

# 10-184

## Microsoft

### *Microsoft CRM Installation and Configuration*

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**QUESTION 1:**

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

- A. The platform layer directly accesses the physical database.
- B. The application code has direct access to the physical database.
- C. The metadata 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

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**QUESTION 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

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**QUESTION 3:**

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

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

Answer: A

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**QUESTION 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

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**QUESTION 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 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

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**QUESTION 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

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**QUESTION 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  
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**QUESTION 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 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

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**QUESTION 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

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