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Exam : **MB2-421**

Title : CRM 3.0 Installation & Configuration

Version : DEMO

1.During the same week, two users at Fabrikam modify the same account record. On Monday morning, Jon goes offline with his Laptop client. The offline data includes the account record for Contoso Inc. Later he changes Contoso's phone number to 555-0176 on his laptop. On Tuesday, Anu uses the web client to update the Contoso account record. She sets the phone number to 555-0134, and the fax number to 555-0100. She also changes the Web Site from http://contoso to http://www.contoso-inc.com. On Wednesday, Jon updates the Contoso data again on his laptop, this time setting the fax number to 555-0199. On Thursday, Jon takes his Laptop client online. No other modifications are made to the data. What data is stored in the account record for Contoso Inc on Friday?

A.Phone number: 555-0134. Fax number: 555-0100. Web Site: http://www.contoso-inc.com

B.Phone number: 555-0134. Fax number: 555-0199. Web Site: http://www.contoso-inc.com

C.Phone number: 555-0176. Fax number: 555-0199. Web Site: http://www.contoso-inc.com

D.Phone number: 555-0176. Fax number: 555-0199. Web Site: http://contoso

Correct:C

2.You are the IT administrator for your organization and you are planning the installation of Microsoft CRM 3.0. The server you will use for Reporting Services is called REPORTS, and you will specify this name when you install Microsoft CRM 3.0. The project sponsor has asked for a number of customized reports to be developed, and has also asked you to ensure that all report data is kept confidential when transferred over the network. What needs to be in place on server REPORTS before you can successfully install CRM while fulfilling the security requirements? Each answer provides part of the solution. Choose the 2 that apply.

A.There must be an SSL certificate installed.

B.IIS must be installed on the server.

C..NET Framework 1.0 must be installed.

D.CryptoAPI tools must be installed.

Correct:A B

3.The Small Business Edition of Microsoft CRM 3.0 has some extra features not included in the Professional Edition. Which of the following features does the Small Business Edition include? Choose the 2 that apply.

A.Announcements automatically synchronized onto http://companyweb.

B.Small Business Server Console Integration

C.Fax Server Integration

D.POP3 Connector Manager Integration

Correct:B C

4.You have developed a custom entity called Resellers, which holds information about resellers who work with Trey Research. In addition, you have created four custom reports which include reseller information. Your manager asks you to include a new field on the custom entity, and also to include this field on two of the custom reports. What actions do you need to take? Choose the best answer.

A.Amend the custom entity, amend the filtered view, and amend the custom report.

B.Amend the custom entity, publish the custom entity, and amend the custom report.

C.Amend the custom entity, and amend the custom report.

D.Amend the custom entity, publish the custom entity, amend the filtered view, and amend the custom report.

Correct:C

5.You are a developer specializing in writing reports using SQL 2000 Reporting Services. Your manager has asked you to develop some new reports required by senior management. What software do you need on your computer in order to develop the reports?

A.Report Manager and Report Designer.

B.Report Manager.

C.Visual Studio .NET 2003 and Report Designer.

D.Report Designer.

Correct:C

6.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 the name given to this object?

A.Business Unit

B.Queue

C.Site

D.Team

Correct:B

7.You are planning the deployment of Microsoft CRM 3.0 for Fabrikam Inc. Fabrikam 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. Fabrikam customers have shifts of telesales operators using the same computers. You need to select the most appropriate Microsoft CRM client for Fabrikam. 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.

Correct:B

8.As part of the Microsoft CRM 3.0 installation process, the Environmental Diagnostic Wizard conducts various checks to ensure a smooth installation. Which of the following are checked? Choose the 3 that apply.

A.Active Directory Domain Model

B.Available disk space on the Microsoft CRM server

C.Whether the SQL Server Agent is running on the SQL Server

D.Whether the DNS Server is accessible

Correct:B C D

9.You are about to install Microsoft CRM 3.0 on Small Business Server 2003 machine. Which of the following services must be started on this machine before installation can proceed? Choose the 2 that apply.

