



Exam : MB2-421

Title : CRM 3.0 Installation & Configuration

Ver : 09-21-07

QUESTION 1:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has its headquarters in Chicago and sales offices in Dallas and Miami. Every sales office has a Microsoft CRM 3.0 Server and five laptops.

The Telesales campaigns are used by all sales offices. Every sales office makes use of the mail merge functionality for direct mail order campaigns. Staff at every office comprise of ten telesales operators that work in two shifts. The telesales operators in the two shifts make use of the same client computer.

You need to plan the deployment of the most appropriate Microsoft CRM client for Certkiller .com.

What should you do?

- A. You should deploy the Microsoft CRM laptop client for Outlook on the laptop computers.
- B. You should deploy the Microsoft CRM desktop client for Outlook on the laptop computers.
- C. You should deploy the Microsoft CRM laptop client for Outlook on Microsoft CRM 3.0 server.
- D. You should deploy the web browser client on the laptop computers.

Answer: B

QUESTION 2:

You work as a CRM consultant at Certkiller .com. Certkiller .com consists of two departments named Development and Customer Care. Certkiller .com has its headquarters in Chicago and a branch office in Dallas. The Customer Care department resides in the headquarters and the Development department resides in the branch office.

The technicians in the Development department have developed a schema and formed customization for Certkiller .com. This customization needs to be applied to an existing Microsoft CRM implementation at the office of one of your customers.

The customer, Rory Allen, has live data in their Microsoft CRM database and Metabase. You need to apply the developed schema and form customization to Rory Allen's existing Microsoft CRM database. The existing live data in Rory Allen's Microsoft CRM database must be retained.

What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. Backup the Metabase database developed by the Development department to a file.
- B. Export the schema and form customization developed by the Development department to a file using the Microsoft CRM Redeployment tool.
- C. Export the schema and form customization developed by the Development department

to a file using the Export Customization tool.

D. Restore the Metabase database developed by the Development department from backup over Rory Allen's Metabase database.

E. Import the schema and form customization developed by the Development department to Rory Allen's site using the Microsoft CRM Redeployment tool.

F. Import the schema and form customization developed by the Development department to Rory Allen's site using the Import Customization tool.

Answer: C, F

QUESTION 3:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .internal. Microsoft CRM 3.0 Client for Outlook and Microsoft CRM 3.0 Exchange E-mail Router is used in the current Certkiller .com Microsoft CRM environment.

Certkiller .com wants to restructure its Active Directory domain by creating a new domain named Certkiller .com. New user accounts must be created in the Certkiller .com domain and new mail boxes must be created for all Certkiller .com users. The new domain will also contain a server named Certkiller -SR11. The Microsoft CRM environment will be retained but the Microsoft CRM 3.0 installations must be deployed on Certkiller -SR11.

You want to use the Microsoft CRM 3.0 Redeployment Wizard to redeploy the Microsoft CRM 3.0 installation on Certkiller -SR11.

What should you do?

A. Before using the Microsoft CRM 3.0 Redeployment Wizard, you must assign a Microsoft CRM security role to each user account.

B. Before using the Microsoft CRM 3.0 Redeployment Wizard, you must install the Microsoft CRM 3.0 Exchange E-mail Router on Certkiller -SR11.

C. Before using the Microsoft CRM 3.0 Redeployment Wizard, you must ensure that the DNS Server is accessible.

D. Before using the Microsoft CRM 3.0 Redeployment Wizard, you must create the new user accounts.

Answer: D

QUESTION 4:

You work as a CRM consultant at Certkiller .com. Certkiller .com has four departments named Sales, Marketing, Finance and Research. Certkiller .com users in the Marketing department use portable client computers when making presentations to prospective customers. Microsoft Office XP is installed on the portable computers. No service pack has been applied to Microsoft Office XP. The CEO at Certkiller .com wants to implement the Microsoft CRM laptop client for Certkiller .com users in the Marketing department. You need to ensure that the users

in the Marketing department can use the Microsoft CRM laptop client.
What should you do?

- A. Install Service Pack 1 for Microsoft Office XP on the portable computers.
- B. Install Service Pack 2 for Microsoft Office XP on the portable computers.
- C. Install Service Pack 3 for Microsoft Office XP on the portable computers.
- D. None of the above.

Answer: C

QUESTION 5:

You work as a CRM consultant at Certkiller .com. Certkiller .com has its headquarters in New York and sales offices in Paris and Berlin.

You need to use the Microsoft CRM 3.0 Redeployment Wizard to redeploy data from one version of CRM 3.0 to another.

What should you do? To answer, complete the following phrase: You can redeploy data from _____.

- A. a French version of Microsoft CRM 3.0 to another French version of Microsoft CRM 3.0
- B. a French version of Microsoft CRM 3.0 to an International English version of Microsoft CRM 3.0
- C. a German version of Microsoft CRM 3.0 to a French version of Microsoft CRM 3.0
- D. an International English version of Microsoft CRM 3.0 to a French version of Microsoft CRM 3.0
- E. an International English version of Microsoft CRM 3.0 to a German version of Microsoft CRM 3.0

Answer: A

QUESTION 6:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network contains a server named Certkiller -SR13. Microsoft CRM 3.0 is installed on Certkiller -SR13. Microsoft CRM 3.0 on Certkiller -SR13 is configured to use port 5452. A Certkiller .com user named Andy Reid regularly connects to the Microsoft CRM 3.0 on Certkiller -SR13.

Whenever Andy Reid connects to the Microsoft CRM 3.0 on Certkiller -SR13, he must enter the URL "http:// Certkiller -SR13:5452". He only wants to type http://CRM.

What should you do? (Choose TWO.)

- A. Create a host header in IIS Manager.
- B. Uninstall Microsoft CRM and then reinstall it and define a new application pool for the new Microsoft CRM site

- C. Run the Microsoft CRM setup program using the command line and specifying the new name for the Microsoft CRM site
- D. Create a DNS CNAME record for the host header, which points to Certkiller -SR13.
- E. Uninstall Microsoft CRM and then reinstall it and create a host header in IIS Manager.

Answer: A, D

QUESTION 7:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com consists of a Development department.

Certkiller .com contains a server named Certkiller -SR44. A Certkiller .com technician has installed Microsoft CRM on Certkiller -SR44. The users in the development department connect to the Microsoft CRM on Certkiller -SR44, by making use of the URL <http://crm>.

A Certkiller .com user named Andy Booth is a member of the Development department. Andy Booth works on a client computer named Certkiller -WS421. Andy Booth complains that he cannot connect to the Microsoft CRM on Certkiller -SR44. Whenever he connects to the Internet Explorer starts and then immediately closes. Andy Booth needs to connect to the Microsoft CRM on Certkiller -SR44.

What should you do?

- A. Configure Certkiller -WS421 so that Updates are downloaded and installed automatically.
- B. Configure Certkiller -WS421 so that <http://crm> is included in trusted sites in the Internet Options.
- C. Configure Certkiller -WS421 to disable popup blocking, or enter <http://crm> in the popup blocker's exceptions list.
- D. Configure Certkiller -WS421 so that a network drive is mapped to `\\: Certkiller -SR44\crm`, and then restart Internet Explorer.

Answer: C

QUESTION 8:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com consists of a Sales department, which corresponds to the client via e-mail.

You have received instruction from the CIO to add a queue in to the Microsoft CRM that will display e-mail received into a Support mailbox.

What should you do? (Each answer presents part of the solution. Choose TWO.)

- A. Create a new User account in Active Directory.
- B. Create a new MSMQ Queue Alias in Active Directory.

- C. Disable the account in Active Directory.
- D. Disable a new MSMQ Queue Alias in Active Directory.

Answer: A, C

QUESTION 9:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. Certkiller .com has its headquarters in Chicago and a branch office in Dallas. Headquarters has 15 users while each branch office has ten. The two offices are connected by permanent T1 network connections.

You need to plan the Microsoft CRM 3.0 deployment for Certkiller .com. You need to implement the minimum number of servers of each type that will be required for this deployment.

What should you do?

- A. Implement one Internet Information Server (IIS) server and one SQL database server.
- B. Implement one Internet Information Server (IIS) server and two SQL database servers.
- C. Implement two Internet Information Server (IIS) server and one SQL database server.
- D. Implement two Internet Information Server (IIS) server and two SQL database servers.

Answer: A

QUESTION 10:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. Certkiller .com consists of two departments named Development and Customer Care.

You have installed Microsoft CRM 3.0 Small Business Edition for a customer named Andy Booth. The company of Andy Booth consists of a Marketing Department and a Sales department. Andy Booth's administrator has contacted you for help because he could not find the Salespeople with Quotas option within the Business Unit Settings screen. During the conversation you learnt that the other options on the Business Unit Settings screen are there. The Microsoft CRM System Administrator security role is assigned to Andy Booth's administrator. You need to establish why the Salespeople with Quotas option is not on the Business Unit Settings screen.

What should you do?

- A. The High Value Opportunities view is deleted from the Microsoft CRM System Administrator security role.
- B. The missing role had not been assigned to any of the Administrator security role.
- C. The fiscal year setting is not enabled on the Microsoft CRM 3.0.
- D. The fiscal year setting is not supported in Microsoft CRM 3.0 Professional Edition.

Answer: C

QUESTION 11:

You work as a Microsoft CRM 3.0 consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com contains a server named Certkiller -SR10. Certkiller -SR10 is running Microsoft CRM 1.2 and contains custom reports and ISV solutions. You have received instruction from the CIO to upgrade Certkiller -SR10 to Microsoft CRM 3.0 which does not consists of any custom reports or ISV solutions. If the upgrade to Microsoft CRM 3.0 fails, you must have the ability to revert back to the Microsoft CRM 1.2 implementation. You need to backup data on the Microsoft CRM 1.2 implementation to ensure that you can revert back to the Microsoft CRM 1.2 implementation. What should you make a backup copy of?

- A. Make a backup copy of the SiteMap.
- B. Use the Exchange Task Wizard to backup the Microsoft CRM databases and the Microsoft CRM files.
- C. The Microsoft CRM databases only.
- D. Make a backup copy of the Active Directory user accounts.

