
Microsoft Dynamics CRM 2013 Installation and Deployment

Duration: 2 Days **Course Code: M80539**

Overview:

This two-day training course provides individuals with the skills to install and deploy Microsoft Dynamics CRM 2013. The training material focuses on the components used within a Microsoft Dynamics CRM deployment, the hardware and software requirements needed to successfully deploy Microsoft Dynamics CRM, and the installation instructions for the primary Microsoft Dynamics CRM components: the Microsoft Dynamics CRM Server, the E-Mail Router, and Microsoft Dynamics CRM for Office Outlook. The course also covers upgrading from earlier versions, configuring an Internet-facing Deployment and administration tasks.

Target Audience:

This course is intended for implementation consultants, system integrators, or support professionals who need to install and deploy Microsoft Dynamics CRM 2013.

Objectives:

- **After completing this course, students will be able to:**
 - Describe the components that are required for a successful Microsoft Dynamics CRM implementation.
 - Identify the hardware and software requirements for components of a Microsoft Dynamics CRM implementation.
 - Install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Reporting Extensions.
 - Install and configure the Microsoft Dynamics CRM E-mail Router.
 - Describe the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Configure Claims-based authentication and Internet-facing deployment.
 - Upgrade to Microsoft Dynamics CRM 2013.
 - Manage Microsoft Dynamics CRM organizations using the Deployment Manager.
 - Describe the high availability options for Microsoft Dynamics CRM 2013.
-

Prerequisites:

Before attending this course, students must have a working knowledge of:

- Microsoft Windows Server
 - Active Directory
 - Internet Information Services (IIS)
 - Microsoft Exchange
 - Microsoft SQL Server
 - Microsoft Outlook
-

Content:

Module 1: System Requirement and Required Technologies

This module provides a high-level overview of the supporting technologies and describes the components of a Microsoft Dynamics CRM implementation.

Lessons

- Microsoft Dynamics CRM Offerings
- Email Processing

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft

Lab : Duplicate the Adventure Works Cycles Organization

After completing this module, students will be able to:

- Describe the Microsoft Dynamics CRM offerings.
- Describe the hardware and software requirements for the Microsoft Dynamics CRM Server.
- Examine the two types of Reporting Services reports.
- Describe the Deployment Manager and the role of deployment administrators.
- Identify considerations before starting an upgrade.
- Describe the email processing options in Microsoft Dynamics CRM.
- Review the hardware and software requirements for Microsoft Dynamics CRM for Outlook.
- Provide a background to claims-based authentication.
- Describe how to change Microsoft Dynamics CRM service accounts.

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM

- Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the

- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.

- implementation.
- Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011

- Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook

- rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.

- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.

- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview

- Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.

- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.

- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.

- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM

- Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for

- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)

- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the

- Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing

- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies

- Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
 - On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration
- Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Review Microsoft Dynamics CRM license

- performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.

- settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server

- information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.

- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM

- Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM

- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure

- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies

- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM

- claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Module 7: Microsoft Dynamics CRM for Microsoft Office Outlook

This module describes the installation requirements for the Microsoft Dynamics CRM for Outlook client and how to install and configure the client.

Lessons

- Microsoft Dynamics CRM Server Requirements
- Microsoft Dynamics CRM Reporting Overview
- Deployment Manager
- Upgrade Considerations
- Microsoft Dynamics CRM for Outlook Overview
- Overview of Claims-Based Authentication
- Service Accounts
- Install Microsoft Dynamics CRM Server on Multiple Computers

- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM

- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting

- Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
 - Describe how to install Microsoft Dynamics CRM using the command line.
 - Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft
 - Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table

- CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery

- Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration

- merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for

- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup

- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.

- Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.

- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft

- IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting

- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.

- Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and

- technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment

- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment

Tasks

- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in

- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.

- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying

- Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM
- Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
- forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM

- Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting

- database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe the Microsoft Dynamics CRM

- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation

- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server

- Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft

- Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
- Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.

- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Review the options for managing emails.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.

- organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
- Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
 - Describe how to install Microsoft Dynamics CRM using the command line.
 - Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell

- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.

- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.

- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers

- Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft
-
- Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
-
- Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services

- Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview

- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.

- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS

- Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers

- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.

- Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.

- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods

- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for

- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions

- Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an
 - On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
 - Describe how to install Microsoft Dynamics CRM using the command line.
 - Describe how sample data can be added
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process

Internet-Facing Deployment

- Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview

to a Microsoft Dynamics CRM implementation.

- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics

- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook

- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization

- CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.

- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.

- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.

- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.

- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Module 5: Upgrade to Microsoft Dynamics CRM 2013

This module examines the planning considerations and the steps for upgrading an existing Microsoft Dynamics CRM deployment to Microsoft Dynamics CRM 2013.

