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**US MS-03-010 Microsoft CRM Installation and
Configuration**

Exam 10-184

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Total No of Questions:-116

QUESTION NO: 1

Which of the following True statements regarding Microsoft CRM's underlying physical database?

- A.** The platform layer directly access the physical database.
- B.** The application code has direct access to the physical database.
- C.** The metabase is programmatically generated from the physical database
- D.** Modifications made directly to the physical database can potentially damage not only the application, but the database itself.

ANSWER: C, D

QUESTION NO: 2

What is meant by Organization access for a given record type and privilege?

- A.** Organization Access has no access restrictions.
- B.** Organization Access is the most restrictive of all access rights.
- C.** A user can perform the action associated with a privilege and record type on any record in the organizational hierarchy, regardless of the user that owns the record.
- D.** A user can perform the action associated with a privilege and record type on any team-owned record in the organizational unit.

ANSWER: A, C

QUESTION NO: 3

After successfully installing Microsoft CRM, it is important that you run ChrystalAdmin. What is the major function of ChrystalAdmin?

- A.** It changes the Crystal Admin password.
- B.** It launches the Crystal Configuration Manager.
- C.** It initialize Crystal Enterprise for Microsoft CRM.
- D.** It makes Crystal APS run at startup.

ANSWER: A

QUESTION NO: 4

In order to install Microsoft CRM Server, in which mode must Active Directory be installed.

- A.** Primary Mode
- B.** Mixed Mode

- C. PDC Mode
- D. Native Mode

ANSWER: D

QUESTION NO: 5

Which technology allows Microsoft CRM to share data and invoke capabilities from other applications without regards to how those applications were built, what operating system or platform they run on, and what devices are used to access them?

- A. Application Programming Interfaces
- B. XML Web Services
- C. UDDI
- D. Microsoft Exchange

ANSWER: B

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QUESTION NO: 6

Which of the following components are requirements of the server on which you plan to install Microsoft CRM?

- A. Windows Indexing Services
- B. Microsoft Data Access Components (MDAC)
- C. Online Analytical Processing (OLAP)
- D. Windows Installer

ANSWER: A, B, D

QUESTION NO: 7

The Application Layer uses which technologies to communicate with the underlying platform layer?

- A. SOAP
- B. XML Services
- C. DHTML
- D. ASP.NET

ANSWER: A, B

QUESTION NO: 8

You assign a user multiple security roles which happen to have conflicting access levels for a given record type and privilege. Which of the following applies when a conflict like this occurs?

- A.** The least restrictive access level is used
- B.** The most restrictive access level is used
- C.** You are not allowed to assign a user security roles that have conflicting access levels
- D.** You are prompted by the Microsoft CRM to select which access level should be the override access level for that record type and privilege

ANSWER: A
MOC, Page 439.

QUESTION NO: 9

Which components of the Microsoft CRM architecture abstracts the underlying data storage details, such as schema and data access, from the higher-level constructs of domain logic implementation and user interface?

- A.** Data access layer
- B.** MDAC
- C.** Metadata
- D.** Database layer

ANSWER: C
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QUESTION NO: 10

What is the benefit of using Active Directory security authentication?

- A.** Internet Connection Sharing (ICS)
- B.** Single sign on
- C.** Access to XML Web Services
- D.** Data exchange with other applications via SOAP

ANSWER: B

QUESTION NO: 11

What must you do if you forget your Crystal Administrator password?

- A.** Change your password via the Active Directory Users and Computers console
- B.** Change the password via the Crystal Configuration Manager
- C.** Uninstall and reinstall Microsoft CRM
- D.** Change your password via the CrystalAdmin.exe program

ANSWER: C

QUESTION NO: 12

**Parent Child Business Unit access for a given record type and privilege provides which level of access?
(Select all that apply.)**

- A. User Access Level**
- B. Business Unit Access Level**
- C. All child business units subordinate to the user's business unit**
- D. Parent business unit above the user's business unit**

ANSWER: A, B, C

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QUESTION NO: 13

**When adding users into Microsoft CRM via the User Manager tool you have to add users by group,
where a group consists of all users with what common features? (Select all that apply.)**

- A. The same business unit**
- B. The same manager**
- C. The same security roles**
- D. The same teams**

ANSWER: A, C

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QUESTION NO: 14

Which of the following predefined roles allows you to delete users in Microsoft CRM?