Answer: C

QUESTION 12:

You work as a Microsoft CRM 3.0 consultant at Certkiller .com. Certkiller .com consists of a Customer Care department. A Certkiller .com customer named Kara Lang has contact you. Kara Lang's company is using SQL clustering on a Windows 2000 platform. Kara Lang wants to implement Microsoft CRM 3.0 with clustering technologies. Which clustering technologies can be used?

- A. Kara Lang should use Network Load Balancing clustering on Windows 2000.
- B. Kara Lang should use the failover clustering on Windows 2000.
- C. Kara Lang should use the Network Load Balancing clustering on Windows 2003.
- D. Kara Lang should use the failover clustering on Windows 2003.

Answer: D

QUESTION 13:

You work as a Microsoft CRM 3.0 consultant at Certkiller .com. Certkiller .com consists of a Customer Care department. A Certkiller .com customer named Clive Wilson has contacted you. Clive Wilson's company consists of two departments named the Research department and the Development department. Clive Wilson wants the Research department and the

Development department to use Microsoft CRM 3.0. Clive Wilson does not want the two Microsoft CRM deployments to overlap. He needs to implement a few servers. What should he implement?

- A. Implement one Internet Information Server (IIS) server and one SQL database server.
- B. Implement one Internet Information Server (IIS) server and two SQL database servers.
- C. Implement two Internet Information Server (IIS) server and one SQL database server.
- D. Implement two Internet Information Server (IIS) server and two SQL database servers.

Answer: D

QUESTION 14:

You work as a Microsoft CRM 3.0 consultant at Certkiller .com. Certkiller .com consists of a Customer Care department.

A Certkiller .com customer named Andy Reid contacts you. Andy Reid's company is using a Microsoft CRM 1.2. Andy Reid wants to implement Microsoft CRM 3.0, but the current Microsoft CRM 1.2 has a few customizations applied to it. Andy Reid wants to know which customizations need to be manually reapplied when the upgrade to Microsoft CRM 3.0 is completed.

What should you advice?

- A. The Use the Microsoft CRM's Customization tool to view the customizations made to Microsoft CRM entities.
- B. Andy Reid should check the changes made to the MSCRM and METABASE databases.
- C. Andy Reid should check the isv.config file linked to the ISV extensions that were chanced.
- D. Andy Reid should check the schema and form customizations.

Answer: C

QUESTION 15:

You work as a Microsoft CRM 3.0 consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com has its headquarters in Chicago and a branch office in Dallas.

Certkiller .com consists of a Research department. The technicians of Certkiller .com are deploying Microsoft CRM Client for Outlook. All the users in the Research department have portable computers to access the Certkiller .com network.

A new Certkiller .com security policy states that no research data should be taken out of the office. The policy only allows managers to take Microsoft CRM data out of the office. The technicians need to deploy Microsoft CRM Client for Outlook to the Research department and to comply with the Certkiller .com security policy.

What should they do?

- A. Install the Microsoft CRM Laptop Client for all research users and ensure that only the managers are assigned a Microsoft CRM security role.
- B. Install the Microsoft CRM Desktop Client for all research users.
- C. Remove the pre-defined Data Groups.
- D. Ensure that only the managers are assigned a Microsoft CRM security role which has the Create Data Group privilege.

Answer: A

QUESTION 16:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com is using Microsoft CRM 3.0 in their working environment.

Certkiller .com consists of two departments named Sales and Marketing. Microsoft CRM 3.0 is currently used in the Certkiller .com environment. You have created Active Directory user accounts and mailboxes for five new users in the Marketing department.

A Certkiller .com technician named Rory Allen wants to know, what is still needed.

- A. Create Microsoft CRM user accounts for the five new users in the Marketing department and run the Microsoft CRM Rule Deployment wizard for the five new users.
- B. Create Microsoft CRM user accounts for the five new users in the Marketing department.
- C. Rory Allen needs to run the Exchange Task Wizard for each of the five new users in the Marketing department.
- D. Create Microsoft CRM user accounts for the five new users in the Marketing department and run the Active Directory Migration Wizard for each of the five new users.

Answer: A

QUESTION 17:

You work as a CRM consultant at Certkiller .com. Certkiller .com has three departments named, Marketing, Research and IT.

Microsoft CRM 3.0 is currently used in the Certkiller .com environment. The 30 IT users use the hotdesk approach. The 30 users in this department can log on to any client computer in their department. The IT department consists of 10 client computers. You want to deploy Microsoft CRM Client for Outlook for the 30 users. You also want to minimize the administrative overhead of performing the deployment. You need to publish the image to the IT users through a group policy. What should you do?

- A. Create an administrative image of the Microsoft CRM Desktop Client for Outlook.
- B. Create an image of the Microsoft CRM 3.0 Client Setup program.
- C. Copy the client installation files from the Microsoft CRM 3.0 Client CD to a network

share.

D. Create an administrative image of the Microsoft CRM Laptop Client for Outlook.

Answer: A

QUESTION 18:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment. The technicians in Certkiller .com used different data sets to accomplish their goal. A Certkiller .com technician named Andy Booth, need to change from the one set of data set to a more complicated and different data set. Andy Booth needs to run the Sample Data Setup Wizard to change from the one data set to the other data set. What options should be used?

- A. Select the Update option, and then the Load the New Data Set option and set the path for the complicated and different data set.
- B. Select the Update Existing Data Set option.
- C. Select the Uninstall option and afterward he should load the complicated and different data set.
- D. Delete the first set of data manually and run the Sample Data Setup Wizard and load the complicated and different data set.

Answer: A

QUESTION 19:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. Certkiller .com has an agreement to keep a participating presentation for six months. Certkiller .com wants to implement Microsoft CRM 3.0 for Certkiller .com. Certkiller .com has to standardize on their corporate desktop. The clients that will come to the presentation have various operating systems, which include Windows 98, Windows ME, and Windows XP. Microsoft Internet Explorers 5.0 is installed on the client computers. Certkiller .com is not going to use a standardized desktop; the Microsoft CRM clients will make use of the browser client. Microsoft CRM clients should use the Internet Explorer to use the Microsoft CRM 3.0. You need to ensure that the Microsoft CRM clients can use the Microsoft CRM 3.0. What should you do?

- A. Upgrade Internet Explorer to Internet Explorer 6.0.
- B. Upgrade the client computers to Windows XP Professional.
- C. Upgrade the client computers to at least Windows 2000 Professional.
- D. Upgrade Internet Explorer to Internet Explorer 7.0.

Answer: D

QUESTION 20:

You work as a CRM consultant at Certkiller .com. Certkiller .com has four departments named Sales, Marketing, Finance and Research. Certkiller .com contains a Microsoft CRM 3.0 Exchange E-mail Router.

Certkiller .com users in the Marketing department use portable client computers to send e-mails of their prospective customers which are identified by the Sales department. A Certkiller .com manager wants to know which of these out-bound e-mails sent by the Marketing department via Microsoft CRM are not processed by the Microsoft CRM 3.0 Exchange E-mail Router.

What should you tell him?

- A. The e-mails sent through the Microsoft CRM clients for Outlook that integrates with Internet Information Services (IIS) and allows mailbox-enabled users to log in and manages mailboxes through a Web browser
- B. The e-mails sent through the Microsoft CRM web client and allow mailbox-enabled users to log in and manage mailboxes through a Web browser.
- C. The e-mails sent through A Microsoft Exchange Server feature that integrates with Internet Information Services (IIS) and allows mailbox-enabled users to log in and manages mailboxes through a Web browser.
- D. The e-mails sent through the Microsoft CRM web client that integrates with Internet Information Services (IIS).

Answer: C

QUESTION 21:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. Certkiller .com has two departments named Sales and Marketing. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com users in the Marketing department use portable client computers when traveling to various prospective customers. Microsoft Office XP is installed on the portable computers. You have to implement Microsoft CRM 3.0 for Certkiller .com. The manager of the Marketing department does not want the 2 month old users of this department to download data for their portable client computer.

With this in mind, you need to deploy Microsoft CRM client software for Certkiller .com.

What should you do? (Choose TWO.)

- A. Disable the Microsoft CRM user account for the marketing users. Enable Reporting Services reports for the new users on their portable computer.
- B. Install Microsoft CRM laptop client to the marketing users. Ensure that the Microsoft

CRM security role(s) assigned to the user's user account does not have the to Offline privilege.

- C. Install the Microsoft CRM 3.0 Laptop Client for Outlook and create an Outlook profile for the marketing users. Ensure that the Microsoft CRM security role(s) assigned to each marketing user's user account does not have the Mobile privilege and assign to them a new Microsoft CRM security role that has the Mobile privilege for the new users.
- D. Assign to them a new Microsoft CRM security role that has the Offline privilege for the new users and uninstall the desktop client and install the portable client computer for the newly users.

Answer: B, D

QUESTION 22:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory forest that contains a root domain named Certkiller .com and two child domains named us. Certkiller .com and uk. Certkiller .com. Each of the three domains contains a SQL a server.

Microsoft CRM 3.0 is currently used in the Certkiller .com environment. You have received instruction from the CIO to install the CRM server named Certkiller -SR31 in uk.north. Certkiller .com. You have been asked to use a SQL server for the Microsoft CRM implementation.

Which SQL server can be used?

- A. The SQL server at Certkiller .com.
- B. The SQL server in us. Certkiller .com.
- C. The SQL server in uk. Certkiller .com.
- D. None of the above.

Answer: C

QUESTION 23:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com consists of a Sales department and a Finance department. Microsoft CRM 3.0 is currently used in the Certkiller .com environment. A Certkiller .com manager named Andy Booth has asked you to grant a 23 users in the Sales department access to Certkiller .com's Microsoft CRM 3.0 Professional Edition implementation. The 23 users in the Sales department have Active Directory accounts but not corresponding Microsoft CRM user account.

You need to use a tool to grant these users access to Certkiller .com's Microsoft CRM 3.0 Professional Edition.

