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MB2-708

Microsoft Dynamics CRM Installation

Exam A

QUESTION 1

You have a deployment of Dynamics CRM 2015.

A manager at your company uses Microsoft Dynamics CRM 2015 for Outlook.

The manager stores a large amount of offline data, but the new data is NOT available offline.

You need to ensure that the new data added to Dynamics CRM 2015 is available to the manager offline.

What should you do?

- A. Upgrade to Microsoft SQL Server Express 2014.
- B. Defragment the hard disk drive of the manager's computer.
- C. Modify the Offline Synchronization Filters for Outlook.
- D. Modify the Outlook Synchronization Filters.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

CRM for Outlook uses offline synchronization filters to determine the subset of data to copy to your local hard drive when you go offline. Before you go offline, you can modify these filters or create new filters to synchronize just the data you need. You can also delete, deactivate, or activate filters.

QUESTION 2

You need to create a relationship between email and records by using information that is stored in the email message header, such as the sender and the recipient.

What should you use?

- A. The tracking token
- B. The Email Router
- C. Server-side synchronization
- D. Smart matching

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

When an incoming email message is processed by the Email Router, the system extracts information associated with the email message subject, sender address, and recipients' addresses that link the email activity to other Microsoft Dynamics CRM records. This correlation process, also known as smart matching, uses the following criteria to match received email message information to email activities:

* Subject matching. Prefixes, such as RE: or Re:, and letter case are ignored. For example, email message subjects with Re: hello and Hello would be considered a match.

* Sender and recipient matching. The system calculates the number of exact sender and recipient email addresses in common.

When the matching process is complete, the system selects the owner and the object of the incoming email message.

QUESTION 3

You have a development environment of Dynamics CRM 2015 that contains one server. Users report that they cannot access the server.

You discover that the Dynamics CRM services on the server stopped.

You start the services, but the users still cannot connect.

You need to identify the cause of the issue.

What should you identify?

- A. Another administrator removed the server from the Dynamics CRM environment.
- B. The Microsoft SQL Server database is corrupt.
- C. Another administrator disabled the server.
- D. The Active Directory domain controllers are unavailable.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Active Directory Domain Services (AD DS) is a feature of the Windows Server operating systems. AD DS provides a directory and security structure for network applications such as Microsoft Dynamics CRM.

QUESTION 4

You have a server that has a full deployment of Dynamics CRM 2015.

You need to manage the deployment by using Windows PowerShell.

You open Windows PowerShell on the server.

Which cmdlet should you run first?

- A. Get-CrmOrganization
- B. Update-CrmOrganization
- C. Add-CrmServer
- D. Add-PSSnapin

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

In order to use the cmdlets you must be a Deployment Administrator and must first register the Microsoft.Crm.Powershell snap-in using the following command-line command:

```
Add-PSSnapin Microsoft.Crm.Powershell
```

Incorrect:

* The Get-CrmOrganizations cmdlet returns a list of CRM organizations that the current user has access to.

* Update-CrmOrganization

Updates the specified Microsoft Dynamics CRM organization with the latest software updates or upgrades the organization from Microsoft Dynamics CRM 2011 to Microsoft Dynamics CRM 2013.

* Add-CrmServer

Adds a Microsoft Dynamics CRM server to the specified deployment.

QUESTION 5

Your company merges with another company named Contoso, Ltd. Both companies have a deployment of

Dynamics CRM 2015. In the Active Directory forest of Contoso, new user accounts are created for all of the Dynamics CRM 2015 users.

You need to ensure that the Dynamics CRM 2015 users at your company can continue to manage Dynamics CRM records.

Which two tasks should you perform? Each correct answer presents part of the solution.

- A. Map the Active Directory users from your domain to the new user accounts in the Active Directory domain of Contoso.
- B. Join your company's Dynamics CRM 2015 server to the Active Directory domain of Contoso.
- C. Deploy a new Dynamics CRM 2015 server.
- D. Import your company's deployment to the Dynamics CRM 2015 deployment of Contoso.
- E. Create a security group named CRM_migrated and move all of the Dynamics CRM 2015 users to the group.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

You have a deployment of Dynamics CRM 2015 that contains a server named Server1.

Server1 has the following components installed:
All of the Dynamics CRM Front End Server roles
All of the Dynamics CRM Back End Server roles
Microsoft Dynamics CRM Reporting Extensions
Microsoft SQL Server

From Deployment Manager, you disable Server1.

Which two components will stop? Each correct answer presents part of the solution.

- A. The Microsoft Dynamics CRM VSS Writer service
- B. Sandbox Processing Service
- C. The SQL Server service
- D. SQL Server Reporting Services (SSRS)
- E. Email Integration Service

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

C: Stopping Microsoft SQL Server would stop the SQL Server service.

D: SQL Server Reporting Services (SSRS) is a server-based report generation software system from Microsoft. It is part of suite of Microsoft SQL Server services.

QUESTION 7

Which statement correctly describes data encryption in Dynamics CRM 2015?