A.Microsoft Exchange Information Store

B.Indexing Service

C.SQLSERVERAGENT

D.Windows Installer

Correct:B C

10.Your organization's sales team uses Microsoft CRM to send e-mails containing sales literature to prospects that are identified by the Telemarketing division. Which of these out-bound e-mails sent by the sales team via Microsoft CRM are processed by the Microsoft CRM 3.0 Exchange E-mail Router?

A.Emails sent via the Microsoft CRM clients for Outlook.

B.Emails sent via the Microsoft CRM web client.

C.Emails sent via Outlook Web Access.

D.No out-bound email messages sent via Microsoft CRM are processed.

Correct:D

11.Your organization requires two different deployments of Microsoft CRM 3.0. The internal audit group has instructed you to ensure that there are two different CRM mailboxes, one for each deployment. How can you accomplish this with the least amount of effort?

A.Install the Microsoft CRM 3.0 router twice on the same Exchange server, specifying a different Microsoft CRM mailbox each time.

B.Edit the registry for the Exchange connector service so that it monitors two Microsoft CRM mailboxes.

C.Purchase and install a new Exchange server. Install the Microsoft CRM 3.0 router on the second Exchange server, each time specifying a Microsoft CRM mailbox that resides on that Exchange server.

D.This cannot be achieved with Microsoft CRM 3.0.

Correct:B

12.You are responsible for advising Trey Research about their deployment of the Microsoft CRM Client for Outlook. All of the company's sales staff are given a company laptop for accessing the company's IT systems, and may take their laptop out of the office. The company has strict policies regarding the security of business data when it is taken out of the office, and only senior sales staff will be permitted to take Microsoft CRM data out of the office on their laptops. How can you deploy the Microsoft CRM Client for Outlook to sales staff while adhering to Trey Research's security policies. Each answer represents a complete solution. Choose the 2 that apply.

A.Install the Microsoft CRM Laptop Client for senior sales staff, and the Microsoft CRM Desktop Client for all other sales staff.

B.Install the Microsoft CRM Desktop Client for all sales staff. Ensure that only the senior sales staff are assigned a Microsoft CRM security role which has the Go Offline privilege.

C.Install the Microsoft CRM Laptop Client for all sales staff. Ensure that only the senior sales staff are assigned a Microsoft CRM security role which has the Go Offline privilege.

D.Install the Microsoft CRM Laptop Client for all sales staff. Remove the pre-defined Data Groups. Ensure that only the senior sales staff are assigned a Microsoft CRM security role which has the Create Data Group privilege.

Correct:A C

13.You are a consultant employed by Contoso Inc to advise them on Microsoft CRM. They already run Microsoft CRM 3.0 on Small Business Server 2003. Contoso has 30 CRM users, and another 30 domain users who use other applications. The CEO says that Contoso is expanding into a new business area, and will be doubling the number of Microsoft CRM users. Which of the following options will satisfy Contoso's stated needs?

A.Migrate Contoso's IT infrastructure from Small Business Server 2003 to Windows 2003. Install Microsoft CRM on a new server.

B.Set up a new Windows 2003 Server as a domain controller in a child domain under the existing domain. Install Microsoft CRM on that server.
C.Set up a new Windows 2003 Server as a member server in the existing domain. Install Microsoft CRM on that server.
D.Use the existing Microsoft CRM installation for the new business area.
Correct:A

14.You are a Microsoft CRM 3.0 consultant. Your organization has a Windows NT 4.0 domain. Your organization would like to upgrade all servers to Windows Server 2003 but cannot do so because they use an accounting package that must run on an NT 4.0 Backup Domain Controller. You also want to implement Microsoft CRM 3.0. What action do you recommend to the management?
A.Migrate the domain to a Windows 2003 native mode domain, and then install Microsoft CRM 3.0.
B.Upgrade the domain to a Windows 2003 mixed mode domain, and then install Microsoft CRM 3.0.
C.Install Microsoft CRM 3.0 on a Windows 2003 member server in the Windows NT 4.0 domain.
D.Install Microsoft CRM 3.0 on the Primary Domain Controller in the Windows NT 4.0 domain.
Correct:B