- A. System Administrator**
- B. CEO/Business Manager**
- C. All of the predefined roles**
- D. None of the predefined roles**

ANSWER: D

QUESTION NO: 15

Which of the following statements are TRUE about .NET? (Select all that apply.)

- A. .NET is a set of software technologies for connecting information, people, systems, and devices**

- B. .NET uses XML extensively to display the web forms via the browser application
- C. .NET allows an unprecedented level of software integration via the use of XML Web Services
- D. .NET is Microsoft's strategy for delivering software as a service.

ANSWER: A, C, D

A, C: MOC Page 101

D: Simply put, Microsoft .NET is Microsoft's strategy for delivering software as a service. MOC Page 104.

QUESTION NO: 16

When setting up the following components in a Microsoft CRM deployment, which of the following reflects a valid installation sequence?

- A. Active Directory Server, CRM Server, SQL Server, Exchange Server
- B. SQL Server, CRM Server, Active Directory, Exchange Server
- C. Exchange Server, Active Directory Server, CRM Server, SQL Server
- D. Active Directory Server, Exchange Server, SQL Server, CRM Server

ANSWER: D

QUESTION NO: 17

What is the main function of the Schema Manager?

- A. Enable and disable Microsoft CRM Server
- B. Provide support for schema customization
- C. Add or remove Microsoft CRM licenses
- D. Manage Microsoft SQL Server

ANSWER: B

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QUESTION NO: 18

You are installing Microsoft CRM in an organization that has unique security role requirements across its various business units. Which of the following rules control how you can create or assign security roles?

- A. Users can not be assigned multiple roles that have conflicting access levels for a given privilege and record type
- B. You can create custom rules with the same name in more than one business unit
- C. When you create a new business unit, the security roles assigned to the root business unit are copied down to the new business unit

D. When you create a new business unit, the security roles assigned to its parent business unit are automatically copied down to the new business unit

ANSWER: D

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QUESTION NO: 19

Which of the following statements are TRUE regarding teams? (Select all that apply.)

- A.** A team can not be deleted
- B.** You can not change the business unit to which a team has been assigned
- C.** Only a user that has been assigned the System Administrator role can rename a team
- D.** A team can be disabled

ANSWER: A, B

QUESTION NO: 20

What do the letters „APS“ stand for in Crystal APS?

- A.** Advanced Process Scheduler
- B.** Automated Process Scheduler
- C.** Automated Processing Services
- D.** Advanced Processing Systems

ANSWER: B

QUESTION NO: 21

Which technology does the Microsoft CRM Browser client use to serve the user interface to Internet Explorer?

- A.** XML
- B.** Generated Platform API
- C.** ASP.NET
- D.** Fetch Builder

ANSWER: C

QUESTION NO: 22

Which of the following components will be installed automatically during the Microsoft CRM installation process if the Setup program detects that these components are not installed?

- A.** MSDE database

- B. XML Parser**
- C. Microsoft Message Queuing**
- D. .NET Framework**

ANSWER: B, D

QUESTION NO: 23

In a Windows 2000 environment, how many Primary Domain Controllers are installed in a single domain?

- A. One Primary Domain Controller is always required**
- B. At least one Primary Domain Controller and as many Backup Domain Controllers as needed**
- C. None. All Domain Controllers are considered peers in a Windows 2000 environment**
- D. None. Domain Controllers are not required in a Windows 2000 environment**

ANSWER: C

QUESTION NO: 24

How can a system administrator start or stop Crystal APS services?

- A. Using Services Console in Administrative Tools**
- B. Using Crystal Configuration Manager**
- C. Using Active Directory Sites and Services**
- D. Using Deployment Manager**

ANSWER: A, B

QUESTION NO: 25

What is the name of the executable that transitions a Windows 2000 member server or stand-alone server to an Active Directory domain controller?

- A. addc.exe**
- B. dcpromo.exe**
- C. servcont.exe**
- D. transerv.exe**

ANSWER: B

QUESTION NO: 26

What occurs if you attempt to add a user to Microsoft CRM who doesn't previously exist in Active

Directory?

- A. What occurs if you attempt to add a user to Microsoft CRM who doesn't previously exist in Active Directory?
- B. Active Directory is automatically updated to reflect the new user.
- C. An error message appears indicating the user does not exist in Active Directory.
- D. None of the above

ANSWER: C

QUESTION NO: 27

The Crystal Enterprise architecture includes which of the following tiers?