What should you do?

- A. You need to use the Active Directory Users and Computers and the Microsoft CRM

web application.

B. You need to use the Microsoft CRM User Manager tool and the Microsoft CRM's Customization tool.

C. You need to use the Microsoft CRM License Manager and the Microsoft CRM web application.

D. You need to use the Microsoft CRM web application and the Microsoft CRM User Manager tool.

Answer: D

QUESTION 24:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com consists of a Sales department. To get prospective clients,

Certkiller .com has two sales representatives named Kara Lang and Amy Walsh.

Kara Lang and Amy Walsh have the same client and both of them change the same account record. On Monday morning, Kara Lang when offline with her portable computer. The portable computer has the account records of Certkiller .com. Kara Lang then change the company's phone number to 959-1234 on the portable computer.

The next day Amy Walsh did update the account records, using the web client. Amy Walsh then set the phone number to 959-3456, and the fax number to 959-1111.

Amy Walsh also changes the Web Site from [http:// Certkiller .com](http://Certkiller.com) to [http://www. Certkiller -inc.com](http://www.Certkiller-inc.com).

The day after Kara Lang updates the account record on his portable computer and set the fax number to 959-4321

On Thursday Kara Lang went online with his portable computer, with no modifications made to the account records. On Friday the manager wants to check the account record for Certkiller .com.

Where will the account data be stored?

A. Phone number: 959-3456. Fax number: 959-1111. Web Site: [http://www. Certkiller -inc.com](http://www.Certkiller-inc.com).

B. Phone number: 959-3456. Fax number: 959-4321. Web Site: [http://www. Certkiller -inc.com](http://www.Certkiller-inc.com).

C. Phone number: 959-1234. Fax number: 959-4321. Web Site: [http://www. Certkiller -inc.com](http://www.Certkiller-inc.com).

D. Phone number: 959-1234. Fax number: 959-4321. Web Site: [http:// Certkiller .com](http://Certkiller.com).

Answer: C

QUESTION 25:

You work as a Microsoft CRM 3.0 consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft

CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com consists of a Research department. The users in the Research department access Microsoft CRM using both the web browser client and the Microsoft CRM client for Outlook.

Due to company growth, you expect additional users to join the Research department. With no access to the Certkiller .com's Microsoft CRM, additional license keys need to be applied. The Certkiller .com administrator plans to purchase extra licenses in packs of 5 user licenses.

What should the administrator do?

- A. When the Microsoft CRM client for Outlook is first installed for the new user account, he should run the Microsoft CRM setup program and specify the new license key.
- B. Use the Microsoft CRM License Manager tool to upgrade the trial license to the new license.
- C. Run the Microsoft CRM setup program and specify the new license key. When prompted, select the Upgrade License option.
- D. Use the License Manager tool to add the license key for each new pack. He should accomplish this before the new research users can access Microsoft CRM.

Answer: D

QUESTION 26:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

A Certkiller .com manager named Kara Lang accidentally deletes a Microsoft CRM .dll file. Later the day she contacts you and asked to repair the Microsoft CRM server. You have decided to use the Microsoft CRM Server repair wizard to repair the Microsoft CRM server software. The Certkiller .com Microsoft CRM implementation has a few customizations made to it. You need to ensure that you do not lose any customization on the Microsoft CRM implementation.

What should you do?

- A. You need to backup the IIS metabase, and the Microsoft CRM databases.
- B. You need to back up the IIS metabase and the Microsoft CRM .xml files.
- C. You need to back up the Reporting Services reports and the Microsoft CRM files.
- D. You need to back up all custom Reporting Services reports.

Answer: D

QUESTION 27:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com is using a Microsoft CRM 1.2 database.

The Certkiller .com CIO has asked you to upgrade from Microsoft CRM 1.2 to Microsoft CRM 3.0. The Microsoft CRM 1.2 database was used for quite a while and contains a few supported and unsupported customizations.

By the Microsoft CRM 3.0 upgrade process, which customizations will be upgraded? (Choose all that apply.)

- A. Modifications to the Microsoft CRM .xml files
- B. The IIS metabase
- C. Form customizations made to the Microsoft CRM databases.
- D. Schema customizations made through the Microsoft CRM Schema Manager.

Answer: D

QUESTION 28:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is used in the Certkiller .com environment.

Certkiller .com consists of a Research department. The Certkiller .com users are using Microsoft CRM to access the Microsoft CRM Client for Outlook. The Research department works 24/7 and has two shifts. The Research department manager wants you to prepare one client computer named Certkiller -WS421 that will be used by both shifts. A user on each shift will be responsible for work on Certkiller -WS421. He wants Certkiller -WS421 to access Microsoft CRM using the Microsoft CRM 3.0 Desktop Client for Outlook. The manager supplied you with the two shift worker's Active Directory account. You need to prepare the client computer.

What should you do?

- A. On Certkiller -WS421 should be created one Outlook profile and setup program twice for the Microsoft CRM 3.0 Desktop Client for Outlook.
- B. On Certkiller -WS421 you need to create two Outlook profiles for each shift user and run the setup program twice for the Microsoft CRM 3.0 Desktop Client for Outlook, one for each shift user.
- C. On Certkiller -WS421 run the Exchange Task Wizard for the new users.
- D. On Certkiller -WS421 you need to run the setup program twice for the Microsoft CRM 3.0 Desktop Client for Outlook, one for each shift user.

Answer: B

QUESTION 29:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

You are busy running a report in Microsoft CRM. The Certkiller .com CIO, standing

next to you, wants to know how the Microsoft CRM knows the data displays is corresponding to the permissions the user is entitled to see.
What should you tell him?

- A. CRM permissions
- B. SQL Filtered Views
- C. SQL permissions
- D. NTFS permissions
- E. Share Permissions

Answer: B

QUESTION 30:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com consists of a Sales department. A Certkiller .com employee named Rory Allen works in the Sales department. Certkiller .com contains a client computer named Certkiller -WS421. Rory Allen is working on Certkiller -WS421 that works in online mode and offline mode.

Due to configuration changes that the administrator made on Certkiller -WS421, the Microsoft CRM Client fails to go offline. Rory Allen said that the Microsoft CRM Client can work in online mode. You need to ensure that Certkiller -WS421 can work in offline mode.

What should you do?

- A. Assign Rory Allen's user account to the local administrator group and a new MSMQ Queue Alias in Active Directory.
- B. Install Microsoft CRM laptop client for Outlook and enable Outlook Synchronization on Certkiller -WS421.
- C. Ensure that the MSDE service MSSQL\$CRM is running on Certkiller -WS421.
- D. Create a new Outlook profile and a new User account in Active Directory for Rory Allen.

Answer: C

QUESTION 31:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com consists of a Marketing department. The Marketing department works 24/7. This department works in two shifts. The Certkiller .com users in the Marketing department access Microsoft CRM database via the Outlook interface. You have received instruction from the CIO to find out the suitable Microsoft CRM

client for all the users in the Marketing department.

The day shift workers in the Marketing department each have their own desktop client computer and do not access the Microsoft CRM database outside the office.

Each night shift worker has a client computer that may be shared by other shift workers.

A new Certkiller .com policy requires minimizing the distinct software components on client computers. You need to install the Microsoft CRM client for the shift users in the Marketing department.

What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. Install the Microsoft CRM 3.0 Laptop Client for the day shift users.
- B. Install the Microsoft CRM 3.0 Desktop Client for night shift workers.
- C. Install the Microsoft CRM 3.0 Laptop Client for the day shift users.
- D. Install the Microsoft CRM 3.0 Desktop Client for night shift workers.

Answer: B

QUESTION 32:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The servers and the domain controllers on the Certkiller .com network run Microsoft Windows 2000 and all client computers run Windows XP Professional. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

You have received instruction from the manager to use a local system account for the Microsoft CRM services. The manager wants to know where you are going to add the Microsoft CRM local computer account.

What should you do?

- A. Add the Microsoft CRM local computer account to the Pre-Windows 2000 Compatible Access.
- B. Add the Microsoft CRM local computer account to the Domain Controllers.
- C. Add the Microsoft CRM local computer account to the Domain Computers.
- D. Add the Microsoft CRM local computer account to the Servers.

Answer: A

QUESTION 33:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Microsoft CRM 3.0 is currently used in the Certkiller .com environment. A new Certkiller .com technician named Andy Reid wants to know what the Microsoft CRM 3.0 uses Active Directory for.

What should you tell Andy Reid?

- A. Microsoft CRM 3.0 use Active Directory for Microsoft CRM permissions and for user authentication.
- B. Microsoft CRM 3.0 use Active Directory to manage user licenses and for NTFS permissions.
- C. Microsoft CRM 3.0 use Active Directory for NTFS permissions.
- D. Microsoft CRM 3.0 use Active Directory for the verification of the privileges of the user installing Microsoft CRM 3.0 and user authentication.

Answer: D

QUESTION 34:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is used in the Certkiller .com environment.

Certkiller .com consists of three department named Sales, Finance and Marketing.

Each department has its own business unite. You are managing the data of Certkiller .com in the Microsoft CRM database. You have been created a new view, High Value Opportunities. The CIO wants only the new view, High Value Opportunities, to be available to the three Reps of the departments. You need to ensure that the three Reps can access the view.

What should you do?

- A. Create a new business unit named, Certkiller Reps. Move the regional Reps of the three department user accounts to this business unit.
- B. Share the High Value Opportunities view with the Certkiller Reps business unit.
- C. Create a team named Certkiller Reps, and add the three Reps of the department's user accounts to this team.
- D. Share the High Value Opportunities view with the three Reps of the departments user account.
- E. Share the High Value Opportunities view with the Certkiller Reps team.
- F. Create a new security role named Certkiller Reps. Assign this role to the three Reps user accounts. Grant permission in the Certkiller Reps security role to the High Value Opportunities view.

Answer: C, E

QUESTION 35:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows NT 4.0 and all client computers run Windows XP Professional.

