

Vendor: Microsoft

Exam Code: MB2-702

Exam Name: Microsoft Dynamics CRM 2013 Deployment

Version: Demo

Question No : 1

You install Microsoft Dynamics CRM on-premises.

The Microsoft Dynamics CRM environment must have a Uniform Resource Locator (URL) that is different from the default URL for Microsoft Dynamics CRM.

Which two actions should you perform? Each correct answer presents a complete solution.

- A.** Before you install Microsoft Dynamics CRM, create the alias record on your Domain Name System (DNS) server. Install Microsoft Dynamics CRM. Modify the host header of the default website in Internet Information Services (IIS).
- B.** Before you install Microsoft Dynamics CRM, create a new Microsoft Dynamics CRM website by using Internet Information Services (IIS) and add the desired host header. Configure the binding, host header, and domain name system (DNS) entries. Install Microsoft Dynamics CRM and then select the website that you created.
- C.** Install Microsoft Dynamics CRM and select the default server website. After the installation is complete, change the website address by using Deployment Manager.
- D.** Install Microsoft Dynamics CRM and select the default server website. After the installation is complete, change the website address in the database MSCRM_config.

Answer: A,B

Question No : 2

You are a system administrator for Microsoft Dynamics CRM Online.

You need to provision a user.

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

- A.** Add the user in the Microsoft Online Services Portal.
- B.** Configure the user with Read access mode.
- C.** Enable the user record in Microsoft Dynamics CRM Online.
- D.** Assign a Microsoft Dynamics CRM Online license to the user.

Answer: A,D

Explanation: Ref: [http://technet.microsoft.com/en-us/library/jj191623\(v=crm.6\)](http://technet.microsoft.com/en-us/library/jj191623(v=crm.6))

Question No : 3

You install Microsoft Dynamics CRM on-premises.

The installation fails and you receive an installation error.

You need to access the installation log files to view the details about the error.

What should you do?

- A. Query the Microsoft Dynamics CRM database and view the log table.
- B. View the installation log files in the folder <SystemDrive>\Program Files\Microsoft Dynamics CRM\Log.
- C. View the installation log files in the folder <SystemDrive>\Users\<L/serno/ne>\AppData\Roaming\Microsoft\MSCRM\Log.
- D. View the installation log files by opening the Event Viewer.

Answer: C

Question No : 4

You work for a company named Wingtip Toys that has a subscription to Microsoft Dynamics CRM Online.

You need to configure Microsoft Dynamics CRM Online so that users can authenticate on the domain wingtiptoys.com.

What should you do?

- A. Use the Office 365 admin center for Microsoft support to submit a service request to change the current Office365 authentication domain name to the domain wingtiptoys.com.
- B. Use Microsoft Dynamics CRM to change users' user names to user principal names (UPNs).
- C. Use the Office 365 admin center to add a new security group and give the new security group the same name as the domain wingtiptoys.com. Add users to the new security

group.

D. Use the Office 365 admin center to add the domain name wingtiptoys.com to Microsoft Online Services. In the Office 365 admin center, append all the users' user names to the domain wingtiptoys.com.

Answer: B

Question No : 5

You need to install Microsoft Dynamics CRM Server.

Which Microsoft Windows operating system should you use?

- A.** The 64-bit edition of Windows Server 2012 with the Server Core option
- B.** The 64-bit edition of Windows Server 2008 SP2 with the Server Core option
- C.** The 64-bit edition of Windows Server 2008 Enterprise SP2
- D.** The 32-bit edition of Windows Server 2003 Enterprise SP2

Answer: C

Question No : 6

Which three administrative roles in Microsoft Online Services are used with Microsoft Dynamics CRM Online? Each correct answer presents a complete solution.

- A.** Service Admin
- B.** Billing Admin
- C.** System Customizer
- D.** Password Admin
- E.** Marketing Manager

Answer: A,B,E

Explanation: Ref: <http://www.microsoft.com/de-de/dynamics/crm-customer-center/permissions-required-for-customization-tasks.aspx>

Question No : 7

You need to change your company's Microsoft Dynamics CRM Online uniform resource locator (URL) to a shorter URL. What should you do?