- A. Report Tier
- B. Client Tier
- C. Server Tier
- D. Processing Tier

ANSWER: B, D

QUESTION NO: 28

What is the primary advantage of using teams in Microsoft CRM?

- A. You can use teams to easily create users.
- B. You can restrict access to Associated Views by sharing the views with one or more teams.
- C. You can use teams easily share records with multiple users at one time.
- D. You can assign ownership of records to a team, which implicitly assigns ownership to the team members.

ANSWER: C

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QUESTION NO: 29

Which of the following steps must be performed in order to properly add a user into Microsoft CRM?

- A. Add the user to Active Directory
- B. Add the new user account in Microsoft CRM
- C. Assign a manager to the user's account
- D. Assign 1 or more security roles to the user

ANSWER: A, B, D

QUESTION NO: 30

The local layer of API's between the application and platform logic controls which of the following?

- A. Sending requests for processing to the platform layer on the CRM server
- B. Sending requests for processing to the application layer on the CRM server
- C. Storing all write requests to the CRM server database
- D. Storing all read requests to the CRM server database

ANSWER: A, C

QUESTION NO: 31

Microsoft CRM user accounts can be created in Microsoft CRM through which of the following? (Select all that apply.)

- A. The User Manager tools
- B. The User License tool
- C. The Microsoft CRM application itself
- D. The User Maintenance Wizard

ANSWER: A, C

QUESTION NO: 32

When installing Microsoft CRM for the first time in a domain, the Microsoft CRM Server setup program creates what objects in Active Directory's Users and Computers container on the domain controller?

- A. Predefined Microsoft CRM security roles
- B. Security privileges for each pre-defined role
- C. A User Group for each predefined role
- D. A user account for the Microsoft CRM System Administrator role

ANSWER: C

QUESTION NO: 33

Which of the following are the distinct presentation components through which users access Microsoft CRM? (Select all that apply.)

- A. A zero-footprint instance running in Internet Explorer
- B. A rich Win2000 implementation natively embedded in into Outlook
- C. A rich Win32 implementation natively embedded in into Outlook
- D. A win32 fat client

ANSWER: A, C

QUESTION NO: 34

Which of the following databases are installed in the SQL Server environment during the installation of the Microsoft CRM?

- A. Metabase
- B. CRM Crystal Database
- C. Microsoft CRM Replication Database
- D. Microsoft CRM Distribution Database

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ANSWER: A, B, D

QUESTION NO: 35

Which of the following statements are true regarding disabled user accounts?

- A. The user's assigned data is saved in the database.
- B. The user is unable to log into Microsoft CRM.
- C. The user's license is automatically unassigned.
- D. The disabled user account can be enabled again at any time.

ANSWER: A, B, D

QUESTION NO: 36

Which of the following are valid access levels in Microsoft CRM?

- A. User, Parent Child Business Unit, Organization, Domain
- B. User, Business Unit, Parent Child Business Unit, Domain
- C. User, Business Unit, Parent Child Business Unit, Organization
- D. User, Team, Business Unit, Organization

ANSWER: C

QUESTION NO: 37

Microsoft CRM uses which of the following technologies to display its web forms via the browser application?

- A. XML Web Services
- B. SOAP
- C. ASP.NET
- D. Open Database Connectivity (ODBC)

ANSWER: C

QUESTION NO: 38

Which software components must be installed on the same machines as your Exchange 2000 server(s) in order to enable the e-mail functionality of Microsoft CRM?

- A.** E-Mail Router
- B.** Deployment Manager
- C.** Outlook Rich Client
- D.** Workflow Monitor

ANSWER: A

QUESTION NO: 39

What technology is a lightweight protocol used by Microsoft CRM that allows developers to access Microsoft CRM API's in a decentralized, distributed environment.

- A.** TCP/IP
- B.** ASP.NET
- C.** XML Web Services
- D.** SOAP

ANSWER: D

QUESTION NO: 40

How many Root Business Units exists per Microsoft CRM installation?

- A.** 1
- B.** 2
- C.** 4
- D.** Unlimited

ANSWER: A

QUESTION NO: 41

Which of the following are TRUE statements regarding Microsoft CRM users with User level access for all privileges associated with the Account record type?

- A.** They can edit any Account record that are assigned to them.
- B.** They can view any Account record that are shared to the team which they belong to.
- C.** They can delete any Account records that are owned by teams they belong to.
- D.** They can edit any Account records that belong to users in the same Business Unit.

ANSWER: A, B

QUESTION NO: 42

What does the platform layer use to protect itself from changes to the underlying database?

