | |
| User Dashboard | | | | | | | | | |
| User Entity UI Settings | | | | | | | | | |
| UserEntityInstanceData | | | | | | | | | |

Question : Why MSCRM ? Since so many CRM available in the market like ERP, SAP, SIEBEL etc But How MSCRM is different from others ?

Answer : World-class customer experiences begin with your people. By giving your people the right tools to multiply their productivity, multiply their impact, they can drive your organisation to achieve your goals, multiply your revenue, and multiply your customers.

The top reasons, why organisations choose Microsoft Dynamics CRM instead of other CRM to create world-class customer:

Ease of Use :

Since **MSCRM** is a Microsoft product which is very similar & integrated with other Microsoft Products Like MS Word, MS Excel, MS Outlook, MS SharePoint, Internet Explorer etc, so it is very familiar to all those businessman who use to spend 70% of his time on these tools, To understand this CRM no additional tool need to be learn, no additional software need to be install. Anyone could easily learn MSCRM with little training.

In other words we can also say that

it integrates with Microsoft Business Solutions for Financial Management, Microsoft Office, and other systems to that you get a complete picture of your customer.

It's important to note just how easy it is to integrate Microsoft CRM with Microsoft Office. Because it is so easy it enables your employees to access Microsoft Dynamics CRM right from their Microsoft Office Outlook whether they are working online or offline. It's a great tool for your sales department and it takes little training to make it happen.

Dynamic :

Since MSCRM hide Dynamic word inside itself its abbreviate as '**Microsoft Dynamic CRM**'. We can extend it at any level. Microsoft itself provides three modules (Sales, Marketing & Service). But anyone could add its own module. Apart from this MSCRM is easy integrated with other MS Products as well as various third party tool like Ava-ya etc.

Three Deployment Options :

MSCRM is the only CRM product available in the market who have 3 Deployment options, On-Premise, Online and IFD (Internet Facing Deployment).

The Cloud :

Microsoft invests over \$2 billion US dollars in cloud infrastructure every year. Microsoft Dynamics CRM is one of the quickest and one of the easiest ways for your business to take advantage of the cloud and cloud economies, including helping to reduce systems management and maintenance costs as well as meaning you pay only for the capacity you need.

Value :

When considering costs—including licensing, services, training, deployment, administration and maintenance — customers, media, and industry analysts regard Microsoft Dynamics CRM as one of the best value offerings in the industry.

Language Support :

MSCRM is only product available in the market which is Available in more than 40 languages.

Access Clients :

MSCRM is only product in the market which could be accessible through Mobile, Outlook and Web client. MSCRM 2013 also accessible from Tablet also.

.Net Development Platform :

MSCRM use .net framework. All Plug-Ins, Custom WF written in either C# or VB. Even the whole MSCRM Pages, forms has designed in .net(.aspx page). So its easy for .net developer to write code in MSCRM and make it understandable for itself.

Question : Can we customize SVCUTIL.exe class of MSCRM or Can we create our custom Early binding class for few entities ?

Question : Difference between Query Expression and Query by Attribute ?

Question : What is Dynamic Entity in Dynamic CRM ?

Question : What is Security Depth Dynamic CRM ?

Question : Can we Export Vanilla Solution from Dynamic CRM ?

Question : What is Inherited Security Role in MSCRM ?

Question : What is Data Impersonation in MSCRM ?

Question : if you change BU of any CRM user is it mandatory to change security role of that user ?

Question : Difference between System Administrator and System Customizer Security Role in Dynamic CRM ?

Question : Advantages of using Web Service in C# ?

Question : Address , Binding and Contract Web Service in C# ?

Question : How can we restrict any 'Entity Field' from being shown in Advanced Find ?

Answer : Using **Searchable** Property of attribute(Entity Field).

Did you know that you can set each attribute of each entity to be able for advanced find or not?

By doing this you can specify which fields the users can search on. That means that all the fields which you do not use in your CRM system can be removed from the list to make using the advanced find easier.