Certkiller .com consists of a Finance department, which runs several in-house applications which integrates with the Windows NT 4.0 directory database, which

cannot be upgraded. The Certkiller .com wants to upgrade their domain to Windows 2003 without compromising the in-house applications. Certkiller .com also wants to implement Microsoft CRM 3.0.

What should you do? (Each answer provides a complete solution to the problem. Choose TWO.)

- A. Upgrade the domain to a Windows 2003 mixed mode domain, and then install Microsoft CRM 3.0. Create a new Windows Server 2003 domain with Microsoft CRM 3.0 and configure trust relationships between the two domains
- B. Upgrade the Certkiller .com domain to Windows Server 2003 interim domain functional level, and install Microsoft CRM 3.0. Create a new Windows Server 2003 domain with Microsoft CRM 3.0 and configure trust relationships between the two domains.
- C. Install Microsoft CRM 3.0 on a Windows 2003 member server in the Windows NT 4.0 domain. Create a new Windows Server 2003 domain with Microsoft CRM 3.0 and configure trust relationships between the two domains
- D. Upgrade the domain to a Windows 2003 mixed mode domain, and then install Microsoft CRM 3.0. Create a new Windows Server 2003 domain with Microsoft CRM 3.0 and configure trust relationships between the two domains

Answer: B

QUESTION 36:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com consists of a Development a Finance department and a lab. The Certkiller .com lab consists of a testing environment with Microsoft CRM 3.0. Certkiller .com contains a server named Certkiller -SR17 which has Microsoft CRM 3.0 installed on it. You have received instruction from the CIO to transfer data from the lab to the Finance department. The Certkiller .com technicians is connected with users accounts from there lab. The Certkiller .com users also use corresponding user accounts from the lab to Certkiller -SR17. You need to move the data from the lab database with the minimum amount of effort.

What should you do? (Choose TWO.)

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

Answer: A, D

QUESTION 37:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

A Certkiller .com customer named Rory Allen has contact you. Rory Allen is the administrator of their company. One of their technicians has run the setup program for Microsoft CRM 3.0 Server on their organization's Small Business Server 2003. Rory Allen wants to know what should be done for the users to use the Microsoft CRM database.

What should Rory Allen do? (Each answer provides a complete solution to the problem. Choose TWO.)

- A. For all the users in their company he should create user accounts in Active Directory.
- B. For all the users in their company he should create user accounts in Microsoft CRM.
- C. For all the users in their company he should run the Microsoft CRM Rule Deployment wizard.
- D. For all the users in their company he should assign a Microsoft CRM security role to each Microsoft CRM user account.

Answer: B, D

QUESTION 38:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com wants to implement Microsoft CRM 3.0 and Reporting Services on a server named Certkiller -SR13. Not to have an impact on the performance of Certkiller -SR13, you decided to put the Reporting Services on a server named Certkiller -SR16.

The Certkiller .com users need to use the two implementations.

What should you do?

- A. Copy the MSCRM and METABASE databases from Certkiller -SR13 to Certkiller -SR16.
- B. Configure Schema customizations between Certkiller -SR13 and Certkiller -SR16.
- C. Run the Microsoft CRM Rule Deployment wizard on Certkiller -SR16.
- D. Install Reporting Services on Certkiller -SR16 before installing Microsoft CRM 3.0 on Certkiller -SR13.

Answer: D

QUESTION 39:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com customer named Andy Reid has contacted you. Andy Reid wants to know what is needed to install the Microsoft CRM 3.0 Exchange E-mail Router. What should you tell him? (Choose TWO.)

- A. To Microsoft CRM 3.0 Exchange E-mail Router, you need the Exchange Full Administrator privilege permissions.
- B. Andy Reid needs the local administrator privilege on the computer where the Router will be installed.
- C. Andy Reid needs the SA login rights on the SQL server computer to install the Microsoft CRM 3.0 Exchange E-mail Router.
- D. Andy Reid needs local administrator privilege on the computer running Microsoft CRM to install the Microsoft CRM 3.0 Exchange E-mail Router.

Answer: B, D

QUESTION 40:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com consists of two departments named Development and Finance. The Development department consists of a lab which is used for testing purposes. The lab has a Microsoft CRM development environment. The technicians in the lab would like to test changes to the Microsoft CRM schema and Microsoft CRM forms. They also would like to revert to the former configuration whenever the changes took place. They need a mechanism to remove all schema changes. What should they do? (Each answer provides a complete solution to the problem. Choose TWO.)

- A. Before modifications, back up the metabase and Microsoft CRM database and restore the database to remove the changes. Use the Microsoft CRM export customizations tool to export all customizations to file before the modifications and use the Microsoft CRM import customizations tool to import from the file. Manually delete any custom fields, relationships or entities that you had created.
- B. You need to back up the IIS metabase and the Microsoft CRM files. Use the Active Directory Migration Wizard to export all customizations to a file before changes are made.
- C. 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.
- D. You need to back up the CRM databases and the Microsoft CRM files. Use the Microsoft CRM export customizations tool to export all customizations to file before the modifications and use the Microsoft CRM import customizations tool to import from the

file.

Answer: A

QUESTION 41:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

You have received a call from your manager named Andy Booth. He wants to know which Microsoft CRM system settings cannot be changed once it has been assigned.

What should you tell him?

- A. The Reporting Services reports cannot be changed, once assigned.
- B. The SiteMap cannot be changed, once assigned.
- C. The Microsoft CRM entities cannot be changed once assigned.
- D. The Fiscal Period cannot be changed, once assigned.

Answer: D

QUESTION 42:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Two new technicians have started with Certkiller .com and works in the Certkiller .com lab. The two technicians are installing Microsoft CRM 3.0. One of the new technicians named Mia Hamm states that she knows that the Environmental Diagnostic Wizard conducts various checks to ensure a smooth installation. Mia Hamm wants to know what are checked.

What should you tell her? (Select THREE)

- A. The Active Directory Domain Model is checked by the Environmental Diagnostic Wizard.
- B. The Available disk space on the Microsoft CRM server is checked by the Environmental Diagnostic Wizard.
- C. The Active Directory permissions are checked by the Environmental Diagnostic Wizard.
- D. The Whether the SQL Server Agent is running on the SQL Server are checked by the Environmental Diagnostic Wizard.
- E. The Schema changes are checked by the Environmental Diagnostic Wizard.
- F. Whether the DNS Server is accessible are checked by the Environmental Diagnostic Wizard.

Answer: B, D, F

QUESTION 43:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

A new technician named Amy Walsh has started with Certkiller .com. Amy Walsh is appointed the task to create the Microsoft CRM mailbox.

What should Amy Walsh do? (Each answer provides a complete solution to the problem. Choose TWO.)

- A. Amy Walsh should use the Mailbox Merge Wizard to create the Microsoft CRM mailbox.
- B. Amy Walsh should create an Active Directory user account.
- C. Amy Walsh needs to make sure that the Global Address List contains all mailbox-enabled objects.
- D. Amy Walsh should specify the Exchange server name.
- E. Install the Microsoft CRM 3.0 router on an Exchange server, specifying a Microsoft CRM mailbox.

Answer: B, D

QUESTION 44:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com consists of a Development department. Before anything is deployed to the Certkiller .com environment, you need to check for any mistakes. During reviewing the Microsoft CRM business unit hierarchy, you discover that the name of one of the business units has a spelling error. Before the Microsoft CRM starts to work, you need to ensure that the business units are spelled correctly. What should you do?

- A. Use the Active Directory and rename the business unit that has the spelling error.
- B. Use the Microsoft CRM export customizations tool and delete the business unit that has the spelling error, and create a new business unit in its place.
- C. Disable the business unit that has the spelling error. Create a new business unit in its place.
- D. Delete the root business unit in the Active Directory, which deletes all child business units. Recreate the business unit hierarchy.

Answer: C

QUESTION 45:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com

network consists of a single Active Directory domain named Certkiller .com. Certkiller .com consists of a Development department. You have received instruction from the CIO to installing a new client computer that needs to have the Microsoft CRM 3.0 Laptop Client for Outlook installed. You need to use a valid installation sequence on the client computer. What sequence should you use?

- 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 work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has its headquarters in Chicago and a branch office in Dallas. You need to give advice about Certkiller .com's business units within their new Microsoft CRM 3.0 installation. Certkiller .com has two classes of Microsoft CRM users which is the IT users and the Finance users.

A user can only be assigned to one class. The CIO would like to restrict most users to access only objects specific to their location and class of user. The CIO would like the managers to be able to access objects across all locations, based on the class of the owning user. You need to create a business unit hierarchy would be most suitable for Certkiller .com domain. What should you do?

- A. Create one root business unit with four child business units named Chicago Finance, Chicago IT, Dallas Finance and Dallas IT.
- B. Create one root business unit with two child business units named Chicago and Dallas. Create two child business units of Chicago named Chicago Finance and Chicago IT; and create two child business units of Dallas named Dallas Finance and Dallas IT.
- C. Create one root business unit with two child business units named Finance and IT. Create two child business units of Finance named Chicago Finance and Dallas Finance and two child business units of IT named Chicago IT and Dallas IT.
- D. Create two root business units named Finance and IT. Create two child business units of Finance named Chicago Finance and Dallas Finance and create two child business units of IT named Chicago IT and Dallas IT.
- E. Create two root business units named Finance and IT. Create two child business units of Finance named Chicago Finance and Dallas Finance and two child business units of IT

named Chicago IT and Dallas IT.

Answer: C

QUESTION 47:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain. Certkiller .com consists of a Sales department. The Certkiller .com domain consists of four businesses units named as follows: a root business unit named SalesA and three child businesses units named SalesB, SalesC and SalesD.

Certkiller .com has four managers, each manage a business unit. The four managers are assigned the Salesperson security role. This will allow them to create and delete their own accounts. Certkiller .com also has two managers with extra responsibility. They are allowed to delete accounts created by any manager in the business units. These managers are called General Managers. You need to grant the General Managers to correct level of permission. The permissions should not affect the other managers in the business units. You need to do this with the least amount of administrative effort.

What should you do?