- A.** Edit the URL name in the Microsoft Dynamics CRM Online instance settings by using the Office 365 admin center.
- B.** Edit the Microsoft Dynamics CRM Online instance friendly name by using the Office 365 admin center.
- C.** Connect to your Microsoft Dynamics CRM Online organization by using Deployment Manager and update the web address for the organization.
- D.** Specify a unique name for a new organization in Microsoft Dynamics CRM Online.

Answer: A

Question No : 8

Users report that they must enter their domain credentials every time that they access Microsoft Dynamics CRM.

You need to ensure that users who are currently logged in with domain credentials are authenticated automatically in Microsoft Dynamics CRM when they open the Microsoft Dynamics CRM website.

What should you do?

- A.** Add the Microsoft Dynamics CRM universal resource locator (URL) to the Local Intranet zone in Microsoft Internet Explorer on each computer that will access Microsoft Dynamics CRM.
- B.** Ensure that all users are configured with Read-Write access mode in Microsoft Dynamics CRM.
- C.** Ensure that all users are members of the PrivUserGroup in Active Directory.
- D.** Re-import the Microsoft Dynamics CRM organization by using the Automatically Map Users option. Select the Active Directory account name as the method for automatic mapping.

Answer: A

Question No : 9

You have four computers configured as shown in the following table.

Computer name	Configuration
Computer1	Microsoft Dynamics CRM Server
Computer2	Microsoft Dynamics CRM Email Router
Computer3	Microsoft SQL Server
Computer4	Microsoft Exchange Server

You use the Microsoft Dynamics CRM Email Router to route email messages between the Microsoft Exchange Server and Microsoft Dynamics CRM.

If the computer that runs the Microsoft Dynamics CRM Email Router fails, you must be able to restore service without having to reconfigure all of the Email Router options individually.

What should you back up?

- A. the database MSCRM_CONFIG on the Microsoft SQL Server
- B. the XML configuration files that are in the folder <systemdrive>\Program Files\Microsoft CRM Email\Service on the Email Router
- C. the registry hive named HKEY_LOCAL_MACHINE\Software\Microsoft\MSCRM Email on the Email Router
- D. the message store Priv.edb that is on the Microsoft Exchange server

Answer: B

Question No : 10

The default bulk delete operation named Delete completed system jobs runs daily in Microsoft Dynamics CRM, Which system job type is included in the bulk delete operation?

- A. Import Subprocess
- B. Goal Roll Up
- C. Workflow
- D. Bulk Email

Answer: B

Question No : 11

You need to create a Bulk Delete job that runs on a recurring schedule in Microsoft Dynamics CRM. What is the shortest interval at which you can configure the Bulk Delete job to run?

- A. 15 minutes
- B. 1 hour
- C. 1 day
- D. 7 days

Answer: D

Question No : 12

Which fields use data encryption?

- A. all system fields use data encryption
- B. any system field or custom field on which an administrator enables encryption
- C. password fields that are in system entities
- D. fields that are secured by using Field Security Profiles

Answer: C

Question No : 13

Your company uses Microsoft Dynamics CRM on-premises.

Which two tasks are supported in the Microsoft SQL Server database for an organization? Each correct answer presents a complete solution.

- A. moving a table to a separate drive
- B. deleting rows from a table
- C. adding indexes to a table
- D. adding columns to a table

Answer: A,C

Question No : 14

You must back up the component that is required to restore Microsoft Dynamics CRM Server if the server fails. What should you back up?

- A.** the folder <systemdrive>\Program Files\Microsoft Dynamics CRM\ that is on the Deployment Administration server
- B.** the registry hive named HKEY_LOCAL_MACHINE\Software\Microsoft\MSCRM that is on each of the back-end servers
- C.** the database MSCRM_CONFIG and all of the organization databases that are on the Microsoft SQL Server
- D.** the Inetpub folders that are on each of the front-end servers

Answer: C

Question No : 15

You configure two separate deployments of Microsoft Dynamics CRM. You need to set up reporting for the two deployments. Which action should you perform?