- A. Kernel
- B. Metadata
- C. Platform Support Library
- D. SQL Interpreter

ANSWER: B

QUESTION NO: 43

Which of the following is the key functionality provided by the Server manger tool?

- A. It changes the Microsoft CRM server to another member server in the domain
- B. It creates new database mappings and database customizations
- C. It reassociates a restored database server with the Microsoft CRM server(s)
- D. It is used for job scheduling

ANSWER: C

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QUESTION NO: 44

Which of the following statements are TRUE regarding the domain in which Microsoft CRM must be installed?

- A. All domain controllers in the domain are considered peers
- B. The domain can include one or more Windows NT 4.0 domain controllers
- C. There must be at least two domain controllers in the domain
- D. A print or file server can be promoted to a domain controller

ANSWER: A, D

QUESTION NO: 45

Mary's Business Unit is the parent of Joe's business unit. If Mary shares an Opportunity record that she owns with Joe, which of the following data sharing rules will apply?

- A. Mary can only share the Opportunity with Joe if her security roles allow her to share an Opportunity record
- B. If Mary decides to un-share the Opportunity with Joe, he will lose all privileges with the Opportunity record
- C. When Mary shares the Opportunity with Joe, he is displayed in the User Interface as a secondary owner

of the record, along with any other user or team with whom Mary has shared the same Opportunity record

D. When sharing the Opportunity, Mary gets to select which actions she will allow Joe to perform on the Opportunity record

ANSWER: A, D

QUESTION NO: 46

In offline mode, the Sales for Outlook Client performs all application logic processing using local instances of which of the following components? (Select all that apply.)

- A.** Microsoft CRM platform code
- B.** Microsoft CRM business logic
- C.** Microsoft CRM presentation code
- D.** Microsoft CRM Metabase

ANSWER: A, B, D

In an offline mode, the application logic uses a local instance of the Microsoft CRM metabase, platform code and business logic.

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QUESTION NO: 47

Communication between the application layer and the platform layer is accomplished using which technology?

- A.** Remote Procedure Calls
- B.** HTTP Post Method
- C.** SOAP
- D.** Stored Procedure Calls

ANSWER: C

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QUESTION NO: 48

Which of the following can be changed in System Settings?

- A.** Time Format
- B.** Currency Symbol
- C.** Price List
- D.** Unit Group

ANSWER: A, B

QUESTION NO: 49

IIS must be configured and running on which machine prior to installing Microsoft CRM Server?

- A. On the Microsoft CRM server
- B. On the Domain Controller
- C. On the Exchange 2000 server
- D. On the SQL Server 2000 server

ANSWER: A

QUESTION NO: 50

Microsoft CRM is shipped with which of the following predefined user roles?

- A. CEO-Business Manager
- B. System Administrator
- C. Marketing Professional
- D. CFO-Finance

ANSWER: A, B, C

QUESTION NO: 51

What will be happen to the existing Contact records after you change the Full Name Order in System Settings?

- A. The full name field will be changed to match the new setting on all existing Contact records
- B. The full name field will be changed to match the new setting on only the Contact records that you own
- C. The full name field on all existing Contact records will be left unchanged until you select the Resequence Full Name Order option in the Schema Manager
- D. None of the above

ANSWER: C

QUESTION NO: 52

What action is authorized by the Append To privilege?

- A. It allows the user to attach another object to the object in question
- B. It allows the user to append ownership of an object to another user
- C. It allows the user to attach the object in question to another object
- D. It allows the user to attach a file to the object in question

ANSWER: C

QUESTION NO: 53

In Order to register the Microsoft CRM Server license, which of the following must be entered correctly?

- A. Microsoft CRM Service Account
- B. The Organization Name
- C. Domain Account
- D. Microsoft CRM Server License Key

ANSWER: B, D

QUESTION NO: 54

Before installing Microsoft CRM Server, which of the following services need to be running?

- A. SQL Server Agent
- B. MS XML Parser Service
- C. Indexing Services
- D. BizTalk Messaging Services

ANSWER: A, C

QUESTION NO: 55

Which of the following properties of Crystal Enterprise services can be modified?

- A. Server Type
- B. Server Name
- C. Startup Type
- D. Command Line Switches

ANSWER: C, D

QUESTION NO: 56

Microsoft CRM security roles have which of the following characteristics? (Select all that apply.)