- A. Create a new security role named General Managers in SalesB, SalesC and SalesD. Export the new permissions to each of these roles, and add each General Managers to the respective General Managers role for their business unit.
- B. Create a new security role named General Managers in Sales
 - A. Assign the new permissions to this role, and add each General Managers to the respective General Managers role for their business unit.
- C. Create a new security role named General Managers in Sales
 - A. Assign the new permissions to this role, and add each General Managers to the General Managers role in SalesA.
- D. Create a team named General Managers in Sales
 - A. Add all General Managers to the General Managers team. Share all accounts with the General Managers team and grant delete access to all accounts.
- E. Create a new security role named General Managers. Grant this role the same permissions as those of the manager's role, and assign the General Managers role to user account of the four managers.

Answer: B

QUESTION 48:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft

CRM 3.0 is currently used in the Certkiller .com environment. Certkiller .com consists of a Finance department. The Certkiller .com manager named Andy Booth has requested for you make customizations. The change control procedures allow for changes to be implemented in the production environment on a quarterly basis. The manager needs to backup the Microsoft CRM databases. How frequently should the manager backup the database?

- A. The manager needs to back up the Microsoft CRM, the Microsoft CRM database, Metabase databases daily and the Metabase on a quarterly basis.
- B. The manager needs to back up the MSCRM and METABASE databases on a quarterly basis.
- C. The manager needs to back up the Microsoft CRM database on a quarterly basis and the Metabase daily.
- D. The manager needs to back up the Microsoft CRM, the Reporting Services reports, Metabase databases daily and the Metabase on a quarterly basis.

Answer: A

QUESTION 49:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory forest that contains one domain named us. Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

The Certkiller .com manager named Ally Wagner has asked you to evaluate Microsoft CRM 3.0's service scheduling capabilities.

What should you do? (Choose THREE.)

- A. Create a new domain in a separate forest and install CRM. Create a trust from us. Certkiller .com to the new domain.
- B. Create a new domain in a separate forest and install CRM. Create a trust from the new domain to us. Certkiller .com.
- C. Create a new child domain in the existing forest and install CRM.
- D. Install CRM in us. Certkiller .com.
- E. Migrate all Microsoft CRM users from Certkiller .com to a new domain in a separate forest and install CRM. Create a trust from us. Certkiller .com to the new domain.

Answer: B, C, D

QUESTION 50:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

A Certkiller .com manager named Andy Reid has come to your office. Andy Reid wants to know which software component puts e-mails into the Microsoft CRM

mailbox.

What should you tell him?

- A. The Inbox rules put emails into the Microsoft CRM mailbox.
- B. Exchange Server 2003 extends the Active Directory schema so that the Exchange System Attendant puts emails into the Microsoft CRM mailbox.
- C. The Mailbox Merge Wizard puts emails into the Microsoft CRM mailbox.
- D. Outlook Web Access puts emails into the Microsoft CRM mailbox.

Answer: A

QUESTION 51:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com consists of an IT lecture room. During one of the lectures you said that the following: 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 this object called?

- A. The Business Unit object.
- B. The Queue object.
- C. The Site object.
- D. The Connection object.
- E. The Report Object.

Answer: B

QUESTION 52:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com is using a Microsoft CRM 1.2 database. The Certkiller .com CIO has asked you to upgrade from Microsoft CRM 1.2 to Microsoft CRM 3.0 using the Microsoft CRM 3.0 Setup program. When you check the Microsoft CRM 3.0 database before the upgrade, you find out that the default security roles are missing from the Microsoft CRM 3.0 installation.

What causes this problem?

- A. In the Microsoft CRM 1.2 installation the security role had been deleted.
- B. The permissions associated with the missing security role had been modified in the Microsoft CRM 1.2 Active Directory.
- C. Modifications to the Microsoft CRM .xml files
- D. Form customizations made using Microsoft CRM's Customization tool.

E. Schema customizations made through the Microsoft CRM Schema Manager.

Answer: A

QUESTION 53:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com consists of a Research department. You need to ensure a successful implementation of Microsoft CRM 3.0. What should you do?

- A. The SQL Server 2000 Service Pack 4 needs to be installed manually.
- B. The Desktop Client for Outlook needs to be installed.
- C. The Internet Explorer 5.0 needs to be installed manually.
- D. The SQL Server Reporting Services 2000 Service Pack 1 needs to be installed manually.

Answer: A

QUESTION 54:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment. Certkiller .com consists of a Finance department. Due to unforeseen circumstances one of the users named Kara Lang has left the company with the company's portable computer named Certkiller -WS421. Certkiller -WS421 has Microsoft CRM Laptop Client for Outlook on it. For security reasons you need to ensure that Kara Lang cannot alter any of the Microsoft CRM data on the server, either by connecting via the web browser, or by modifying the data offline. You can disable the Active Directory logon, but you do not have the necessary permissions to do it. You need to protect the Microsoft CRM data, with the minimum amount of disturbing the other Microsoft CRM users. What should you do? (Each answer provides a complete solution to the problem. Choose TWO.)

- A. Disable Kara Lang's Microsoft CRM user account and remove all Microsoft CRM security roles from the Kara Lang's Microsoft CRM user account.
- B. Disable SQL Replication on the SQL Server used by Microsoft CRM. When Certkiller -WS421 is recovered, re-enable SQL Replication.
- C. Back up the CRM databases and the Microsoft CRM files. When Certkiller -WS421 is recovered, restore the database from this backup.
- D. Disable MSMQ Queue Alias in Active Directory on the SQL Server used by Microsoft CRM. When Certkiller -WS421 is recovered, re-enable SQL Replication.

Answer: A

QUESTION 55:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

You receive a telephone call from a Certkiller .com customer named Rory Allen. Rory Allen wants to know which components are required in order to install Microsoft CRM 3.0 Server.

What should you answer? (Choose TWO.)

- A. Outlook is needed to install Microsoft CRM 3.0 Server.
- B. IIS is needed to install Microsoft CRM 3.0 Server.
- C. Exchange Server is needed to install Microsoft CRM 3.0 Server.
- D. Internet Explorer 5.0 is needed to install Microsoft CRM 3.0 Server.
- E. SQL Server is needed to install Microsoft CRM 3.0 Server.
- F. Domain Computers is needed to install Microsoft CRM 3.0 Server.

Answer: B, E

QUESTION 56:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

The Certkiller .com network contains four Microsoft SQL Server 2000 database servers named Certkiller -DB01, Certkiller -DB02, Certkiller -DB03 and Certkiller -DB04. Certkiller -DB01 hosts database named CK_Customers that is accessed by the company's e-Commerce Web site. Certkiller -DB02 hosts a database named CK_Sales that stores sales data for the company.

Certkiller -DB03 and Certkiller -DB04 are configured into a failover cluster and hosts several databases.

The failover cluster supports stored procedures which manipulate the system tables on the databases. An accounting application on Certkiller -DB01 has made changes to the master database on that server.

Certkiller .com wants to implement Microsoft CRM 3.0. You know that the performance of the Microsoft CRM usage is expected to be low. You need to determine on which database server Certkiller .com can implement Microsoft CRM 3.0. You monitor the database servers and you notice that the highest server utilization is only about 25%.

What database server would you advise Certkiller .com to use? (Each answer presents a complete solution. Choose TWO.)

- A. A new SQL Server 2000 database server.
- B. The failover cluster.

- C. Certkiller -DB01.
- D. Certkiller -DB02.

Answer: A, D

QUESTION 57:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment. Certkiller .com consists of quite a few customizations on Microsoft CRM. A Certkiller .com manager named Andy Reid has come for advice. Andy Reid wants to know which of the Microsoft CRM customizations can be exported using the Microsoft CRM Import/Export customizations tool. What should you tell him?

- A. You can export the Workflow rules using the Microsoft CRM Import/Export customizations tool.
- B. You can export the Schema changes using the Microsoft CRM Import/Export customizations tool.
- C. You can export the Forms using the Microsoft CRM Import/Export customizations tool.
- D. You can export the Views using the Microsoft CRM Import/Export customizations tool.

Answer: B, C, D

QUESTION 58:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment. A Certkiller .com manager named Andy Booth wants to know which combination of Microsoft CRM security privileges allows a user to attach a Note to an Account. What should you tell him?

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

Answer: B

QUESTION 59:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network

consists of a single Active Directory domain named Certkiller .com.

Certkiller .com consists of a Finance department and technicians to assist the Certkiller .com users. Most of the department's users are working away from the office. The technicians need to install Microsoft CRM 3.0 Laptop Client for Outlook to access Microsoft CRM data when ever they are not at the office. You then decide that each user in the Finance department should install Microsoft CRM client software themselves.

You need to in mind that the finance users do not have local administrator rights on their client computers. You need to allow the finance users to install the Microsoft CRM 3.0 Laptop Client for Outlook.

What should you do?

- A. Let each user in the Finance department gets a copy of the MSCRM, and explain them how to run the setup program.
- B. Create an administrative image of the Microsoft CRM 3.0 Client Setup program, publish it through Group Policy Objects, and select the Publish option.
- C. Copy the Microsoft CRM .xml files from the Microsoft CRM 3.0 Client CD to a network share.
- D. Copy the METABASE databases to a network share. Publish the administrative image through Group Policy Objects, and select the Assign Install option.

Answer: B

QUESTION 60:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com consists of a Development department and a Sales department. A Certkiller .com customer named Clive Wilson wants the department to make changes to the Microsoft CRM Account entity. After the process you received the file containing the customization.

You then import the customization into Clive Wilson's live Microsoft CRM implementation. After customization you notice that none of the changes to the Microsoft CRM forms are displayed. You need to solve the problem.

What should you do?

- A. Apply the form changes manually because the export/import customization process does not support export of Microsoft CRM system settings.
- B. The schema changes were exported but not the form definition. You should Microsoft CRM Rule Deployment wizard, and then re-import the new file.
- C. You need to publish form changes to the Account entity when it is imported and 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 Environmental Diagnostic Wizard to refresh the cache.