Lessons

- Microsoft Dynamics CRM Server Requirements
- Microsoft Dynamics CRM Reporting Overview
- Deployment Manager
- Upgrade Considerations
- Microsoft Dynamics CRM for Outlook Overview
- Overview of Claims-Based Authentication
- Service Accounts
- Install Microsoft Dynamics CRM Server on Multiple Computers
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft

- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft

- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

After completing this module, students will be able to:

- Describe the Microsoft Dynamics CRM offerings.
- Describe the hardware and software requirements for the Microsoft Dynamics CRM Server.
- Examine the two types of Reporting

- Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations

- Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.

- Services reports.
 - Describe the Deployment Manager and the role of deployment administrators.
 - Identify considerations before starting an upgrade.
 - Describe the email processing options in Microsoft Dynamics CRM.
 - Review the hardware and software requirements for Microsoft Dynamics CRM for Outlook.
 - Provide a background to claims-based authentication.
 - Describe how to change Microsoft Dynamics CRM service accounts.
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install
- Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
- Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace

- Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft
- Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- Lab : Install Microsoft Dynamics CRM for Outlook
 - Configure Windows Firewall to allow incoming connections on port 5555.
 - On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website

- Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email

- Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.

- Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration

- Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server
-
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
-
- Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.

<ul style="list-style-type: none"> Setup. Review the options for creating the Microsoft Dynamics CRM Server website. Review the rights required to install Microsoft Dynamics CRM Server. Install Microsoft Dynamics CRM Server. Review installation troubleshooting and identify known issues. Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server. Describe how to install Microsoft Dynamics CRM using the command line. Describe how sample data can be added to a Microsoft Dynamics CRM implementation. Microsoft Dynamics CRM Reporting Extensions <ul style="list-style-type: none"> Requirements for Microsoft Dynamics CRM Reporting Extensions Microsoft Dynamics CRM Report Authoring Extension Install Microsoft Dynamics CRM Reporting Extensions Review when Microsoft Dynamics CRM Reporting Extensions is required. Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions. Review when Microsoft Dynamics CRM Report Authoring Extension is required. Deployment Administrators Create a New Organization Manage Existing Organizations Manage Servers Configure Access from the Internet Update Web Addresses View License Information Upgrade the Microsoft Dynamics CRM Edition Redeploy Microsoft Dynamics CRM Import Organizations Administer the Deployment Using Windows PowerShell Review the steps to create new organizations. Describe the management tasks for existing organizations. Describe how to add an existing organization database to the deployment. Review Microsoft Dynamics CRM Server management tasks. Describe how to update the Microsoft Dynamics CRM web addresses. Review Microsoft Dynamics CRM license information. Describe the Microsoft Dynamics CRM Edition upgrade options. Explore why the redeployment of Microsoft Dynamics CRM is required. Examine Windows PowerShell for performing deployment commands. Base and Extension Table Merge Upgrade Process Phases <ul style="list-style-type: none"> Phase 1 – Prepare to Upgrade Phase 2 – Establish the Test Environment Phase 3 – Upgrade and Validate the Test 	<ul style="list-style-type: none"> Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook Upgrade Microsoft Dynamics CRM 2011 for Outlook Describe the base and extension table merge process Review the high-level phases of an upgrade process. Explain the need for a test environment. Identify the need to validate an upgrade of a test environment. Review the upgrade of the production deployment. Describe an in-place upgrade of Microsoft Dynamics CRM. Describe a migration upgrade of Microsoft Dynamics CRM. Describe the upgrade of the Microsoft Dynamics CRM Email Router. <ul style="list-style-type: none"> Email Tracking and Correlation Mailbox Monitoring Synchronization Methods Email Address Approval Overview of the Email Router Install the Email Router and Rule Deployment Wizard Configure the Email Router Set Up a Forward Mailbox for the Email Router Deploy Inbox Rules Install the Email Router on Multiple Computers Troubleshooting Overview of Server-Side Synchronization Configure Server-Side Synchronization Set Up a Forward Mailbox for Server-Side Synchronization Migrate Email Router Settings Email Integration Service Role Test Email Configuration Synchronize Appointments, Contacts, and Tasks Explain email tracking and correlation. Discover how mailboxes are monitored. Describe the purpose of Microsoft Dynamics CRM mailbox records. Examine the email synchronization options. Review the requirement to approve email addresses. Explain the role of the Microsoft Dynamics CRM Email Router. Install the Microsoft Dynamics CRM Email Router. Review the Email Router configuration options. Create a forward mailbox. Review the purpose of deploying forwarding rules. Review options for installing the Email Router on multiple computers. Review troubleshooting tips. Describe the role of Server-Side Synchronization. Configure Server-Side Synchronization. Test Server-Side Synchronization 	<ul style="list-style-type: none"> Review the Active Directory Federation Service configuration steps. Review the steps to configure claims-based authentication in Microsoft Dynamics CRM. Review the steps to configure an IFD in Microsoft Dynamics CRM. Manage System Jobs <ul style="list-style-type: none"> Delete Records Disaster Recovery Manage SQL Databases Troubleshooting Configure Tracing Update Microsoft Dynamics CRM <ul style="list-style-type: none"> Manage Data Encryption Best Practices Analyzer (BPA) VSS Writer Service for Microsoft Dynamics CRM Marketplace Examine how to manage system jobs. Show how to delete records using the Bulk Delete Wizard. Discuss areas to consider for a disaster recovery plan. Describe tasks in Microsoft SQL Server that can improve performance. Review ways to troubleshoot and diagnose problems and monitor performance. Examine how to configure tracing. Describe how to update Microsoft Dynamics CRM. Examine data encryption. Describe the Best Practices Analyzer. Describe the VSS Writer Service for Microsoft Dynamics CRM. Examine the Microsoft Dynamics marketplace. <ul style="list-style-type: none"> Network Load Balancing Clustering Microsoft SQL Server Other SQL Server High-Availability Solutions High-Availability Options for Other Supporting Components <p>Lab : Offline Capability</p> <p>After completing this module, students will be able to:</p> <ul style="list-style-type: none"> Describe the Microsoft Dynamics CRM offerings. Describe the hardware and software requirements for the Microsoft Dynamics CRM Server. Examine the two types of Reporting Services reports. Describe the Deployment Manager and the role of deployment administrators. Identify considerations before starting an upgrade. Describe the email processing options in Microsoft Dynamics CRM. Review the hardware and software requirements for Microsoft Dynamics CRM for Outlook.
---	--	--