- A. When you create a new business unit, the roles assigned to the root business unit are automatically copied down to the new business unit
- B. User can have more than one role assigned to them
- C. If a user is assigned multiple roles, the user's privileges are the union of access rights associated with all

of the user's assigned roles

D. You can create a new role by copying an existing role from another business unit into your business unit

ANSWER: B, C

QUESTION NO: 57

Which of the following databases are automatically created in the SQL environment during installation of Microsoft CRM Server?

- A.** Metadata database
- B.** Microsoft CRM database
- C.** CRM Crystal database
- D.** Microsoft CRM Distribution database

ANSWER: A, B, C, D

QUESTION NO: 58

Which of the following are valid operating systems that can be installed on the client workstation that will run the Microsoft CRM Sales for Outlook Client?

- A.** Windows Millenium
- B.** Windows NT
- C.** Windows 2000
- D.** Windows XP

ANSWER: C, D

QUESTION NO: 59

Which of the following software components must be installed and configured before installing Microsoft CRM?

- A.** BizTalk Server
- B.** Microsoft Active Directory
- C.** Microsoft SQL Server 2000
- D.** Microsoft Windows 2000 Server or Advanced Server

ANSWER: B, C, D

QUESTION NO: 60

Which of the following tools used to reconfigure MSCRM to point out new database server?

- A. Schema Manager
- B. SQL Administration Manager
- C. Server Manager
- D. SQL Server Enterprise Manager

Answer: C

QUESTION NO: 61

What are the implications of the assign event that is associated with a workflow rule?

- A. The rule performs the action of assigning ownership of a business entity to another user
- B. It causes rule to trigger when ownership of a business entity changed.
- C. The rule performs the action of assigning another workflow rule to a business entity
- D. It causes the rule to trigger when the state of an object changes

Answer: A

Description: Based on certain conditions, a record may be assigned to another user or manager. (MOC page 55)

QUESTION NO: 62

Microsoft CRM Reports are divided in to which categories?

- A. Sales, Services and Admin
- B. Sales, Purchases and Admin
- C. Customer, Production and Admin
- D. Sales, Service and Account

Answer: A

Description: Reports divided into 3 major areas: Sales, Services, and Admin (MOC page 294)

QUESTION NO: 63

The Professional Edition includes which of the following ones?

- A. Workflow Manager
- B. Workflow Process Manager
- C. Workflow Monitor
- D. Workflow Event Scheduler

Answer: A,C

Description: Microsoft CRM Professional Edition includes two tools to help you design and manage your

workflow processes. Those tools are:

- Workflow Manager – the workflow design tool
- Workflow Monitor: allows you to both view the status of and administer all the workflow processes running at any instance.(MOC page 42)

QUESTION NO: 64

SDK documents which of the following during configuration and customization of buttons and menus?"

- A. Modal or Modeless windows
- B. Parameter passing
- C. Data Validation
- D. Validity Options for Create or Update

Answer: A,B,D

Description:The SDK documents the different ways that these buttons and menu items can be configured.

Some of the features include:

- Parameter Passing
- Modal or Modeless windows
- Validity Options for Create or Update (MOC page 230)

QUESTION NO: 65

Which of the followings are true for the customized views?

- A. They are saved as private views
- B. They don't have to be published via Deployment Manager
- C. They are available in user interface immediately after being saved
- D. The must be shared to be visible for all users

Answer: B,C

QUESTION NO: 66

What is the way to make a custom report available to Microsoft CRM users?

- A. Save report file into the shared folder.
- B. Save report file in server where Microsoft CRM running
- C. Save report file through Crystal Report saving tool
- D. Save report file into Crystal Enterprise folder

Answer: D

QUESTION NO: 67

Single most expensive part of any customizable business application over time?

- A. Software upgrades
- B. Maintenance
- C. Hardware Upgrades
- D. Training

Answer: B

QUESTION NO: 68

Workflow Manager allows you to perform which of following?

- A. Create rule by copying an existing rule
- B. Edit an 'active' workflow rule
- C. Create rules that consist of conditions and actions define in an 'if-then-else' format
- D. Delete an 'inactive' workflow rule

Answer: A,C,D

QUESTION NO: 69

With in Application layer majority of application logic perform ?

- A. Data Validation
- B. Database Access
- C. Bussiness Logic
- D. ODBC connectivity

Answer: A

QUESTION NO: 70

What report engine installed with Microsoft CRM 1.2?

