
Microsoft Dynamics CRM 2013 Installation and Deployment

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

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:

- 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.
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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

Some experience using Microsoft Dynamics CRM 2011 or Microsoft Dynamics CRM 2013 is desirable but not required.

Content:

Module 1: System Requirement and Required Technologies

- Microsoft Dynamics CRM Offerings
- 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

Module 2: Install Microsoft Dynamics CRM Server

- Microsoft Dynamics CRM Server Requirements
- 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
- Lab : Install Microsoft Dynamics CRM ServerLab : Load Sample Data

Module 3: Install Microsoft Dynamics CRM Reporting Extensions

- Microsoft Dynamics CRM Reporting Overview
- Microsoft Dynamics CRM Reporting Extensions
- Requirements for Microsoft Dynamics CRM Reporting Extensions
- Microsoft Dynamics CRM Report Authoring Extension
- Install Microsoft Dynamics CRM Reporting Extensions
- Lab : Install Reporting Extensions

Module 4: Manage Microsoft Dynamics CRM with the Deployment Manager

- Deployment Manager
- 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

Module 5: Upgrade to Microsoft Dynamics CRM 2013

- Upgrade Considerations
- 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

Module 6: Email Management

- Email Processing
- 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
- Lab : Install the Email RouterLab : Configure the Email RouterLab : Configure Server-Side Synchronization

Module 7: Microsoft Dynamics CRM for Microsoft Office Outlook

- Microsoft Dynamics CRM for Outlook Overview
- Installation Requirements
- Deployment Methods
- Install Microsoft Dynamics CRM for

Module 9: Maintain and Troubleshoot a Deployment

- Service Accounts
- 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
- Lab : Configure Tracing

Module 10: High-Availability Options

- Install Microsoft Dynamics CRM Server on Multiple Computers
- Network Load Balancing
- Clustering Microsoft SQL Server
- Other SQL Server High-Availability Solutions
- High-Availability Options for Other Supporting Components

- Edition
- Redeploy Microsoft Dynamics CRM
 - Import Organizations
 - Administer the Deployment Using Windows PowerShell
 - Lab : Duplicate the Adventure Works Cycles Organization

- 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
 - Lab : Install Microsoft Dynamics CRM for OutlookLab : Offline Capability

Module 8: Configure an Internet-Facing Deployment

- Overview of Claims-Based Authentication
- Requirements for Configuring an Internet-Facing Deployment
- Certificates
- Install Active Directory Federation Services
- Configure AD FS
- Configure Claims-Based Authentication
- Configure an IFD

Additional Information:

To help you prepare for this exam, Microsoft recommends that you have hands-on experience with the product and that you use the specified training resources. These training resources do not necessarily cover all topics listed in the "Skills measured" section.

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK