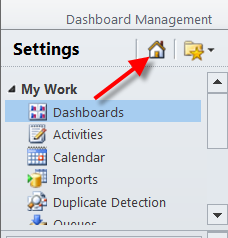
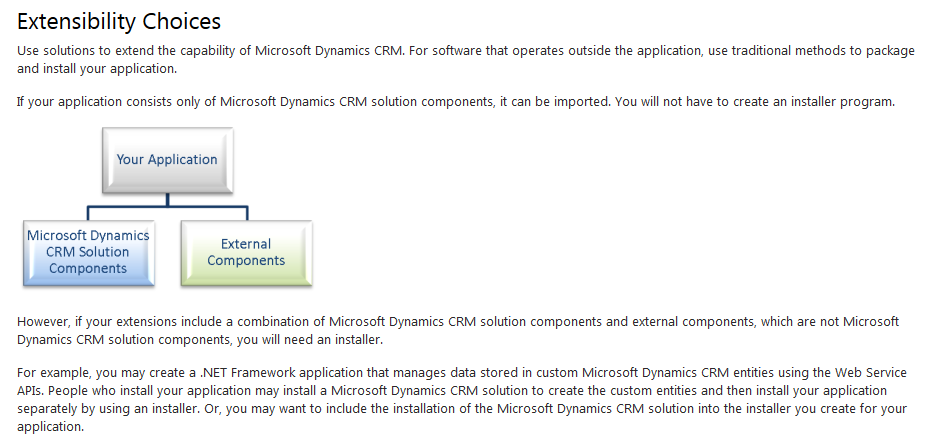
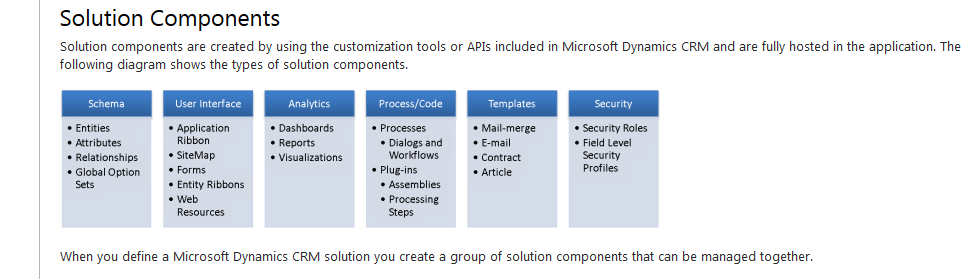
**Workflows** can be used to automate many of the processes in Dynamics CRM. From handling of a series of follow-up emails to a customer following a purchase to extremely customized workflow logic, Workflows can be a very powerful tool.

**Data Auditing.** There is often a need to go back through the history of changes to your data and CRM 2011 offers custom auditing settings to facilitate that. This exercise will show you the basics you need to start auditing data.

**Role Based Forms.** Using Dynamics CRM 2011 allows each user to have a different experience using role-based forms. Different users have different needs and they use different data fields to complete their tasks







**Unmanaged and Managed Solutions**

There are two types of Microsoft Dynamics CRM solutions: *Unmanaged* and *Managed*. A managed solution is a completed solution that is intended to be distributed and installed. An unmanaged solution is one that is still under development or is not intended to be distributed. When the unmanaged solution is complete and you want to distribute it, export the unmanaged solution and select the option to package it as a managed solution.

The following diagram introduces how managed and unmanaged solutions interact with the system solution to control application behavior

<http://msdn.microsoft.com/en-us/library/gg334576.aspx>

You will find a lot of cases for both ways of doing this, I would say there are no rights or wrongs but these are my thoughts.

I would use the unmanaged solution in all cases where it's not a "product" you sell. The reason is that it is so much easier to make changes when you need them. An example is a field that you have added to an entity that you no longer want or need. To remove that usning a managed solution is quite the task, in an unmanaged solution you simply remove the field from the solution in dev and remove the field from the solution in production environment.   
It's also quite easy to create dependencies between solutions that will prevent you from removing one of them.

#### Importing Unmanaged Solutions

When you import an unmanaged solution, you can edit its components in the new organization.

* 1. .NET code in the form of a CRM plug-in.
  2. Plug-ins allows a CRM 2011 developer to execute custom code as part of an event pipeline provided by the CRM Application Framework. Plug-ins allow you to execute code when records are created, updated, deleted, assigned or have their state changed.

1. Dynamics CRM 2011 uses an event driven pipeline to allow applications to integrate custom code into the processing of normal platform operations. Plug-ins are the mechanism that allows developers to create custom code that can subscribe to the published events. For example, a plug-in can subscribe to the operations on entities such as when data is inserted or updated to perform additional custom logic. In this exercise you will create a plug-in to execute in this pipeline.
2. The plug-in will be built using the new isolatable plug-in interface supported by Dynamics CRM 2011. This interface allows plug-ins to be executed in an isolated sandbox so that their potential to adversely impact the stable operation of the CRM server is greatly reduced. You will install your plug-in into the new CRM 2011 plug-in Sandbox and test the execution of the custom code.

The Tracing Service is a new feature of CRM 2011 that allows plugins to trace progress. The output from the trace is then logged and made available when an exception occurs. Insert the following code after the prior step’s code.

* + 1. **public void Execute(IServiceProvider serviceProvider)**
    2. **// CRM 2011: function signature changed**
    3. **{**

**}**