Answer: C

QUESTION 61:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com has its head office in Montreal, Canada and branch offices in Toronto, Canada; Atlanta, USA; Miami, USA; and Dallas, US

A. You have been asked about the structure of the branch offices which is in the Certkiller .com domain.

The Certkiller .com manager wants the branch offices to have their own users and resources that will not move between branch offices. The users in the branch offices will be in control of the scheduling of their own resources. You need to create sites in Microsoft CRM for Certkiller .com.

What should you do?

- A. Create a site in each branch office.
- B. Create 2 sites; one in the USA, and the other in Canada.
- C. Create 2 top level sites; one in the USA, and the other in Canada.
Create 3 child sites in Atlanta, Dallas and Miami for the USA site.
Create 2 child sites in Montreal and Toronto for the Canada site.
- D. Create a single top level site for the company.

Answer: A

QUESTION 62:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com is planning to install Microsoft CRM 3.0.

Certkiller .com contains a server named Certkiller -SR42. You want to use the Reporting Services named TestReport. You also want to use the name, TestReport to install Microsoft CRM 3.0. The manager wants a number of customized reports to be developed.

The manager wants to ensure that all report data is kept confidential when transferred over the network. You need to install CRM while fulfilling the security requirements.

What should you do on Certkiller -SR42 and TestReport? (Choose TWO.)

- A. CryptoAPI tools must be installed.
- B. IIS must be installed on Certkiller -SR42.
- C. The IIS metabase and the Microsoft CRM files.
- D. The IIS metabase, and the Microsoft CRM databases.

- E. You need to have an SSL certificate installed.
- F. Form customizations made by the Microsoft CRM's Customization tool.

Answer: B, E

QUESTION 63:

You work as a Microsoft CRM 3.0 consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory forest that contains one domain named us. Certkiller .com.

Certkiller .com contains a server named Certkiller -SR11. Certkiller .com is using Microsoft CRM 1.2 on the server. Certkiller .com wants to upgrade to Microsoft CRM 3.0 on a new server named Certkiller -SR22 which resides in us. Certkiller .com.

A Certkiller .com manager named Any Reid has asked you to perform the upgrade and server move.

What should you do? (Each answer provides a complete solution to the problem. Choose TWO.)

- A. Back up the METABASE databases from Certkiller -SR11. Restore the databases onto a SQL Server in the us. Certkiller .com. Install Microsoft CRM 3.0 on Certkiller -SR22, and select the Connect to Existing Databases option.
- B. Redeploy Microsoft CRM 1.2 onto Certkiller -SR22. Use the Microsoft CRM 3.0 setup program to upgrade Microsoft CRM 1.2 to Microsoft CRM 3.0 on the server and Certkiller -SR11 to Microsoft CRM 3.0 on Certkiller -SR11.
- C. Back up the IIS metabase from Certkiller -SR11. Run the Microsoft CRM 1.2 Redeployment tool in the us. Certkiller .com. Install Microsoft CRM 3.0 on Certkiller -SR22, and select the Connect to Existing Databases option.
- D. Back up the Microsoft CRM databases used by Certkiller -SR11. Restore the databases onto a SQL Server in the us. Certkiller .com. Run the Microsoft CRM 3.0 Redeployment Wizard in the us. Certkiller .com. Install Microsoft CRM 3.0 on Certkiller -SR22, and select the Connect to Existing Databases option.

Answer: B, D

QUESTION 64:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You used the Microsoft CRM trial license to install Microsoft CRM 3.0 Professional Edition. Certkiller .com has opened a department named Sales. The Certkiller .com manager named Andy Reid has purchase a Microsoft CRM license. Andy Reid enquires on how he can apply the new license. You need to keep the current Microsoft CRM data with the minimum amount of administrative effort.

What must you do?

- A. Remove the Microsoft CRM files, but keep the Microsoft CRM databases. Run the Microsoft CRM setup program and specify the new license key.
- B. Upgrade the trial license to the new license with the Microsoft CRM License Manager tool.
- C. Back up a copy of the SiteMap. Run the Microsoft CRM setup program and specify the new license key. Select the Create New Databases option when prompted, and 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.
- E. Use the Microsoft CRM License Manager tool to upgrade the trial license to the new license. Run the Microsoft CRM setup program and specify the new license key.

Answer: B

QUESTION 65:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com contains a server named Certkiller -SR31. Certkiller .com consists of a Finance department. You have completed an installation of Microsoft CRM server on Certkiller -SR31. The users in the finance department access the Microsoft CRM database, using the URL <http://crm>.

A Certkiller .com user named Amy Wilson is a member of the Finance department. Amy Wilson works on a client computer named Certkiller -WS421. One morning Amy Wilson complains that she cannot connect to Certkiller -SR31. When she connects to Internet Explorer on her client computer, the Internet Explorer closes. You need to make sure that Amy Wilson can connect to Certkiller -SR31. What should you do?

- A. Configure Certkiller -WS421 so that Updates are downloaded and installed automatically.
- B. Configure Certkiller -WS421 so that <http://crm> is included in trusted sites in Internet Options.
- C. Configure Certkiller -WS421 to disable popup blocking, or enter <http://crm> in the popup blocker's exceptions list.
- D. Configure Certkiller -WS421 so that a network drive is mapped to [\\ Certkiller -SR31\crm](http://Certkiller-SR31/crm), and then restart Internet Explorer.

Answer: C

QUESTION 66:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory forest that contains three domains named us. Certkiller .com, uk. Certkiller .com and north. Certkiller .com. All of the three domains contain user accounts.

Certkiller .com then acquires another company named Certkiller Lab.com. You then create two domains in the same forests named us. Certkiller Lab.com and north. Certkiller Lab.com.

You have received instruction from the CIO to create a Microsoft CRM 3.0 in the north. Certkiller .com domain. You need to ensure that the users can access Microsoft CRM 3.0.

What should you do?

- A. You should migrate all Microsoft CRM users from north. Certkiller .com to us. Certkiller .com.
- B. You should migrate all Microsoft CRM users from us. Certkiller .com and uk. Certkiller .com to north. Certkiller .com.
- C. You should migrate all Microsoft CRM users from uk. Certkiller .com to north. Certkiller .com.
- D. No action is required. Users in all domains will be able to access Microsoft CRM 3.0.

Answer: D

QUESTION 67:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com manager named Andy Reid has asked you to install Microsoft CRM 3.0 on Small Business Server 2003 computer. You need to start certain services.

What should you do? (Choose TWO.)

- A. Start Microsoft Exchange Information Store and the CryptoAPI tools before you can start the installation.
- B. Start Indexing Service before you can start the installation.
- C. Start SQLSERVERAGENT before you can start the installation.
- D. Start the Microsoft CRM Rule Deployment wizard before you can start the installation.
- E. Start Microsoft Exchange Information Store and the Microsoft CRM Rule Deployment wizard before you can start the installation.

Answer: B, C

QUESTION 68:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com has acquired another company. The Certkiller .com CIO wants to deploy Microsoft CRM in both businesses. To reduce the cost, you need to use as little servers as possible.

How many servers of each type do Certkiller .com requires? (Each answer represents

part of the solution. Choose TWO.)

- A. Implement one Internet Information Server (IIS) server and one SQL database server.
- B. Implement one Internet Information Server (IIS) server and two SQL database servers.
- C. Implement two Internet Information Server (IIS) servers and one SQL database server.
- D. Implement two Internet Information Server (IIS) servers and two SQL database servers.

Answer: C

QUESTION 69:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com consists of a Development department and a Sales department. The help desktop technician at Certkiller .com answer calls from customers concerning the sales in the Sales department. All the contact details, and product and quantity information from the customers, is kept.

The users in the Sales department keep, track, and process e-mail orders generated through customer interaction with Certkiller .com. The Development department and the Sales department make use of one computer. The Manager does not want the performance of the computer to slack much. You need to use a suitable Microsoft CRM client for Certkiller .com.

What should you do?

- A. Instruct the Sales department users to use the web client and deploy the Mailbox Merge Wizard to the help desktop technicians.
- B. Instruct both the help desktop technicians and Sales department users to use the Installable File System (IFS).
- C. Deploy the Microsoft CRM desktop client to both the help desktop technicians and the Sales department users.
- D. Deploy the Microsoft CRM desktop client to the Sales department users with the web client.

Answer: D

QUESTION 70:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com consists of a Development department. You have developed a custom entity named TestResell. This custom entity consists of information about the Development users. You have created three custom reports which include user information. You need to include a new field on TestResell and include it on two of the custom reports.

What should you do?

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

Answer: C

QUESTION 71:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows NT 4.0 and all client computers run Windows XP Professional.

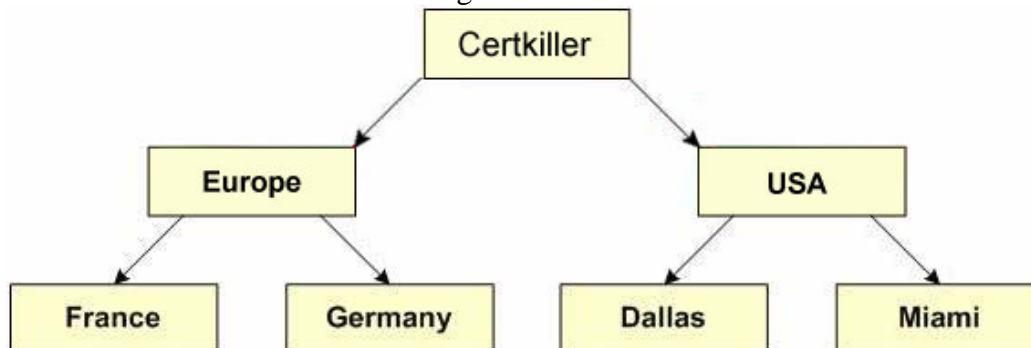
Certkiller .com consists of a Finance department. The company consists of numerous financing packages. These packages runs on a domain controller named Certkiller -DC01. You have received instructions to upgrade the servers to Windows Server 2003, however, the financing packages is running in a Windows NT 4.0 environment. You also need to implement Microsoft CRM 3.0. What should you do?