Environment

- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.

settings.

- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster

- Provide a background to claims-based authentication.
- Describe how to change Microsoft Dynamics CRM service accounts.
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics

- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.

- recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using

- CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router

- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online

- the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.

- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.

- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.

- Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
- Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
- Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server

- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade

- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting

- Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses

- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email

- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing

- Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website

- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.

- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.

- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration

- Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.

information.

- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.

for Outlook

- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods

- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft

- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Dynamic CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM

- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements

- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software

- Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router

- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server

- requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for

- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and

management tasks.

- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role

performing deployment commands.

- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.

how to configure the offline database.

- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook

- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based

- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.

- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.

- authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft

Reporting Extensions.

- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing

Office Outlook.

- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition

Dynamics CRM.

- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for

- organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability

- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory

- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for

Solutions

- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.

- Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two
- Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics

- modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements

PowerShell

- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple

CRM Reporting Extensions

- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process

Deployment Methods

- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose

Computers

- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD

- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for

problems and monitor performance.

- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Module 8: Configure an Internet-Facing Deployment

This module describes how to configure a Microsoft Dynamics CRM deployment for access over the Internet. A deployment that is configured in this way is referred to as an “Internet-Facing Deployment (IFD).”

Lessons

- Microsoft Dynamics CRM Server Requirements
- Microsoft Dynamics CRM Reporting Overview
- Deployment Manager
- Upgrade Considerations
- Microsoft Dynamics CRM for Outlook Overview
- Overview of Claims-Based Authentication
- Service Accounts
- Install Microsoft Dynamics CRM Server on Multiple Computers
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.

- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Module 2: Install Microsoft Dynamics CRM Server

This module focuses on installing Microsoft Dynamics CRM Server. It also discusses the required components and Server requirements.

Lessons

- Microsoft Dynamics CRM Server Requirements
- Microsoft Dynamics CRM Reporting Overview
- Deployment Manager
- Upgrade Considerations
- Microsoft Dynamics CRM for Outlook Overview

- Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.

- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition

- Overview of Claims-Based Authentication
- Service Accounts
- Install Microsoft Dynamics CRM Server on Multiple Computers

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to

- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed

- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email

- a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for
- during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
 - Describe how to install Microsoft Dynamics CRM using the command line.
 - Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
- Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.

- Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails

- Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing

- Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of
-
- Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
-
- Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.

- Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for

Email Router

- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.

Windows PowerShell

- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules

Outlook.

- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions

- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics

- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an

- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added

CRM.

- Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.

Internet-Facing Deployment

- Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office

to a Microsoft Dynamics CRM implementation.

- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook

- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same

- Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension

- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods

- Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.

- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the

- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft

- Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.

- Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test

- Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the

- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the

- Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration

Production Deployment

- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding

Microsoft Dynamics CRM Server website.

- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment

options.

- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption

- rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server

- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.

- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases

- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.

- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade

- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

After completing this module, students will be able to:

- Describe the Microsoft Dynamics CRM offerings.
- Describe the hardware and software requirements for the Microsoft Dynamics CRM Server.
- Examine the two types of Reporting Services reports.
- Describe the Deployment Manager and the role of deployment administrators.
- Identify considerations before starting an upgrade.
- Describe the email processing options in Microsoft Dynamics CRM.
- Review the hardware and software requirements for Microsoft Dynamics CRM for Outlook.
- Provide a background to claims-based authentication.
- Describe how to change Microsoft Dynamics CRM service accounts.
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office

- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks

- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.

- Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension

- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.

- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two

- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the

- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for

- modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM

Command Line

- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for

Outlook Using the Command Line

- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.

Import Organizations

- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router

- performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an

- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM

- Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment

- Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

After completing this module, students will be able to:

- Describe the Microsoft Dynamics CRM offerings.
- Describe the hardware and software requirements for the Microsoft Dynamics CRM Server.
- Examine the two types of Reporting Services reports.
- Describe the Deployment Manager and the

- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies

- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.

- role of deployment administrators.
- Identify considerations before starting an upgrade.
- Describe the email processing options in Microsoft Dynamics CRM.
- Review the hardware and software requirements for Microsoft Dynamics CRM for Outlook.
- Provide a background to claims-based authentication.
- Describe how to change Microsoft Dynamics CRM service accounts.
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.

- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM

- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases

- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment

- Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying

- CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery

- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.

- forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM

- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup

- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting

- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting

- Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
 - Describe how to install Microsoft Dynamics CRM using the command line.
 - Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft
- Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation
- Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
 - Describe how to install Microsoft Dynamics CRM using the command line.
 - Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM

- Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and

- Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting

- Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft

Tasks

- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in

Extensions

- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM

Dynamics CRM mailbox records.

- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.

- Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM

- Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production

- Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.

- Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell

- database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers

- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation

- Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.

- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services

- Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
 - Describe how to install Microsoft Dynamics CRM using the command line.
 - Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the
- Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview

- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new

- Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.

- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.

- organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.

- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.

- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server

- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook

- Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft

- Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing

- Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Dynamics CRM.

- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM

organization database to the deployment.

- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions

- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router

- Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication

- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process

- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS

- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs

- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook

- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Lab : Install Microsoft Dynamics CRM Server

Lab : Load Sample Data

After completing this module, students will be able to:

- Describe the Microsoft Dynamics CRM offerings.
- Describe the hardware and software requirements for the Microsoft Dynamics CRM Server.
- Examine the two types of Reporting Services reports.
- Describe the Deployment Manager and the

- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting

- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.

- role of deployment administrators.
 - Identify considerations before starting an upgrade.
 - Describe the email processing options in Microsoft Dynamics CRM.
 - Review the hardware and software requirements for Microsoft Dynamics CRM for Outlook.
 - Provide a background to claims-based authentication.
 - Describe how to change Microsoft Dynamics CRM service accounts.
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
- Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.

- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same

- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for

- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft

- Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.

- installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.

- Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.

- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.

- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.

- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace

- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft

- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server

- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Module 9: Maintain and Troubleshoot a Deployment

This module provides information on maintaining performance, troubleshooting, and updating Microsoft Dynamics CRM.

Lessons

- Microsoft Dynamics CRM Server Requirements
- Microsoft Dynamics CRM Reporting Overview
- Deployment Manager
- Upgrade Considerations
- Microsoft Dynamics CRM for Outlook Overview
- Overview of Claims-Based Authentication
- Service Accounts
- Install Microsoft Dynamics CRM Server on Multiple Computers
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting

- Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email
- technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
 - Describe how to install Microsoft Dynamics CRM using the command line.
 - Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations

Production Deployment

- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding

Router on multiple computers.

- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft

Manage Servers

- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods

- rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.

- ### Dynamics CRM
- Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft

- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related

- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.

- Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.

- to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model

- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring

- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.

- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.

- Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.

- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM

- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Describe the upgrade of Microsoft Dynamics CRM for Outlook.

Module 6: Email Management

This module describes management topics that are common to each of the email processing methods and the email processing methods.

Lessons

- Microsoft Dynamics CRM Offerings
- Email Processing

- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line

- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.

- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.

- Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
 - On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration

- performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.

- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization

- settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server

- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.

- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies

- recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using

- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.

- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM

- the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.

- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online

- Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for

- CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery

- Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.

- performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email

- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup

- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft

- addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records

- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft

Dynamics CRM.

- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses

- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.

- Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.

Tasks

- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side

- Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM

- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring

- Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.

- database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers

- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation

- for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods

- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval

- Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
- Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.

- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new

- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software

- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies

- organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
- requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
 - Describe how to install Microsoft Dynamics CRM using the command line.
 - Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
 - Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
 - Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for
- Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
 - Describe how to install Microsoft Dynamics CRM using the command line.
 - Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
 - Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension

- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.

- performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.

- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of

- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft

- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.

- a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for

- Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics

- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router

- Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition

- marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the

- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS

- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router

- installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance

- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Module 3: Install Microsoft Dynamics CRM Reporting Extensions

This module describes the role of Reporting Extensions and provides an overview of the report types that are available in Microsoft Dynamics CRM.