- A. Crystal Enterprise 8.0
- B. OEM version of Crystal Enterprise 8.5
- C. Crystal Enterprise for Microsoft CRM 9.0
- D. Data Reports

Answer: C

QUESTION NO: 71

Which control allows a user to navigate different views within report?

- A. View tree
- B. Views option
- C. Group Tree Toggle
- D. View Drop down

Answer: D

QUESTION NO: 72

Object model, metadata framework and query processor are main components of?

- A. Database Layer
- B. Platform Layer
- C. Presentation Layer
- D. Application Layer

Answer: B

QUESTION NO: 73

Custom buttons and menu items on detail forms can be set so they are visible?

- A. Create
- B. Read
- C. Pause
- D. Update

Answer: A,D

QUESTION NO: 74

Which action can you perform in Process tab of the Workflow Processes in Workflow Monitor?

- A. Abort
- B. Delete
- C. Pause
- D. Stop

Answer: A,C

QUESTION NO: 75

What workflow processes appear in Workflow Monitor?

- A. Workflow processes that have been paused
- B. Workflow processes in a wait state
- C. Workflow processes based on ant event other than manual event
- D. Workflow processes in a infinite loop

Answer: A,B,D

QUESTION NO: 76

What would be correspoinding result if Crystal ActiveX not installed?

- A. User will not be able to print reports
- B. User will not be able to design new reports
- C. User will not be able to format reports
- D. User will not be able to edit or delete reports

Answer: A

QUESTION NO: 77

Which layer of Microsoft CRM architecture recognizes the occurrence of an event that initiates a workflow rule?

- A. Application Layer
- B. Platform Layer
- C. Database Layer
- D. Presentaion Layer

Answer: B

QUESTION NO: 78

Which are unsupported Microsoft CRM customizations?

- A. Direct interaction with Microsoft CRM database
- B. Modification of application via .aspx,.css or .js
- C. Application integration using isv.config
- D. Interaction through Web Services

Answer: A,B

QUESTION NO: 79

Which of the following are actions that are performed in a workflow rule os sales process?"

- A. Assign object
- B. Run sub-process
- C. Delete Activity
- D. Post URL

Answer: A,B,D

QUESTION NO: 80

Metadata holds the definition of underlying Microsoft CRM database, which includes?

- A. Entity
- B. Attribute
- C. View sort order

D. Relationships

Answer: A,B

QUESTION NO: 81

What file does Microsoft CRM read at start-up that determines what will be displayed in the user interface?

- A. XML.config
- B. ISV.config
- C. UI.config
- D. System.Config

Answer: B

QUESTION NO: 82

Which layer is responsible for majority of business logic?

- A. User Interface
- B. Application
- C. Platform
- D. Data Access

Answer: C

QUESTION NO: 83

Which technology Microsoft CRM browser client use?

- A. XML
- B. Generated Platform API
- C. ASP.NET
- D. Fetch Builder

Answer: C

QUESTION NO: 84

Before the customizations to a form or preview pane can be visible what must be done?

- A. Publish Customizations
- B. Export Customizations
- C. Import Customizations
- D. Preview Customizations

Answer: A

QUESTION NO: 85

Which of the following can instantiate a workflow rule against a particular record?

- A. A unit
- B. An event
- C. Code change
- D. Manual 'Apply Rule' action

Answer: B,D

QUESTION NO: 86

How many sales processes in Standard version?

- A. 1
- B. 3
- C. 10
- D. Unlimited

Answer: A

QUESTION NO: 87

Defining a dependency for a field event accomplishes which of the following?

- A. Creates a hierarchical relationship
- B. Makes the field accessible for scripts
- C. Prevents the field from being removed
- D. Indicates the dependent field will be automatically deleted from form if the target form is selected

Answer: C

QUESTION NO: 88

The main components of the platform layer include which of the following?

- A. Object queries
- B. Query Processor
- C. Metadata Framework
- D. Secured Queries

Answer: B,C

QUESTION NO: 89

Which of the following events are available to trigger client-side actions?

- A. onClick
- B. onLoad
- C. onChange
- D. onSubmit

Answer: C

QUESTION NO: 90

What controls the reports a user will be able to view and run?

- A. User's security role
- B. User's assigned license
- C. User's assigned business unit
- D. There are no restrictions on the reports a user can view

Answer: B

QUESTION NO: 91

If you want to add new mapping between two objects that are not already mapped in Microsoft CRM, what do you need to do to activate mapping?