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

Answer: B

QUESTION 72:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com consists of a Marketing department. You have implemented Microsoft CRM 3.0 in the following business units as seen in the exhibit:



Kara Lang is a member of the business unit. She has been allocated two security

roles in the business unit:-

* Marketing manager that has Business unit access for the Delete Account privilege and Organization access for the Write Account privilege.

* General Manager that has no access for the Delete Account privilege, and User access for the Write Account privilege.

You need to determine what actions Kara Lang can perform, presuming no records have been explicitly shared to her.

What can he do? (Choose THREE.)

- A. Andy Booth can delete an account that belongs to the Dallas business unit.
- B. Andy Booth can delete an account that belongs to the USA business unit.
- C. Andy Booth can modify an account that belongs to the France business unit.
- D. Andy Booth can modify an account that belongs to the Dallas business unit.

Answer: B, C, D

QUESTION 73:

You work as a CRM consultant at Certkiller .com. Certkiller .com consists of two departments named Development and Customer Care. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com has its headquarters in Chicago and branch office in Dallas. The Customer Care department resides in the headquarters and the Development department resides in the branch office.

The technicians in the Development department have developed a schema and form customization for new customer entities for a Certkiller .com customer named Clive Wilson. Clive Wilson has schema changes to other entities on his Microsoft CRM implementation.

You have no control over whether further changes are to be made to these entities.

You need to deploy your changes to the entity without impacting the changes to other entities of Clive Wilson.

What should you do? (Choose TWO.)

- A. Export the schema and form customization from the customer's Microsoft CRM implementation, and import them into your development environment.
- B. Import the schema and form customization from the development environment, and import them into the customer's Microsoft CRM implementation.
- C. Use the Microsoft CRM export customizations tool to export only the Account entity from your development environment.
- D. Use the Exchange Full Administrator privilege permissions to publish the Account entity from the development environment to the customer's Microsoft CRM implementation.
- E. Import the resulting file into the customer's Microsoft CRM implementation.
- F. Export all customizations from the development environment. Import all customizations into the customer's Microsoft CRM implementation.

Answer: C, E

QUESTION 74:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has an installation of Microsoft CRM 3.0 in a domain named Certkiller Lecture.com. The existing implementation has the following: a Microsoft CRM server software and Reporting Services on a server named Certkiller -SR31. The CRM database is on a server named Certkiller-SR33. The Reporting Services had been installed as part of the Microsoft CRM installation. Due to company growth, Certkiller .com has acquired another company and wants to move the Microsoft CRM installation to the new company. The manager of Certkiller .com wants to deploy the two servers, Certkiller -SR31 and Certkiller-SR33 to do other duties when the Microsoft CRM 3.0 was removed. After the installation of Microsoft CRM 3.0 in the new company, you need to remove the CRM server software from Certkiller -SR31, and remove CRM data from Certkiller-SR33. What should you do next? (Choose THREE.)

- A. Run the Microsoft CRM Server Setup program.
- B. Use the Reporting Services setup program.
- C. Use SQL Enterprise Manager to drop the Microsoft CRM databases from Certkiller-SR33.
- D. Use the Active Directory Users and Computers snap-in to remove the.

Answer: A, C, D

QUESTION 75:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com contains an Exchange server named Certkiller -SR44. You have received instruction from the CIO to install two different deployments of Microsoft CRM 3.0. You need to make sure that there are two different CRM mailboxes, one for each of the deployment of the Microsoft CRM 3.0. You need to accomplish your goal with the least amount of administrative effort. What should you do?

- A. You need to specify the MSMQ Queue Alias in Active Directory, when you install the Microsoft CRM 3.0 router twice on Certkiller -SR44.
- B. To monitor the two Microsoft CRM mailboxes, you need to edit the registry for the Exchange connector service.
- C. To install two different CRM mailboxes you should use the Exchange Task Wizard to create a mailbox, or to move a mailbox.

D. To monitor the two Microsoft CRM mailboxes, you need to edit the Mail Exchanger (MX) record for the Exchange connector service.

Answer: B

QUESTION 76:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com is running Microsoft CRM 3.0 on Small Business Server 2003. Certkiller .com consists of a Resource department, which consists of 50 CRM users and 40 domain users who make use of other applications. Due to company growth, Certkiller .com wants to open new location with at least 100 Microsoft CRM users. You need to find a solution to satisfy the company's need. What should you do?

- A. Migrate to Windows 2003.
- B. Set up a new Windows 2003 Server as a domain controller in a child domain under the existing domain.
- C. Install Microsoft CRM on that server.
- D. Set up a new Windows 2003 Server as a member server.
- E. Use the existing Microsoft CRM installation for the new location.

Answer: A, C

QUESTION 77:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain. Certkiller .com consists of a Sales department. The Certkiller .com domain consists of four businesses units named as follows: a root business unit named SalesA and three child businesses units named SalesB, SalesC and SalesD.

Certkiller .com has four managers, each managing a business unit. The four managers are assigned the Sales Manager security role. This will allow them to access to objects owned by users within their business unit.

A Certkiller .com manager named Clive Wilson works in SalesD business unit. He was shifted with the same job portfolio to SalesB. After changing his business unit in Microsoft CRM, Clive Wilson complains that he is unable to access Microsoft CRM. You need to resolve the problem with the minimum amount of effort. What should you do?

- A. Reassign Clive Wilson's Microsoft CRM user account to SalesB.
- B. Create a new security role in the SalesB. Grant this role the same privileges as those of the Marketing Manager Security role.
- C. Unassign all Microsoft CRM security roles from Clive Wilson's Microsoft CRM user account, and then reassign his user account to SalesA.

D. Assign the Sales Manager role in SalesB to Clive Wilson's Microsoft CRM user account.

Answer: D

QUESTION 78:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com consists of a Sales department. The Sales department is working 24/7.

Due to company growth, the CIO expects 300 users to use Microsoft CRM.

Certkiller .com plans the following for the future workers. 180 shift workers. The manager does not want more than 60 users to use the Microsoft CRM database.

They also expect 70 workers which will work in the offices that access the Microsoft CRM database at any time on their client computers. Certkiller .com will also accommodate 50 technical staff. The technical staff may connect to CRM using their client computers in the office 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 Certkiller .com need?

- A. Certkiller .com will need 180 user licenses.
- B. Certkiller .com will need 130 user licenses.
- C. Certkiller .com will need 300 user licenses.
- D. Certkiller .com will need 250 user licenses.

Answer: C

QUESTION 79:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

Certkiller .com consists of a Development department and a lab. The Certkiller .com lab has modify some Microsoft CRM system settings, installed some computer software solutions, created business units, and modified Microsoft CRM security roles.

The Certkiller .com manager named Andy Booth has asked you to transfer this Microsoft CRM environment to a production environment using the Microsoft CRM 3.0 Redeployment Wizard. You need to apply changes manually after the redeployment.

What should you change?

- A. Modifications to the Microsoft CRM .xml files
- B. You need to change the Microsoft CRM system settings.

- C. Computer software solutions solution configuration.
- D. Business unit hierarchy.
- E. New security roles

Answer: C

QUESTION 80:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com consists of a Development department a Research department and a Sales department. The Certkiller .com technicians have installed Microsoft CRM 3.0 in Certkiller .com. The users in the Research department are making use of this application.

You then went to the Sales department to introduce the application. You the used one of your manager's computer and user account to log on to Microsoft CRM. However you cannot see the other departments.

What should you do?

- A. You need to export the customizations.
- B. On the user's Microsoft CRM user account, you need to uncheck the Restricted Access Mode option.
- C. Run the Microsoft CRM Rule Deployment wizard for the installation of the user's Microsoft CRM user account.
- D. You need to run the Environmental Diagnostic Wizard for the installation user's Microsoft CRM user account.

Answer: B

QUESTION 81:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com wants to open a new domain and want to use one of the new servers named Certkiller -SR42 for the domain. The Certkiller .com CIO wants you to create new user accounts, new mailboxes for all users as well as to redeploy the Microsoft CRM 3.0 installation on a new server in the new domain.

Certkiller .com has a Microsoft CRM installation. The installation uses Microsoft CRM 3.0 Client for Outlook, and the Microsoft CRM 3.0 Exchange Email router. To adhere to the CIO's plans you are going to use the Microsoft CRM 3.0 Redeployment Wizard for the redeployment. You need to take steps after you use the Microsoft CRM 3.0 Redeployment Wizard.

What should you do? (Each answer represents part of the solution. Choose TWO.)

- A. Modify the Microsoft CRM .xml files
- B. Install the Microsoft CRM 3.0 Server software on Certkiller -SR42 and reinstall the

Microsoft CRM 3.0 Client for Outlook on all machines.

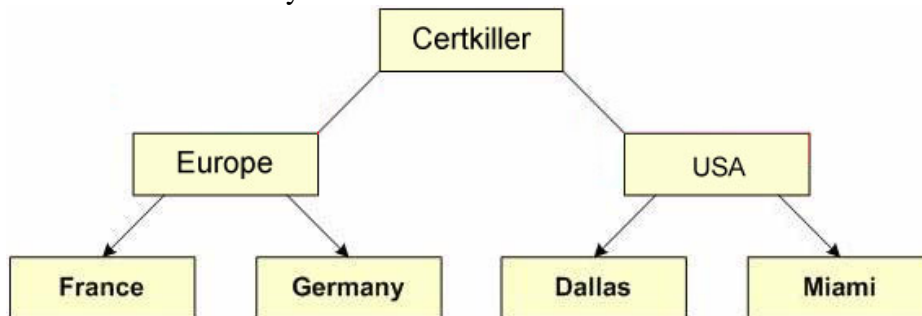
C. Purchase and install a new server. Install the Microsoft CRM 3.0 on the second server in the new domain.

D. Install the Microsoft CRM 3.0 Server software on Certkiller -SR42 and create the new user accounts.

Answer: B, D

QUESTION 82:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has implement Microsoft CRM 3.0 that consists of the following business unit hierarchy as seen in the exhibit:



A Certkiller .com manager named Dean Austin wants to know what access level would permit access to entities owned only by users who are assigned to the USA, Dallas, and Miami business units.