- A.** Install one instance of Microsoft SQL Server Reporting Services on one server.
- B.** Install a named instance and a default instance of Microsoft SQL Server Reporting Services on one server.
- C.** Install two named instances of Microsoft SQL Server Reporting Services on one server.
- D.** Install one instance of Microsoft SQL Server Reporting Services on one server, and then install one instance of Microsoft SQL Server Reporting Services on a second server.

Answer: D

Question No : 16

You configure an Internet-Facing Deployment (IFD) for Microsoft Dynamics CRM. You configure Active Directory Federation Services (AD FS). What should you do next?

- A.** In the Microsoft Dynamics CRM Deployment Manager, run the Configure IFD Wizard.
- B.** Add claims rules in Active Directory Federation Services in AD FS.
- C.** In AD FS, create a relying party trust for the Microsoft Dynamics CRM federation metadata Uniform Resource Locator (URL).
- D.** In Microsoft Dynamics CRM Deployment Manager, run the Configure Claims-Based

Authentication Wizard.

Answer: D

Question No : 17

Your company deploys Microsoft Dynamics CRM on-premises. The deployment has two organizations. You use one organization for production, and you use the other organization for development. You configure the Microsoft Dynamics CRM website for Hypertext Transfer Protocol (HTTP) on port 80.

You need to configure an Internet-Facing Deployment (IFD) for the production organization.

Which task should you perform?

- A. Change the port for the Microsoft Dynamics CRM website to 443.
- B. Configure the production organization to use Hypertext Transfer Protocol Secure (HTTPS).
- C. Change the web addresses for the Microsoft Dynamics CRM deployment from HTTP to Hypertext Transfer Protocol Secure (HTTPS).
- D. Configure the Microsoft Dynamics CRM website to use Hypertext Transfer Protocol Secure (HTTPS) and HTTP bindings.

Answer: C

Question No : 18

You install Microsoft Dynamics CRM.

You did NOT install Microsoft Dynamics CRM Reporting Extensions.

Which task are you able to perform?

- A. Upload fetch-based reports.
- B. Run default reports.
- C. Import an organization.
- D. Upload SQL-based reports.

Answer: D

Question No : 19

You install Microsoft Dynamics CRM Server.

You must install the Asynchronous Processing Service on a different server than the Microsoft Dynamics CRM website.

Which server role group should you install on the server that runs the Asynchronous Processing Service?

- A. Back-End Server
- B. Front-End Server
- C. Deployment Administration Server
- D. Full Server

Answer: A

Question No : 20

You install Microsoft Dynamics CRM on two servers that are in a Network Load Balancing (NLB) cluster. You need to select server roles for both servers. Which server role configuration is supported?

- A. only the Discovery Web Service and the Asynchronous Processing Service installed on both servers in the NLB cluster
- B. only the Web Application Server role installed on both servers in the NLB cluster
- C. the Web Application Server and Organization Web Service roles installed on both servers in the NLB cluster
- D. all server roles installed on one or the other of the two servers in the NLB cluster

Answer: C

Question No : 21

You are a Microsoft Dynamics CRM administrator. You have four virtual machines,

configured as shown in the following table.

Virtual machine name	Configuration
VM1	Microsoft Dynamics CRM Server 2013
VM2	Microsoft SQL Server 2012
VM3	Microsoft Dynamics CRM 2013 Email Router
VM4	Microsoft SQL Server Reporting Services

You need to install Microsoft Dynamics CRM Reporting Extensions.

Where should you install the Reporting Extensions?

- A. VM1
- B. VM2
- C. VM3
- D. VM4

Answer: D

Question No : 22

You are a Microsoft Dynamics CRM administrator. Microsoft Dynamics CRM users in your company have local Administrator rights on their computers.

You must ensure that users have offline access to Microsoft Dynamics CRM data by using Microsoft Dynamics CRM Client for Microsoft Office Outlook.

Which two procedures should you perform? Each answer presents a complete solution.

- A. Configure the offline synchronization filters for Outlook in Microsoft Dynamics CRM Client for Outlook.
- B. Instruct the users to click the Go Offline button in Microsoft Dynamics CRM Client for Outlook.
- C. Enable offline capability when you install Microsoft Dynamics CRM Client for Outlook.
- D. Install Microsoft Dynamics CRM Client for Outlook update rollout 1.