- A. Only unencrypted data fields can be indexed.
- B. An X.509 certificate is required to activate data encryption.
- C. The data in encrypted data fields cannot be updated.
- D. Data encryption is disabled by default.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

* Microsoft Dynamics CRM uses standard Microsoft SQL Server cell level encryption for a set of default entity attributes that contain sensitive information, such as user names and email passwords.

* DRAWBACKS OF USING CELL-LEVEL ENCRYPTION include:

Encryption of data introduces randomization. This makes it impossible to index data and causes a performance impact since indexes on encrypted columns cannot be used while searching for a value.

Incorrect:

not D: For Microsoft Dynamics CRM Online and Microsoft Dynamics CRM (on-premises), all new and upgraded organizations use data encryption by default. Data encryption can't be turned off.

QUESTION 8

Your network contains an Active Directory domain. The domain contains domain controllers that run Windows Server 2008 R2. A domain controller named DC1 has Active Directory Federation Service (AD FS) 1.0 installed. You have a deployment of Dynamics CRM 2015.

You plan to implement an Internet-facing deployment.

You need to update the domain to support the planned implementation. You must achieve the goal in the least amount of time possible.

What should you do?

- A. Install Windows Server 2012 on a new server, and then add the Active Directory Federation Services server role.
- B. Upgrade DC1 to Windows Server 2012.
- C. Uninstall AD FS 1.0 from DC1, and then install AD FS 2.0 on DC1.
- D. Install AD FS 2.0 on DC1.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

The following items are required or recommended for Internet-facing deployment (IFD)

* The computer where Microsoft Dynamics CRM Server is installed must have access to a security token service (STS) service, such as Active Directory Federation Services (AD FS) federation server. Microsoft Dynamics CRM Server supports Active Directory Federation Services (AD FS) 2.0, 2.1, and 2.2 versions.

* Etc.

QUESTION 9

Which data encryption technology does Dynamics CRM 2015 use to encrypt password fields in system entities?

- A. Encrypting File System (EFS)
- B. Data Encryption Standard (DES)
- C. Bitlocker Drive Encryption (BitLocker)
- D. Transparent Data Encryption (TDE)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

* Microsoft Dynamics CRM uses standard Microsoft SQL Server ; cell level encryption for a set of default entity attributes that contain sensitive information, such as user names and email passwords.

* The use of SQL TDE Transparent Data Encryption is a great way to secure your Microsoft Dynamics CRM systems, especially when they contain sensitive data like credit cards or social security numbers.

QUESTION 10

You are planning a disaster recovery strategy for a deployment of Dynamics CRM 2015.

Your network has Microsoft Exchange Server 2013 installed. All users have Microsoft Dynamics CRM for Outlook installed.

You need to recommend a solution that provides the ability to restore access to Dynamics CRM data if a complete network failure occurs.

The solution already includes full backups of all Microsoft SQL Server databases.

What other technology should you recommend including in the disaster recovery solution?

- A. The system state of the SQL servers
- B. Microsoft SharePoint Server 2013
- C. The system state of a domain controller
- D. Exchange Server 2013

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Full System state of the domain controllers should be included.

QUESTION 11

You have a deployment of Dynamics CRM 2015 that contains one server. Active Directory Federation Services (AD FS) is installed on a different server.

You implement an Internet-facing deployment by using the default configurations and ports. You have an organization named CRM in a domain named contoso.com.

You need to identify which URL users must use to access the Dynamics CRM deployment from the Internet.

Which URL should you identify?

- A. <http://crm.contoso.com/default.aspx>
- B. <https://crm.contoso.com/main.aspx>
- C. <http://crm.contoso.com:443>
- D. <https://contoso.crm.dynamics.com/main.aspx>
- E. <http://crm.contoso.com/main.aspx>

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

* Example:

if your organization name was "orgname", clients would access your Microsoft Dynamics CRM website with the following URL: <https://orgname.contoso.com>.

* For a Microsoft Dynamics CRM Online deployment, specify the complete hostname part of the Web service URL. For example, given a URL of https://myorg.crm.dynamics.com/main.aspx, the host name part is myorg.crm.dynamics.com.

QUESTION 12

You are planning a deployment of Dynamics CRM 2015.

You estimate that the Dynamics CRM databases contain more than 500 GB of data.

You need to recommend a solution to minimize the size of the databases.

What are three possible recommendations to achieve this goal? Each correct answer presents a complete solution.

- A. Microsoft SQL Server page compression
- B. RAID-10 disk arrays
- C. NTFS compression
- D. Sparse columns
- E. Microsoft SQL Server row compression

Correct Answer: ACE

Section: (none)

Explanation

Explanation/Reference:

Incorrect:

Not B: RAID-10 (mirroring) is good for fault protection, but would use more drive space. Not D: Sparse columns would increase the size of the database.

QUESTION 13

You have a deployment of Dynamics CRM 2015 that contains one server.

You need to make the deployment available to users on the Internet.