What should you tell him?

A. The users have who is assigned to the USA, Dallas, and Miami business units will have the Business Unit access.

B. The users have who is assigned to the USA, Dallas, and Miami business units will have the Parent: Child Business Unit access.

C. The users have who is assigned to the USA, Dallas, and Miami business units will have the User access.

D. The users have who is assigned to the USA, Dallas, and Miami business units will have the Organization access.

Answer: B

QUESTION 83:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com consists of a Graphics department. The Graphics department uses graphical software on two SQL Server 2000 computers named Certkiller -SR65 and Certkiller -SR50 and one SQL 7.0 computers named Certkiller -SR47.

Certkiller -SR65 and Certkiller -SR47 is used often and Certkiller -SR50 is

used a lot. Certkiller .com wants to install Microsoft CRM 3.0. You need to give advice about the SQL server.
What should you tell them?

- A. Use the CryptoAPI tools to install the Microsoft CRM databases on Certkiller -SR65 on a named instance.
- B. Install the Microsoft CRM databases on Certkiller -SR65 on the default instance.
- C. Use the IIS metabase to install the Microsoft CRM databases on Certkiller -SR50 on a named instance.
- D. Use the Microsoft CRM Schema Manager to install the Microsoft CRM databases on Certkiller -SR47.

Answer: B

QUESTION 84:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment.

You have been given the task to deploy Microsoft CRM Laptop Client for Outlook on a few client computers at Certkiller .com. You have made customizations to the Microsoft CRM. You have included a workflow rule that runs when a new account is created.

A Certkiller .com manager named Andy Booth would like to know when and where the workflow rule will run if a new account is created by using the Microsoft CRM Laptop Client for Outlook in offline mode.

What should you tell him?

- A. When the client is taken online, the workflow rule will not run.
- B. As soon as an account is created, the workflow rule will run on the client.
- C. As soon as an account is created, the workflow rule will run on the server.
- D. When the client is next taken online, the workflow rule will run on the server.

Answer: D

QUESTION 85:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You are used to SQL 2000 Reporting Services to write reports. The Certkiller .com manager named Amy Wilson has contact you. She needs you to develop a few new reports which are required by management. You need software to develop these reports.

What software is needed?

- A. You need the Report Manager and Report Designer software.

- B. You need the Visual Studio .NET 2003 and Report Manager Software.
- C. You need the Visual Studio .NET 2003 and Report Designer software.
- D. You need the Report Designer software.

Answer: C

QUESTION 86:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to deploy Microsoft CRM 3.0 for Certkiller .com. Certkiller.com consists of two departments named the Finance department and Research department. The Research department has access to product information and the Finance department does the marketing. You want each department to have the appropriate Microsoft CRM client. What should you do?

- A. The Research department needs the Microsoft CRM laptop client for Outlook and the Finance department needs the Microsoft CRM desktop client for Outlook.
- B. The Research department needs the Microsoft CRM desktop client for Outlook and the Finance department needs the Microsoft CRM laptop client for Outlook.
- C. The Research and the Finance department need the deployment of the Microsoft CRM desktop client for Outlook.
- D. Instruct the Research and Finance departments to use the web browser client.
- E. The Research and the Finance department need the deployment of the Microsoft CRM laptop client for Outlook.

Answer: A

QUESTION 87:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is currently used in the Certkiller .com environment. Certkiller .com consists of a Sales department. Due to company growth, Certkiller .com has decided to employ 50 workers. You then use a training environment with Microsoft CRM 3.0 installed to train the new employees. The new users will have the names of users in your company to make it realistic. You need to create test data for the course. What should you do? (Each answer represents part of the solution. Choose TWO.)

- A. You need to create users in Active Directory with names of users in Certkiller .com and run the Sample Data Setup Wizard and map the names to the roles.
- B. Create user accounts in Microsoft CRM and change the security roles.
- C. Create security roles in Microsoft CRM and a new MSMQ Queue Alias in Active Directory.

D. Use the IIS metabase and the Microsoft CRM files and create a new MSMQ Queue Alias in Active Directory.

Answer: A

QUESTION 88:

You work as a Microsoft CRM 3.0 specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to plan the implementation of Microsoft CRM.

Certkiller .com consists of a Research department. The Certkiller .com manager has acquired the IT equipment which also includes servers and personalized portable computers for each individual member of the research users. The representatives of the Research departments need to visit clients to get orders. Certkiller .com also has schedule teams at the main office to arrange appointments.

Certkiller .com use group policies to distribute software to its client computers. You want to use a one .msi file that is distributed using Group Policy Objects.

What should you do to plan the deployment of Microsoft CRM client software for Certkiller .com?

- A. Use group policies to deploy the Microsoft CRM laptop client to the research team and the scheduling team.
- B. Use the Web browser to deploy the Microsoft CRM laptop client to the research team, and deploy the Microsoft CRM desktop client to the scheduling team.
- C. Use the Outlook Web Access to deploy the Microsoft CRM desktop client to the research team, and deploy the Microsoft CRM laptop client to the scheduling team.
- D. Use the Exchange Task Wizard to deploy the Microsoft CRM desktop client to the research team and the scheduling team.

Answer: A

QUESTION 89:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com customer named Rory Allen has contact you. Rory Allen has installed Microsoft CRM 3.0 to their company's environment, but did not configure the Exchange Server settings. Rory Allen wants to know which group is added to the Exchange Server.

What should you tell him?

- A. Rory Allen should add the Domain Users group to the Exchange Server.
- B. Rory Allen should add the Domain Computers group to the Exchange Server.
- C. Rory Allen should add the PrivUserGroup to the Exchange Server.
- D. Rory Allen should add the Server Operators group to the Exchange Server.

Answer: C

QUESTION 90:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com customer named Allen Reid has bought a few portable computers, which has Microsoft CRM installed on it for the users. Allen Reid is worried about the amount of data that will be transferred.

Allen Reid wants to know which feature of the Microsoft CRM offline synchronization process limit the amount of data that is transferred when a user takes the Laptop Client offline.

What should you tell him?

- A. Allen Reid cannot take SiteMap offline.
- B. The user's records that have permission are taken offline and he records as defined by the Data Group filters are taken offline.
- C. The records as defined by the Reporting Services reports are taken offline.
- D. The Schema changes, checked by the Environmental Diagnostic Wizard are taken offline.

Answer: B

QUESTION 91:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com consists of a Sales department which is working 24/7. Certkiller.com has a Microsoft CRM 3.0 implementation. The Sales department consists of 50 users and the manager has acquired 50 user licenses which are all in use. A Certkiller .com employee named Kara Lang works in the Sales department.

Due to unforeseen circumstances Kara Lang is going to leave the company, and her place will be filled by a new employee named Amy Walsh. You need to transfer the license of Kara Lang license to Amy Walsh.

What should you do?

- A. Disable Kara Lang's Microsoft CRM user account. Remove the license from Kara Lang's Microsoft CRM user account. Create a Microsoft CRM user account for Amy Walsh.
- B. Delete Kara Lang's Microsoft CRM user account. Remove the license from Kara Lang's Microsoft CRM user account. Create a Microsoft CRM user account for Amy Walsh.
- C. Disable Kara Lang's Microsoft CRM user account. Create a Microsoft CRM user account for Amy Walsh.
- D. Create a Microsoft CRM user account for Amy Walsh. Transfer the license from Kara

Lang's Microsoft CRM user account to Amy Walsh. Disable Kara Lang's Microsoft CRM user account.

Answer: C

QUESTION 92:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com contains a server named Certkiller -SR11. You have implemented Microsoft CRM on the server that consists of Microsoft CRM server software. Certkiller .com also contains a server named Certkiller -SR12 which has CRM and Reporting Services databases. Certkiller .com also contains a server named Certkiller -SR13 that has the Reporting Services. When Certkiller -SR13 had a hardware failure, they replaced it with another server named Certkiller -SR14 and installed the Reporting Services and connected it to the Reporting Services databases on Certkiller -SR12. The Certkiller .com manager named Dean Austin reports that the users cannot run any custom or standard reports from the Microsoft CRM application. You need to enable the users to run the custom or standard reports. You need to accomplish this with the minimum amount of effort. What should you do?

- A. Run IISRESET on the Certkiller -SR11. This will cause the Microsoft CRM server software to reset its connection to the Reporting Services databases.
- B. Use the Microsoft CRM Rule Deployment wizard to set the Reporting Server URL to point to Certkiller -SR14.
- C. Use the Environmental Diagnostic Wizard to repair the Microsoft CRM server software on Certkiller -SR11, 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 Certkiller -SR14.

Answer: D

QUESTION 93:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. A Certkiller .com customer named Clive Wilson has contacted you. Clive Wilson is busy installing the Microsoft CRM 3.0 Exchange E-mail Router. Clive Wilson would like to know what needs to be specified. What should you tell him? (Choose TWO.)

- A. Clive Wilson needs to modify the Microsoft CRM .xml files.
- B. Clive Wilson needs to specify the URL of the Microsoft CRM web application.

- C. Clive Wilson needs to reinstall the Microsoft CRM 3.0 Client for Outlook on all machines.
- D. Clive Wilson needs to specify the domain name and username of the Microsoft CRM mailbox account.

Answer: B, D

QUESTION 94:

You work as a CRM consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. A Certkiller .com customer named Andy Booth has contacted you. Andy Booth has a Small Business Edition of Microsoft CRM 3.0 Professional Edition. Andy Booth wants to know the feature that is included in the Small Business Edition. What should you tell him?

- A. Exchange Task Wizard and Active Directory Migration Wizard are included in the Small Business Edition.
- B. Small Business Server Console Integration and Fax Server Integration are included in the Small Business Edition.
- C. Exchange Task Wizard and Outlook Web Access are included in the Small Business Edition.
- D. Mailbox Merge Wizard is not included in the Small Business Edition.

Answer: B