Lessons

- Microsoft Dynamics CRM Server Requirements
- Microsoft Dynamics CRM Reporting Overview
- Deployment Manager

- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for

of SQL Server

- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side

- Upgrade Considerations
 - Microsoft Dynamics CRM for Outlook Overview
 - Overview of Claims-Based Authentication
 - Service Accounts
 - Install Microsoft Dynamics CRM Server on Multiple Computers
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.
 - Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.

- Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies

- Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster

- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router

- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics

- recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software

- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements

- CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process

- requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.

- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.

- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for

- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.

- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and

- Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.

- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery

- identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements

- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side

- during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases

- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing

- Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization

- problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
-
- Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
-
- Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.

- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft

- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.

- CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using

- Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet

- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster

- Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules

- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router

- recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed
- Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an
- Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for

- during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment

- Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office

- Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Lab : Configure Tracing

After completing this module, students will be able to:

- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration

- Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension

- Describe the Microsoft Dynamics CRM offerings.
- Describe the hardware and software requirements for the Microsoft Dynamics CRM Server.
- Examine the two types of Reporting Services reports.
- Describe the Deployment Manager and the role of deployment administrators.
- Identify considerations before starting an upgrade.
- Describe the email processing options in Microsoft Dynamics CRM.
- Review the hardware and software requirements for Microsoft Dynamics CRM for Outlook.
- Provide a background to claims-based authentication.
- Describe how to change Microsoft Dynamics CRM service accounts.
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software

- options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace

- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.

- requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.

- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Lab : Install Reporting Extensions

After completing this module, students will be able to:

- Describe the Microsoft Dynamics CRM offerings.
- Describe the hardware and software requirements for the Microsoft Dynamics CRM Server.
- Examine the two types of Reporting Services reports.
- Describe the Deployment Manager and the role of deployment administrators.
- Identify considerations before starting an upgrade.
- Describe the email processing options in Microsoft Dynamics CRM.
- Review the hardware and software requirements for Microsoft Dynamics CRM for Outlook.
- Provide a background to claims-based authentication.
- Describe how to change Microsoft Dynamics CRM service accounts.
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.

- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for

- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.

- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery

- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval

- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the

- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements

- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how

- Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment

- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing

- to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
-
- Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
-
- organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization

- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.

- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.

- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.

- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft

- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.

- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.

- Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet

- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router

- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for

- Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.

- Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting

- Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server

- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for

- Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM

- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting

- Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Module 4: Manage Microsoft Dynamics CRM with the Deployment Manager

- Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production

- Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.

This module explains how you can redeploy Microsoft Dynamics CRM and use the Microsoft Dynamics CRM Deployment Manager to carry out deployment-wide administration tasks.

Lessons

- Microsoft Dynamics CRM Server Requirements
- Microsoft Dynamics CRM Reporting Overview
- Deployment Manager
- Upgrade Considerations
- Microsoft Dynamics CRM for Outlook Overview
- Overview of Claims-Based Authentication
- Service Accounts
- Install Microsoft Dynamics CRM Server on Multiple Computers
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software

- deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability

- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability

- requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.

- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.

- Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the
- Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server

CRM

- Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks

Production Deployment

- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.

- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.

- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
 - Requirements for Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Report Authoring Extension
 - Install Microsoft Dynamics CRM Reporting Extensions
 - Review when Microsoft Dynamics CRM Reporting Extensions is required.
 - Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
 - Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
 - Create a New Organization
 - Manage Existing Organizations
 - Manage Servers
 - Configure Access from the Internet
 - Update Web Addresses
 - View License Information
- Upgrade the Microsoft Dynamics CRM Edition
 - Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Review the steps to create new organizations.
 - Describe the management tasks for existing organizations.
 - Describe how to add an existing organization database to the deployment.
 - Review Microsoft Dynamics CRM Server management tasks.
 - Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM

- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server

addresses.

- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing

Setup

- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing

- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge

- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server

- organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side

- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics

- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.

Synchronization

- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases

CRM Email Router.

- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases

- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.

- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements

- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements

- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting

- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements

- Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.

- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings

- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for

- Describe how to update the Microsoft Dynamics CRM web addresses.
 - Review Microsoft Dynamics CRM license information.
 - Describe the Microsoft Dynamics CRM Edition upgrade options.
 - Explore why the redeployment of Microsoft Dynamics CRM is required.
 - Examine Windows PowerShell for performing deployment commands.
 - Base and Extension Table Merge
 - Upgrade Process Phases
 - Phase 1 – Prepare to Upgrade
 - Phase 2 – Establish the Test Environment
 - Phase 3 – Upgrade and Validate the Test Environment
 - Phase 4 – Upgrade and Validate the Production Deployment
 - Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - Perform a Migration Using the Same Instance of SQL Server
 - Perform a Migration Using a New Instance of SQL Server
 - Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - Upgrade Microsoft Dynamics CRM 2011 for Outlook
 - Describe the base and extension table merge process
 - Review the high-level phases of an upgrade process.
 - Explain the need for a test environment.
 - Identify the need to validate an upgrade of a test environment.
 - Review the upgrade of the production deployment.
 - Describe an in-place upgrade of Microsoft Dynamics CRM.
 - Describe a migration upgrade of Microsoft Dynamics CRM.
 - Describe the upgrade of the Microsoft Dynamics CRM Email Router.
 - Email Tracking and Correlation
 - Mailbox Monitoring
 - Synchronization Methods
 - Email Address Approval
 - Overview of the Email Router
 - Install the Email Router and Rule Deployment Wizard
 - Configure the Email Router
 - Set Up a Forward Mailbox for the Email Router
 - Deploy Inbox Rules
 - Install the Email Router on Multiple Computers
 - Troubleshooting
 - Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
- installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - High-Availability Options for Other Supporting Components
 - On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft

- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.

- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.

- Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses

- Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.

- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule

- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule

- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email

- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM

Synchronization

- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.

Dynamics CRM

- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft

- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions

- Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for

- Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production

- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production

- Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for

- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers

- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing

- Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing

- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an

- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Lab : Install the Email Router

Lab : Configure the Email Router

Lab : Configure Server-Side Synchronization

After completing this module, students will be able to:

- Describe the Microsoft Dynamics CRM offerings.
- Describe the hardware and software requirements for the Microsoft Dynamics CRM Server.

- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.

- IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM

- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.

- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server

- Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs

- Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs

- that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed

- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases

technologies.

- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet

CRM Reporting Extensions.

- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using

- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.

- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router

- Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules

- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting

- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.

- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an

- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

Module 10: High-Availability Options

This module provides a high-level overview of the high-availability options.

Lessons

- Microsoft Dynamics CRM Server Requirements
- Microsoft Dynamics CRM Reporting Overview
- Deployment Manager
- Upgrade Considerations
- Microsoft Dynamics CRM for Outlook Overview
- Overview of Claims-Based Authentication
- Service Accounts
- Install Microsoft Dynamics CRM Server on Multiple Computers
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions

- Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs

- Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office

- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.

- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators

- Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension

- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.

- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for

- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook

- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook

- Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.

- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook

- Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook

- Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft

- CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install

- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions

- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.

- Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the

- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production

- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.

- Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.

- deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics

- Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation Services
 - Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- Overview of Server-Side Synchronization
 - Configure Server-Side Synchronization
 - Set Up a Forward Mailbox for Server-Side Synchronization
 - Migrate Email Router Settings
 - Email Integration Service Role
 - Test Email Configuration
 - Synchronize Appointments, Contacts, and Tasks
 - Explain email tracking and correlation.
 - Discover how mailboxes are monitored.
 - Describe the purpose of Microsoft Dynamics CRM mailbox records.
 - Examine the email synchronization options.
 - Review the requirement to approve email addresses.
 - Explain the role of the Microsoft Dynamics CRM Email Router.
 - Install the Microsoft Dynamics CRM Email Router.
 - Review the Email Router configuration options.
 - Create a forward mailbox.
 - Review the purpose of deploying forwarding rules.
 - Review options for installing the Email Router on multiple computers.
 - Review troubleshooting tips.
 - Describe the role of Server-Side Synchronization.
 - Configure Server-Side Synchronization.
 - Test Server-Side Synchronization settings.
 - Installation Requirements
 - Deployment Methods
 - Install Microsoft Dynamics CRM for Outlook
 - Configure Microsoft Dynamics CRM for Outlook
 - Configure User Email Settings
 - Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - Install Microsoft Dynamics CRM for Outlook.
 - Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
 - Install Microsoft Dynamics CRM for Outlook.
 - Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
 - Configure user settings and options related to emails.
 - Install Microsoft Dynamics CRM for Outlook using the command line.
 - Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
 - Requirements for Configuring an Internet-Facing Deployment
 - Certificates
 - Install Active Directory Federation
- CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server

Services

- Configure AD FS
 - Configure Claims-Based Authentication
 - Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting

- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.

- Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.

- Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft

- deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for

- Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- On-Premises Licensing Model
- Online Licensing Model
- Supporting Technologies
- Microsoft Dynamics CRM Server
- Accessing Microsoft Dynamics CRM
- Microsoft Dynamics CRM for Office Outlook
- Managing Emails
- Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Language Packs
- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.

- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the

Production Deployment

- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.

- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM

- Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server

Setup

- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing

- organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side

Synchronization

- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication

- Configure an IFD
 - Describe the requirements for configuring an IFD.
 - Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs

- Planning Overview
- Describe the licensing model and client access license types.
- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting

Extensions.

- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.

- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for

- installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.

- Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft Dynamics CRM Server
 - Supported Server Topologies
 - Install Microsoft Dynamics CRM Server
 - Installation Troubleshooting
 - Post-Installation Tasks
 - Install Microsoft Dynamics CRM Using the Command Line
 - Deploy Microsoft Dynamics CRM Online
 - Describe the hardware and software requirements for the Microsoft SQL Server.
 - Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
 - Review the options for creating the Microsoft Dynamics CRM Server website.
 - Review the rights required to install Microsoft Dynamics CRM Server.
 - Install Microsoft Dynamics CRM Server.
 - Review installation troubleshooting and identify known issues.

- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server

- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email

- Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft

Dynamics CRM

- Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.
 - Provide an overview of the supporting technologies.
 - Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
 - Describe the ways to access Microsoft Dynamics CRM.
 - Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
 - Review the options for managing emails.
 - Review the role of Microsoft Dynamics CRM Reporting Extensions.
 - Review the role of Microsoft Dynamics CRM Language Packs.
 - Microsoft SQL Server Requirements
 - Active Directory Requirements
 - Components Installed During Server Setup
 - Microsoft Dynamics CRM Website
 - Required Installation Rights for Microsoft

Dynamics CRM Server

- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.
- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.

- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role

- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.

- Review the certificates required for an IFD.
 - Identify the steps to install Active Directory Federation Service.
 - Review the Active Directory Federation Service configuration steps.
 - Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
 - Review the steps to configure an IFD in Microsoft Dynamics CRM.
 - Manage System Jobs
 - Delete Records
 - Disaster Recovery
 - Manage SQL Databases
 - Troubleshooting
 - Configure Tracing
 - Update Microsoft Dynamics CRM
 - Manage Data Encryption
 - Best Practices Analyzer (BPA)
 - VSS Writer Service for Microsoft Dynamics CRM
 - Marketplace
 - Examine how to manage system jobs.
 - Show how to delete records using the Bulk Delete Wizard.
 - Discuss areas to consider for a disaster recovery plan.
 - Describe tasks in Microsoft SQL Server that can improve performance.
 - Review ways to troubleshoot and diagnose problems and monitor performance.
 - Examine how to configure tracing.
 - Describe how to update Microsoft Dynamics CRM.
 - Examine data encryption.
 - Describe the Best Practices Analyzer.
 - Describe the VSS Writer Service for Microsoft Dynamics CRM.
 - Examine the Microsoft Dynamics marketplace.
 - Network Load Balancing
 - Clustering Microsoft SQL Server
 - Other SQL Server High-Availability Solutions
 - High-Availability Options for Other Supporting Components
-
- On-Premises Licensing Model
 - Online Licensing Model
 - Supporting Technologies
 - Microsoft Dynamics CRM Server
 - Accessing Microsoft Dynamics CRM
 - Microsoft Dynamics CRM for Office Outlook
 - Managing Emails
 - Microsoft Dynamics CRM Reporting Extensions
 - Microsoft Dynamics CRM Language Packs
 - Planning Overview
 - Describe the licensing model and client access license types.

- Provide an overview of the supporting technologies.
- Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment.
- Describe the ways to access Microsoft Dynamics CRM.
- Identify the differences between the two modes of Microsoft Dynamics CRM for Office Outlook.
- Review the options for managing emails.
- Review the role of Microsoft Dynamics CRM Reporting Extensions.
- Review the role of Microsoft Dynamics CRM Language Packs.
- Microsoft SQL Server Requirements
- Active Directory Requirements
- Components Installed During Server Setup
- Microsoft Dynamics CRM Website
- Required Installation Rights for Microsoft Dynamics CRM Server
- Supported Server Topologies
- Install Microsoft Dynamics CRM Server
- Installation Troubleshooting
- Post-Installation Tasks
- Install Microsoft Dynamics CRM Using the Command Line
- Deploy Microsoft Dynamics CRM Online
- Describe the hardware and software requirements for the Microsoft SQL Server.
- Identify the components that are installed during Microsoft Dynamics CRM Server Setup.
- Review the options for creating the Microsoft Dynamics CRM Server website.
- Review the rights required to install Microsoft Dynamics CRM Server.
- Install Microsoft Dynamics CRM Server.
- Review installation troubleshooting and identify known issues.
- Identify the tasks and configuration settings that are completed after the installation of Microsoft Dynamics CRM Server.
- Describe how to install Microsoft Dynamics CRM using the command line.
- Describe how sample data can be added to a Microsoft Dynamics CRM implementation.
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Review when Microsoft Dynamics CRM Reporting Extensions is required.
- Identify the requirements for installing Microsoft Dynamic CRM Reporting Extensions.
- Review when Microsoft Dynamics CRM Report Authoring Extension is required.