So how do you do this? Just:

- go to system
- customization

- customize entities
- select any entity
- go to the tab attributes
- select any attribute
- switch the flag 'Searchable'

Can we do the same using Field Security Profile ?

Answer is NO, the difference is described below:

if user A is added to Field level profile where he is not able to read field A then when user A does the advanced find, system will display this column in advanced find but it will be blank column (meaning user will not see/read the value and field level security will be applied).

Question : How can we restrict any 'Entity' from being shown in Advanced Find ?

Answer ; Using Security Role:

Best way to achieve this is apply security settings if you remove the read/view permission of unused entity in CRM security, then those entity will not be available.

But if you have read privilege on the entity and still you want that entity not to be shown in Advanced find or If you want permanently hide entity from Advanced Find then there is no supported way.

But there is an unsupported way to achieve the same. CRM exposes below Boolean property in **EntityMetadata** to identify which entity should appear in Advanced Find.

EntityMetadata.IsValidForAdvancedFind Property - Gets or sets whether the entity is will be shown in Advanced Find.

AttributeMetadata.IsValidForAdvancedFind Property - Gets or sets the property that determines whether the attribute appears in Advanced Find.

Try below query to hide Account entity from Advanced Find.

```
update MetadataSchema.Entity set IsValidForAdvancedFind = 0 where Name = 'account'
```

```
update MetadataSchema.Relationship set IsValidForAdvancedFind = 0
where ReferencingEntityId = (select MetadataSchema.Entity.EntityId from
MetadataSchema.Entity where Name = 'account')
and IsValidForAdvancedFind = 1
```

Reset IIS and clear server(and client) cache.

This will hide the entity for all users on the Advanced Find.

Question : When do we register a plugin in child pipeline. give examples ?

Question : What are images. What are its types and Why are they used ?

Question : What are images. Why are they used. ?

Question : When can infinite loop occur in a plugin. How do you avoid infinite loops in plugin code.

Question : what are filtered views?

Question : if you delete a record from UI, what happens in database. can you bring the record back?

Question : What is deletion service? Can you change its schedule ?

Plugin Interview Questions:

1. Explain in details about the event execution pipeline.
2. when do we register a plugin in child pipeline. give examples
3. What are images. Why are they used.
4. What is early binding and late binding. How is it used in CRM
5. How do you debug a plugin
6. when can infinite loop occur in a plugin. How do you avoid infinite loops in plugin code.
7. How do you avoid sql deadlock.
8. if you delete a record from UI, what happens in database. can you bring the record back?
- 9 what is deletion service? can you change its schedule
10. Difference between PlugIn vs Workflow (Asynchronous vs Synchronous)
11. for plugin deployment, Difference between GAC, DataBase, Disk deployments.
12. Difference between CRM webservice Vs CRM.SDKProxy namespaces.
13. What are different operation (Pre Validation, Preoperation & Post operation) of Plugin ?
14. Difference between Secure & Unsecure Config?
15. When we should go with Early binding and when with Late Binding?
16. Can we pass data between two Plugins?
17. Can we register On premise plugin in Sandbox mode?
18. Different modes of plugin?
19. Why we need to Create Security Key before registered the plugin?
20. What interface we use in plugin to inherit CRM Services?
- 21.Importance of Secondary Entity in plugin registration tool?
22. What security roles needs to register the plugin in Online and on premise both?
23. What is filtering Attribute in CRM Plugin Reg Tool?
24. What is Tracing Service in Plugin ?
25. What is Target Entity, Input and Output Parameter in Plugin?
26. Difference between Service.Retrieve and Service.RetrieveMultiple
27. What are different ways (QueryExpression, LINQ, FetchXML) to fetch CRM metadata in Plugin. Difference between them?
28. What is the Execution Time of Sync and Async plugin in crm?
29. Which will execute first in Async Workflow and Async Plugin?
30. How can we call external webservice in onpremise and Online plugin in crm?
31. What are the different ways available to debug a Plugin (Onprem and Online both)
32. Best Practices of CRM Plugin Development (<https://msdn.microsoft.com/en-us/library/gg509027.aspx>).

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