15.Contoso Ltd has a Windows Server 2003 forest, consisting of three domains - CONTOSO.COM, ASIA.CONTOSO.COM, and EUROPE.CONTOSO.COM. There are user accounts in all three domains. Contoso Ltd has just merged with Fabrikam Inc, and the Active Directory team has created domains FABRIKAM.CONTOSO.COM and EUROPE.FABRIKAM.CONTOSO.COM in the same forest. You install Microsoft CRM 3.0 in the EUROPE.CONTOSO.COM domain. What action do you need to take to ensure that all users can access Microsoft CRM 3.0? Choose the best answer.
A.Migrate all Microsoft CRM users from EUROPE.FABRIKAM.CONTOSO.COM to EUROPE.CONTOSO.COM.
B.Migrate all Microsoft CRM users from EUROPE.FABRIKAM.CONTOSO.COM and ASIA.CONTOSO.COM to EUROPE.CONTOSO.COM.
C.Migrate all Microsoft CRM users from all other domains to EUROPE.CONTOSO.COM.
D.No action is required. Users in all domains will be able to access Microsoft CRM 3.0.
Correct:D

16.Litware, Inc. is a company specializing in the production of dictionaries. They use lexicographical software which runs on two SQL Server 2000 computers (SQLSERVER01 and SQLSERVER02), and one SQL 7.0 computer (SQLSERVER03). SQLSERVER02 is heavily used, but the other two are used infrequently. Litware, Inc. has asked you to advise them on the installation of Microsoft CRM 3.0. What do you recommend for their installation of SQL Server?
A.Install the Microsoft CRM databases on SQLSERVER01 on a named instance.
B.Install the Microsoft CRM databases on SQLSERVER01 on the default instance.
C.Install the Microsoft CRM databases on SQLSERVER02 on a named instance.
D.Install the Microsoft CRM databases on SQLSERVER03.
Correct:B

17.Fabrikam Inc. maintains two businesses - one under the name Fabrikam, and a second telesales organization under the 'Contoso' brand. They want two Microsoft CRM deployments and wish to run this on the smallest number of new servers. How many servers of each type do they need? Each answer represents part of the solution. Choose the 2 that apply.
A.One IIS server

B.Two IIS servers
C.One SQL server
D.Two SQL servers
Correct:B C

18.You are a Microsoft CRM 3.0 specialist, working on your company Microsoft CRM 3.0 deployment. Your organization conducts market research in the mobile telecommunications sector, and has offices in New York, Atlanta and Los Angeles, with ten users in each city. The company has high-speed permanent network connections between all three locations. The project manager asks you what the minimum number of servers of each type will be required for this deployment. What do you tell him? Each answer represents part of the solution. Choose the 2 that apply.

A.One IIS server
B.Three IIS servers
C.One SQL server
D.Three SQL servers
Correct:A C

19.You are a Microsoft CRM 3.0 consultant, employed by Contoso Ltd to assist with their CRM implementation. Contoso Ltd is an IT training company. They want to evaluate Microsoft CRM 3.0's service scheduling capabilities. Contoso Ltd uses a Windows 2003 Active Directory forest with one domain called CONTOSO.COM. Which of the following complete solutions would accomplish this? Choose the 3 that apply.

A.Install CRM in a new domain in a separate forest, and create a trust from CONTOSO.COM to the new domain.
B.Install CRM in a new domain in a separate forest, and create a trust from the new domain to CONTOSO.COM.
C.Install CRM in a new child domain in the existing forest.
D.Install CRM in CONTOSO.COM.
Correct:B C D

20.You are the hardware specialist for Trey Research. Trey Research provides emergency domestic repair services, such as plumbing and electrical repairs. Their reputation rests on being able to provide services on a twenty four hours per day, seven days per week basis. Trey Research currently use SQL clustering on a Windows 2000 platform. Trey research is now considering use of clustering technologies as part of their Microsoft CRM 3.0 implementation. Which of the following clustering technologies can they use?

A.Active/Active clustering on Windows 2000
B.Active/Passive clustering on Windows 2000
C.Active/Active clustering on Windows 2003
D.Active/Passive clustering on Windows 2003
Correct:D