- Deployment Administrators
- Create a New Organization
- Manage Existing Organizations
- Manage Servers
- Configure Access from the Internet
- Update Web Addresses
- View License Information
- Upgrade the Microsoft Dynamics CRM Edition
- Redeploy Microsoft Dynamics CRM
- Import Organizations
- Administer the Deployment Using Windows PowerShell
- Review the steps to create new organizations.
- Describe the management tasks for existing organizations.
- Describe how to add an existing organization database to the deployment.
- Review Microsoft Dynamics CRM Server management tasks.
- Describe how to update the Microsoft Dynamics CRM web addresses.
- Review Microsoft Dynamics CRM license information.
- Describe the Microsoft Dynamics CRM Edition upgrade options.
- Explore why the redeployment of Microsoft Dynamics CRM is required.
- Examine Windows PowerShell for performing deployment commands.
- Base and Extension Table Merge
- Upgrade Process Phases
- Phase 1 – Prepare to Upgrade
- Phase 2 – Establish the Test Environment
- Phase 3 – Upgrade and Validate the Test Environment
- Phase 4 – Upgrade and Validate the Production Deployment
- Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
- Perform a Migration Using the Same Instance of SQL Server
- Perform a Migration Using a New Instance of SQL Server
- Upgrade the Microsoft Dynamics CRM 2011 Email Router
- Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
- Upgrade Microsoft Dynamics CRM 2011 for Outlook
- Describe the base and extension table merge process
- Review the high-level phases of an upgrade process.
- Explain the need for a test environment.
- Identify the need to validate an upgrade of a test environment.
- Review the upgrade of the production deployment.
- Describe an in-place upgrade of Microsoft Dynamics CRM.
- Describe a migration upgrade of Microsoft Dynamics CRM.
- Describe the upgrade of the Microsoft

- Dynamics CRM Email Router.
- Email Tracking and Correlation
- Mailbox Monitoring
- Synchronization Methods
- Email Address Approval
- Overview of the Email Router
- Install the Email Router and Rule Deployment Wizard
- Configure the Email Router
- Set Up a Forward Mailbox for the Email Router
- Deploy Inbox Rules
- Install the Email Router on Multiple Computers
- Troubleshooting
- Overview of Server-Side Synchronization
- Configure Server-Side Synchronization
- Set Up a Forward Mailbox for Server-Side Synchronization
- Migrate Email Router Settings
- Email Integration Service Role
- Test Email Configuration
- Synchronize Appointments, Contacts, and Tasks
- Explain email tracking and correlation.
- Discover how mailboxes are monitored.
- Describe the purpose of Microsoft Dynamics CRM mailbox records.
- Examine the email synchronization options.
- Review the requirement to approve email addresses.
- Explain the role of the Microsoft Dynamics CRM Email Router.
- Install the Microsoft Dynamics CRM Email Router.
- Review the Email Router configuration options.
- Create a forward mailbox.
- Review the purpose of deploying forwarding rules.
- Review options for installing the Email Router on multiple computers.
- Review troubleshooting tips.
- Describe the role of Server-Side Synchronization.
- Configure Server-Side Synchronization.
- Test Server-Side Synchronization settings.
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for Outlook
- Configure Microsoft Dynamics CRM for Outlook
- Configure User Email Settings
- Install Microsoft Dynamics CRM for Outlook Using the Command Line
- Using Microsoft Dynamics CRM for Outlook with Offline Capability
- Install Microsoft Dynamics CRM for Outlook.
- Identify the deployment methods for installing Microsoft Dynamics CRM for Outlook.
- Install Microsoft Dynamics CRM for

- Outlook.
- Configure Microsoft Dynamics CRM for Outlook to connect to Microsoft Dynamics CRM organizations.
- Configure user settings and options related to emails.
- Install Microsoft Dynamics CRM for Outlook using the command line.
- Review how Microsoft Dynamics CRM for Outlook with offline capability works and how to configure the offline database.
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD
- Describe the requirements for configuring an IFD.
- Review the certificates required for an IFD.
- Identify the steps to install Active Directory Federation Service.
- Review the Active Directory Federation Service configuration steps.
- Review the steps to configure claims-based authentication in Microsoft Dynamics CRM.
- Review the steps to configure an IFD in Microsoft Dynamics CRM.
- Manage System Jobs
- Delete Records
- Disaster Recovery
- Manage SQL Databases
- Troubleshooting
- Configure Tracing
- Update Microsoft Dynamics CRM
- Manage Data Encryption
- Best Practices Analyzer (BPA)
- VSS Writer Service for Microsoft Dynamics CRM
- Marketplace
- Examine how to manage system jobs.
- Show how to delete records using the Bulk Delete Wizard.
- Discuss areas to consider for a disaster recovery plan.
- Describe tasks in Microsoft SQL Server that can improve performance.
- Review ways to troubleshoot and diagnose problems and monitor performance.
- Examine how to configure tracing.
- Describe how to update Microsoft Dynamics CRM.
- Examine data encryption.
- Describe the Best Practices Analyzer.
- Describe the VSS Writer Service for Microsoft Dynamics CRM.
- Examine the Microsoft Dynamics marketplace.
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability

Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

training@globalknowledge.com.sa

www.globalknowledge.com/en-sa/

Global Knowledge - KSA, 393 Al-Uroubah Road, Al Worood, Riyadh 3140, Saudi Arabia