Answer: B,C

Explanation: Ref: <http://technet.microsoft.com/en-us/library/hh387330.aspx>

Question No : 23

What is a feature of Microsoft Dynamics CRM Client for Outlook?

- A.** Offline capability is available for two Microsoft Dynamics CRM users that share the same computer.
- B.** Offline capability can be enabled for Microsoft Outlook Web App (OWA).
- C.** Offline capability can be enabled for multiple Microsoft Dynamics CRM organizations on the same computer.
- D.** Offline capability stores data in a Microsoft SQL Server 2008 Express database that is installed on a user's computer.

Answer: D

Question No : 24

You install Microsoft Dynamics CRM for Microsoft Office Outlook on a user's laptop by using a command prompt. At the command prompt you run `setupclient.exe` with the `/disableofflinecapability` switch.

What is the result of the installation?

- A.** The installation includes the additional components for offline capability, but offline access is not enabled. The user can enable offline capability later by clicking the Go Offline button in Outlook.
- B.** No additional components are installed for offline capability. The user can enable offline capability by clicking the Go Offline button in Outlook.
- C.** No additional components are installed for offline capability. The Go Offline button is hidden in Outlook.
- D.** No additional components are installed for offline capability. The user cannot enable offline capability because the user's security roles are updated to remove the Go Offline in Outlook privilege.

Answer: C

Question No : 25

You install Microsoft Dynamics CRM Client for Microsoft Office Outlook on a laptop by using the setup wizard's default settings. Three users share the laptop.

A user named User1 must be able to work offline on the laptop.

Which three settings should you verify? Each correct answer presents part of the solution.

- A.** User1 is a member of the PrivUserGroup in Active Directory so that User1 has the rights to create a local Microsoft Dynamics CRM database on the laptop.
- B.** User1 has the Go Offline in Outlook permission in at least one security role.
- C.** User1 is a Deployment Administrator on the laptop so that User1 has the rights to create a local Microsoft Dynamics CRM database.
- D.** User1 is a member of the local Administrators group on the laptop so that User1 has the rights to install the required components that are needed to use Microsoft Dynamics CRM Client for Outlook in offline mode.
- E.** User1 is the first user on the laptop that is configured to use the Microsoft Dynamics CRM Client for Outlook for offline access.
- F.** User1 has the Go Mobile permission in at least one security role.

Answer: B,D,E

Question No : 26

Which component is installed ONLY if you use the offline capability in Microsoft Dynamics CRM Client for Microsoft Office Outlook?

- A.** Microsoft SQL Server Compact 4.0 SP1
- B.** Microsoft Visual C++ 2010 Redistributable
- C.** Microsoft .NET Framework 4.0
- D.** Microsoft SQL Server 2008 Express Edition SP1

Answer: D

Question No : 27

You need to install Microsoft Dynamics CRM for Microsoft Office Outlook.

Which two operating systems are supported? Each correct answer presents a complete solution.

- A. 64-bit edition of Windows XP
- B. Mac OS X 10.8
- C. Windows Server 2003
- D. 32-bit edition of Windows 8
- E. 64-bit edition of Windows Vista

Answer: D,E

Explanation: Ref: <http://www.microsoft.com/en-gb/download/details.aspx?id=40344>

Question No : 28

Which two versions of Microsoft Office support Microsoft Dynamics CRM Client for Microsoft Office Outlook? Each correct answer presents a complete solution.

- A. Office XP
- B. Office 2003
- C. Office 2013
- D. Office 2011 for Mac
- E. Office 2007

Answer: C,E

Question No : 29

What can server-side synchronization accomplish?

- A. It can synchronize appointments, contacts, and tasks with Microsoft Exchange.
- B. It can deploy forwarding rules automatically.
- C. It can connect to Microsoft Exchange Server 2007.
- D. It can connect to an Internet Message Access Protocol (IMAP) server.

Answer: D

Question No : 30

You need to configure Microsoft Dynamics CRM to use the Microsoft Dynamics CRM Email Router to process email messages. Where should you configure the email processing option?

