



MB2-421

(CRM 3.0 Installations & Configuration)

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Question: 1

You are planning the deployment of Microsoft CRM 3.0 for Company.com Inc. Company.com supports charity fundraising initiatives by deploying configured servers and laptop computers to charities, so that they can conduct telephone campaigns and employ mail merge functionality for direct mail campaigns. Company.com customers have shifts of telesales operators using the same computers. You need to select the most appropriate Microsoft CRM client for Company.com. What should you do?

- A. Deploy the Microsoft CRM laptop client for Outlook for all telesales staff.
- B. Deploy the Microsoft CRM desktop client for Outlook for all telesales staff.
- C. Deploy the Microsoft CRM laptop client for Outlook on a Terminal Services server, and instruct all telesales staff to connect to the Terminal Services server.
- D. Instruct all telesales staff to use the web browser client.

Answer: B

Question: 2

You work for a CRM consulting company. Your Microsoft CRM customization team has developed some schema and form customizations for new custom entities for one of your customers. The development has been done in a development environment at Company, and you need to apply these customizations to an existing Microsoft CRM implementation at your customer's office. The customer has live data in their Microsoft CRM database that must be retained. They have current backups of their Microsoft CRM database and metabase. How should you apply the customizations?

- A. Backup the Metabase database in the development environment to file, then restore this database over the Metabase database in the customer's environment.
- B. Use the Microsoft CRM Redeployment tool to export the customizations from the development environment to file, then use the Microsoft CRM Redeployment tool to import these customizations at the customer's site.
- C. Back up the Microsoft CRM database and the Metabase database in the development environment to file, then restore both databases over the corresponding databases in the customer's environment.
- D. Use the Export Customization tool to export the customizations from the development environment to file, then use the Import Customization tool to import these customizations at the customer's site.

Answer: D

Question: 3

You have been advising Company.com about a major Active Directory restructuring. This restructuring includes creating new user accounts in a new domain, creating new mailboxes for all users, and redeploying the Microsoft CRM 3.0 installation onto a new server in the new domain. The current Microsoft CRM installation makes use of the Microsoft CRM 3.0 Client for

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Outlook, and the Microsoft CRM 3.0 Exchange Email router, as will the redeployed installation. You have decided to use the Microsoft CRM 3.0 Redeployment Wizard to assist with the redeployment. What step must be taken before running the Microsoft CRM 3.0 Redeployment Wizard?

- A. Install the Microsoft CRM 3.0 Server software on the new server.
- B. Install the Microsoft CRM 3.0 Exchange Email Router on an Exchange Server in the new domain.
- C. Remove the Microsoft CRM 3.0 Client for Outlook from all machines.
- D. Create the new user accounts.

Answer: D

Question: 4

You are a consultant for Company.com Inc. and are advising them on the implementation of Microsoft CRM 3.0. Company.com wants to implement the laptop client for their sales staff. Company.com currently has Office XP with no service packs installed on all of their client computers. What action do you recommend so that their sales staff can use the Microsoft CRM laptop client?

- A. No action is necessary. The Microsoft CRM laptop client will work with Office XP without service packs.
- B. Install Office XP SP1 on the laptop clients.
- C. Install Office XP SP2 on the laptop clients.
- D. Install Office XP SP3 on the laptop clients.

Answer: D

Question: 5

In which of the following scenarios is it possible to use the Microsoft CRM 3.0 Redeployment Wizard? Choose the two that apply.

- A. To redeploy data from a Spanish version of Microsoft CRM 3.0 to another Spanish version of Microsoft CRM 3.0.
- B. To redeploy data from a Spanish version of Microsoft CRM 3.0 to an International English version of Microsoft CRM 3.0.
- C. To redeploy data from an International English version of Microsoft CRM 3.0 to a Spanish version of Microsoft CRM 3.0.
- D. To redeploy data from an International English version of Microsoft CRM 3.0 to another International English version of Microsoft CRM 3.0.

Answer: A,D

Question: 6

You are a CRM consultant, and have been employed by a customer to troubleshoot their Microsoft CRM installation. They have installed Microsoft CRM on a server called SERVER01. The sales director complains that when connecting to Microsoft CRM for the first time, he has to type in `http://SERVER01:5555` Instead of this, he wants to type in `http://CRM` to connect to Microsoft CRM. How would you accomplish this task?

- A. Create a host header in IIS Manager. Create a DNS CNAME record for the host header, which points to the Microsoft CRM server.
- B. Run the Microsoft CRM setup program using the command line, and specify the new name for the Microsoft CRM site in the configuration file.
- C. Uninstall Microsoft CRM and then reinstall it, specifying the new name for the Microsoft CRM site.
- D. Define a new application pool for the new Microsoft CRM site.

Answer: A

Question: 7

You are the administrator of Company network, and you have just completed the installation of Microsoft CRM server on the computer SALES01. Members of the sales department have started to use Microsoft CRM, using the url `http://crm`. One salesperson complains that he cannot connect to the CRM server, because whenever he tries to connect, Internet Explorer starts and then immediately closes. You need to ensure that the salesperson can connect to the CRM server. What should you do?

- A. Configure the salesperson computer so that Updates are downloaded and installed automatically.
- B. Configure the salesperson computer so that `http://crm` is included in trusted sites?in Internet Options.
- C. Configure the salesperson computer to disable popup blocking, or enter `http://crm` in the popup blocker's exceptions list.
- D. Configure the salesperson computer so that a network drive is mapped to `\\SALES01\crm`, and then restart Internet Explorer.

Answer: C

Question: 8

You want to add a queue into Microsoft CRM that will display e-mail received into a Support mailbox. Which of the following tasks do you need to perform in Active Directory to accomplish this goal? Each answer presents part of the solution. Choose the two that apply.

- A. Create a new User account.
- B. Create a new MSMQ Queue Alias.
- C. Disable the account.

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D. Disable the MS

Answer: A,C

Question: 9

You are a Microsoft CRM 3.0 deployment. Your client is a telecommunication company with three locations. There are 100 users in each city. There are 10 servers at all three locations. Each type will be represented by a number. Each number represents part of the

CRM 3.0
 Los Angeles, with ten connections between number of servers of Each answer

- A. One IIS server
- B. Three IIS servers
- C. One SQL server
- D. Three SQL servers

Answer: A,C

Question: 10

You have recently installed the system administrator option within the Business Process Manager. The system administrator security role. What

for a customer. Their role with Quotas other options are Administrator

- A. Permission to a

the Microsoft CRM

- A.
- C. The
- D. Microsoft functionality is on

quotas. This

Answer: C

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