Which action should you perform first from Deployment Manager?

- A. Run the Internet-Facing Deployment Configuration Wizard.
- B. Configure the Incoming Email setting.
- C. Disable the server.
- D. Run the Configure Claims-Based Authentication Wizard.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Configure an Internet-facing Deployment using the Configure Internet-Facing Deployment Wizard.

QUESTION 14

You have a deployment of Dynamics CRM 2015.

You complete the Internet-Facing Deployment Configuration Wizard.

You need to ensure to that users on the Internet can access the deployment.

What should you create?

- A. A Kerberos delegation in Active Directory
- B. A service connection point (SCP) in Active Directory
- C. A zone delegation in the internal DNS zone
- D. A record in the external DNS zone

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Example:

Verify that the DNS records exist, and point to the public IP for dev.crm.consolidatedmessenger.com and auth.crm.consolidatedmessenger.com.

Reference: Configure an Internet-facing Deployment using the Configure Internet-Facing Deployment Wizard

QUESTION 15

You have a network that contains a single IP subnet.

You deploy a Microsoft SQL Server cluster that contains two SQL Server servers.

You launch the setup program for Dynamics CRM 2015.

You need to configure Dynamics CRM 2015 to use the SQL Server cluster.

What should you enter on the Select SQL Server page?

- A. The management IP address of the SQL Server cluster
- B. The IP address of one of the SQL Server servers
- C. The virtual server name of the SQL Server cluster
- D. The name of one of the SQL Server servers

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

In the Edit Organization Wizard, in the SQL Server box, type the virtual SQL Server name for the SQL Server cluster that you created earlier, and then click Next.

QUESTION 16

You have a deployment of Dynamics CRM 2015 that contains one server. The server runs Windows Server 2012 R2.

You need to change the user account used to start the Dynamics CRM services in the least amount of time possible.

What should you use?

- A. Deployment Manager
- B. Add or remove programs
- C. Microsoft SQL Server Management Studio
- D. Server Manager

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Example:

The screenshot displays the Windows Server Manager interface for a server named 'WS08-DC2'. The left-hand navigation pane shows the 'File Services' role selected. The main pane is titled 'File Services' and provides a description: 'Provides technologies that help you manage storage, enable file replication, manage shared folders, ensure fast file searching, and enable JNIX client computers'. Below this, there are three sections:

- Summary**: Shows 12 informational events in the last 24 hours. A table lists these events with columns for Level, Event ID, Date and Time, and Source.
- System Services**: Shows 'All Running'. A table lists the 'Server' service with columns for Display Name, Service Name, Status, Startup Type, and Monitor.
- Role Services**: Shows '1 installed'. A table lists 'File Server' as installed and 'Distributed File System' as not installed.

At the bottom, it indicates 'Last Refresh: 12/14/2007 8:27:46 AM' and provides a 'Configure refresh' link.

QUESTION 17

You have a deployment of Dynamics CRM 2015 that contains four organizations. You plan to implement an Internet-facing deployment.

You need to ensure that the organizations are accessible to Internet-based clients.

What should you create in DNS?

- A. Four host (A) records
- B. Four start of authority (SOA) records
- C. One service location (SRV) record
- D. One canonical name (CNAME) record

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Example:

If you have not already done so, add host records in DNS for the IFD endpoints (for example: orgname.contoso.com, auth.contoso.com, dev.contoso.com)

QUESTION 18

You have a deployment of Dynamics CRM 2015 Workgroup Server 2015.

After a recent Dynamics CRM failure, users were unable to access Dynamics CRM data for several days.

You need to implement a high availability solution for the deployment.

What should you do first?

- A. Modify the URL of the Discovery Web Service server role.
- B. Configure Windows Server Failover Clustering.
- C. Modify the product key of Dynamics CRM 2015.
- D. Configure Network Load Balancing (NLB).

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Network Load Balancing provides redundancy.

QUESTION 19

You plan to deploy Dynamics CRM 2015 to five internal users on the network and to five external users. Only the internal users will create workflows. All of the users will use Microsoft Dynamics CRM for Outlook.

You need to recommend which licenses must be purchased for the planned deployment. The solution must minimize costs.

What should you recommend?

- A. One license for Dynamics CRM Workgroup Server 2015, five Basic client access licenses (CALs), and one External Connector (EC) license
- B. One license for Dynamics CRM Server 2015, five Basic client access licenses (CALs), and five Professional CALs
- C. One license for Dynamics CRM Workgroup Server 2015, five Basic client access licenses (CALs), and five Professional CALs
- D. One license for Dynamics CRM Server 2015, five Professional client access licenses (CALs), and one External Connector (EC) license

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

* Professional Use Additive CAL

This CAL upgrades a Basic CAL's functionality so that it matches a Professional CAL. When used in conjunction with a Basic CAL, this additive CAL allows a user or device access to all Dynamics CRM server functionality.

* Basic CAL

The Basic CAL gives a user or device access to basic CRM functionality on a Dynamics CRM server.