- A. Add platform level code that instantiates the mapping
- B. Activate mapping for Microsoft CRM database via SQL Server Enterprise Manager
- C. Publish the database schema change in order to activate the new mapping
- D. Just add and save the mapping via Schema Manager

Answer: A

QUESTION NO: 92

What are the main functions of Schema Manager Attribute Manager tool?

- A. It allows you to delete custom fields
- B. It allows you to change a field's data type
- C. It allows you to add custom fields
- D. It allows you to change a field's display name and description

Answer: C,D

QUESTION NO: 93

What level of customization can be described as "Powered by Microsoft CRM"?

- A. Connect
- B. Extend
- C. Embed
- D. CRUD

Answer: C

QUESTION NO: 94

Which of the following are TRUE statements regarding Associated Views?

- A. Associated views are available within the context of another type
- B. Associated views can create multiple of them per record type
- C. Associated views can only create one per record type
- D. Associated views can not share an associated view

Answer: A,C

QUESTION NO: 95

When an online Outlook client goes off-line, what process does Microsoft CRM use to create where offline data set for the client?

- A. Active Directory replication
- B. SQL replication
- C. DB replication
- D. MSDE replication

Answer: B

Source: CRM v.1.2 online training, Module 3 – Installation and Architecture, Topic 4, Lesson 2. “When the user chooses to update his local data store, Microsoft CRM users SQL replication to construct an ‘offline data set.’”

QUESTION NO: 96

Which of the following tables does not exist in the CDF?

- A. Cdf_Account_ext
- B. Cdf_Activity_ext
- C. Cdf_Contact_ext
- D. Cdf_Lead_ext

Answer: B

CDF=Common Data Format

QUESTION NO: 97

How do you initialize the DCF database?

- A. Execute a program from a command window
- B. Run a set of SQL scripts
- C. Execute a stored procedure

D. Click “initialize CDF” from the manage CDF windows

Answer: A

Explanation: The CDF initialization tool is a console application run from a command line. The name of the executable is “Microsoft.crm.datamigration.initializedcf.exe.” You can initialize the CDF as often as you need to, but always be sure to initialize the CDF whenever you make changes to the Microsoft CRM.

Source: CRM v.1.2 online training, Module 9 – Data Migration, Topic 3, Lesson 2

QUESTION NO: 98

What business framework was Microsoft CRM developed upon that allows it to be integrated with virtually any system in the world?

- A.** windows NT 4.0
- B.** Microsoft .Net
- C.** Web Net
- D.** SQL Server 2000

Answer: B

Simply put, Microsoft .NET is Microsoft’s strategy for delivering software as a service. MOC Page 104.

QUESTION NO: 99

Which technology does Microsoft CRM version 1.2 use for both data storage and data access?

- A.** IIS 5.0
- B.** IIS 6.0
- C.** Active Directory
- D.** SQL Server 2000

Answer: D

MOC page 98

"As with other Microsoft technologies, Microsoft CRM uses the functionality of Microsoft SQL Server for both data storage and data access"

QUESTION NO: 100

In order to implement Knowledge base searching. Which of the following SQL Server 2000 components must be configured and running?

- A.** SQL Indexing Service
- B.** SQL Full-String search
- C.** SQL Data Access indexing

D. SQL full text search

Answer: D

From MBS KB Enabling the Knowledge Base Search in Microsoft CRM (858728):

“Issue: How do you make

the Knowledge Base search work and how do you activate the SQL Full Text Search service in Microsoft

CRM? In order to search in the Knowledge Base, you will need to set up your Catalog for Indexing.”

QUESTION NO: 101

Microsoft is shipped with which of the following predefined user roles? (select all that apply)

- A. CEO-Business Manager
- B. System Administration
- C. Field service representative
- D. CFO-Finance

Answer: A, B

(MOC 438): CEO; sys admin

QUESTION NO: 102

Fiscal year settings facilitate which of the following functionality?

- A. Sales History reports
- B. Sales Quotes (I'm not sure of this word)
- C. Open accounts receivable reports
- D. Sales quota reporting

Answer: D

Fiscal year settings facilitate the sales quota reporting. Changing the FY settings is a one-time action and cannot be modified once set.

QUESTION NO: 103

Which of the following tools are available in the Customization Transport Manager? (select all that apply)

- A. Import customization
- B. Publish customization
- C. Modify customization
- D. Delete customization

Answer: A, B

MOC page 487 (Slide at top)

"Customization Transport Manager includes importing, exporting and publishing functionality"

Also verified in the Deployment Manager tool in CRM.