- A. in the Email Server Profile record
- B. in Email Router Configuration Manager
- C. in system settings
- D. in Microsoft Dynamics CRM Deployment Manager

Answer: C

Question No : 31

You configure Microsoft Dynamics CRM to use server-side synchronization. Which Microsoft Dynamics CRM service processes email messages?

- A. Sandbox Service
- B. Monitoring Service
- C. Asynchronous Processing Service
- D. VSS Writer

Answer: C

Question No : 32

Your company has three subscriptions for Microsoft Dynamics CRM Online. Some users have Microsoft Exchange 2013 email accounts on-premises, and some users have Microsoft Exchange Online email accounts.

You must create incoming profiles for the Microsoft Dynamics CRM Email Router.

How many incoming profiles should you create?

- A. 1
- B. 2
- C. 3

D. 6

Answer: B

Question No : 33

You need to install and run the Microsoft Dynamics CRM Email Router. Which Microsoft Windows operating system should you use?

- A. the 32-bit edition of Windows Server 2008 Standard
- B. the 64-bit edition of Windows Server 2008 Enterprise SP2
- C. the 64-bit edition of Windows Server 2003 Enterprise SP2
- D. the 32-bit edition of Windows Server 2008 Enterprise

Answer: D

Question No : 34

When is email address approval required in Microsoft Dynamics CRM?

- A. When a disabled user is re-enabled
- B. when a user is granted the privilege Send Email as Another User
- C. when a user sends an email message that has attachments that are larger than the maximum file-size limit
- D. when the email address is changed for a user that is configured to use the Microsoft Dynamics CRM Email Router for email processing

Answer: D

Question No : 35

You plan to install Microsoft Dynamics CRM on two computers. One computer will be a front-end server and one computer will be both a back-end server and a Deployment Administration server. You have a third server on which you will install Microsoft Dynamics CRM Email Router.

You have the following requirements:

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- ✍ You have 50 users who must access all of the features of Microsoft Dynamics CRM,
 - ✍ 30 of the users must be able to access Microsoft Dynamics CRM from their laptops and their supported tablet devices.
 - ✍ You must import data for 40 users who left your organization and then disable their user accounts.

You need to obtain Microsoft Dynamics CRM licenses for the installation.

Which licenses should you choose?

- A.** 1 Microsoft Dynamics CRM Server license, 50 Professional user Client Access Licenses (CALs), and 30 device CALs
- B.** 2 Microsoft Dynamics CRM Server licenses, 90 Professional user Client Access Licenses (CALs), and 30 device CALs
- C.** 2 Microsoft Dynamics CRM Server licenses and 50 Professional user Client Access Licenses (CALs)
- D.** 3 Microsoft Dynamics CRM Server licenses and 50 Professional user Client Access Licenses (CALs)

Answer: C

Question No : 36

You need to install Microsoft Dynamics CRM Server. Which action is supported?

- A.** Install Microsoft Dynamics CRM Server on Microsoft Windows Small Business Server 2011.
- B.** Install Microsoft SQL Server and Microsoft Dynamics CRM Server in different Active Directory domains.
- C.** Install the 64-bit edition of Windows Server 2008 by using the Server Core option, and then install Microsoft Dynamics CRM Server on Windows Server 2008.
- D.** Install a 64-bit edition of Microsoft SQL Server 2008 that has a named instance, and then install Microsoft Dynamics CRM Server on the SQL Server 2008 Server.

Answer: D

Question No : 37

You install Microsoft Dynamics CRM Server by using a trial product key that is valid for 90

days.

You must ensure that Microsoft Dynamics CRM Server continues to work after 90 days.

What should you do?

- A. Reinstall Microsoft Dynamics CRM Server and enter a new trial product key.
- B. Reinstall Microsoft Dynamics CRM Server and enter a new product key that you purchased.
- C. In Microsoft Dynamics CRM Deployment Manager, enter a new trial product key.
- D. In Microsoft Dynamics CRM Deployment Manager, enter a product key that you purchased.

Answer: D

Question No : 38

Your company plans to deploy Microsoft Dynamics CRM Online.

System administrators must be able to create new fields and customize Microsoft Dynamics CRM during the deployment.

Which subscription type do the system administrators need?

- A. Professional
- B. Essential
- C. Basic
- D. Read-Write access mode

Answer: A