Right-click on Deployment Manager and select All Tasks

There are only 3 options:

- Import customisation
- Export customisation
- Publish customisation

QUESTION NO: 104

Once the Root Business Unit has been created, which of the following statements are true? (select all that apply)

- A. The root unit can be renamed
- B. The root unit can not be renamed
- C. The root unit can not be deactivated
- D. The root unit can be deactivated

Answer: B, C

(MOC 334): cannot rename; cannot deactivate

QUESTION NO: 105

If you to attach a note to a case, which security privileges control whether you can perform this action? (select all that apply)

- A. Write
- B. Append
- C. Link
- D. Append to

Answer: A, B, D

Verified by testing in CRM application

You need:

- Write; on both note and case, to be able to save both the note and the case
- Append; on case, to be able to attach something to the case
- Append to; on note, to be able to append the note to something

QUESTION NO: 106

Microsoft CRM allows you establish application specific settings in what configuration file?

- A. Net.Config
- B. CRM.config

- C. MSCRM.Config
- D. Web.Config

Answer: D

(MOC 474): Web.config

QUESTION NO: 107

**Crystal cache server stores information in the registry about which of the following?
(select all that apply)**

- A. Location of the cache file
- B. Maximum size of the cache file
- C. Default temp directory location
- D. URL of Microsoft CRM Server

Answer: A, B

Verified by looking in the registry

HKLM/SOFTWARE/Crystal Decisions/9.0/Page Server

-Cache Directory

-MaxCacheSize

QUESTION NO: 108

What is the most important phase in a data migration project?

- A. Planning
- B. Preparation Microsoft CRM
- C. Importing data into the CDF database
- D. Data cleansing

Answer: A

MOC page 760

"Planning

The most important step..."

QUESTION NO: 109

When setting a manager for a CRM user, what business unit can a potential manager belong relative to the user?

- A: Any business unit in the organization
- B: The same business unit as the user
- C: Any business unit in the same hierarchy as the user
- D: In the same business unit or a higher business unit in the same hierarchy as the user

Answer: D

Source: CRM v.1.2 online training, Module 5 – Business Settings, Topic 3, Lesson 2

QUESTION NO: 110

Which of the following tools is NOT provided to help map your data to migrate into CRM?

- A: Act!
- B: Goldmine
- C: Siebel
- D: The wrong answer (the three above are the valid mapping files from 3rd party formats)

Answer: D

Source: CRM v.1.2 online training, Module 9 – Data Migration, Topic 3, Lesson 2

QUESTION NO: 111

Which account is required to install the Data Migration Framework tools?

- A: Domain system administrator
- B: Any CRM administrator
- C: The user who installed CRM
- D: Another bogus answer

Answer: B

Source: CRM v.1.2 online training, Module 9 – Data Migration, Topic 3, Lesson 2

QUESTION NO: 112

Where must you install the DMF application?

- A: SQL server where the CRM databases are located
- B: Any member server
- C: Any domain controller
- D: Any CRM server

Answer: D

Data Migration Framework Guide Page 11.

Which ever of the three scenarios is used, the DMF application is installed on either the original CRM server, or a migration CRM server.

QUESTION NO: 113

What file name tracks the migration status?

- A: Cdf_EntityMigrationInfo
- B: Cdf_EntityMigratoin
- C: Cdf_MigrationStatus
- D: Cdf_MigrationStatusInfo

Answer: A

Source: CRM v.1.2 online training, Module 9 – Data Migration, Topic 5, Lesson 1

QUESTION NO: 114

How can you load data into the CDF database?

- A: Custom 3rd Party Applications
- B: SQL scripts
- C: SQL Server Data Transmission Services (DTS)
- D: Manual entry

Answer: A,B,C

Source: CRM v.1.2 online training, Module 9 – Data Migration, Topic 5, Lesson 3

QUESTION NO: 115

How are the entity extension and entity information tables populated?

- A: Direct entries
- B: SQL triggers
- C: Bulk copy methods
- D:

Answer: B

Source: CRM v.1.2 online training, Module 9 – Data Migration, Topic 5, Lesson 3

QUESTION NO: 116

When importing data into CRM, how does the DMF handle duplicates?

- A: Duplicates are not merged
- B: Duplicates are logged and merged
- C: Duplicates are merged
- D: Duplicates are not logged and not merged

Answer: C

Source: CRM v.1.2 online training, Module 9 – Data Migration, Topic 6, Lesson 2