



**Vendor:** Microsoft

**Exam Code:** MB2-634

**Exam Name:** Extending Microsoft Dynamics CRM 4.0

**Version:** DEMO

### QUESTION 1

You need to build some custom validation code that will force Microsoft Dynamics CRM users to enter values in certain fields of an opportunity once its CloseProbability field exceeds 50%. If a user fails to enter appropriate data an error message should be displayed, and they are prevented from saving the opportunity. How can you achieve this? Choose the 2 that apply.

- A. Use a plug-in on a post-event
- B. Use a plug-in on a pre-event
- C. Use client-side JScript
- D. Use a custom workflow activity

**Answer:** BC

### QUESTION 2

You have extended the Microsoft Dynamics CRM user interface by adding a SubArea to the main navigation pane which links to a Web page on the company Intranet. This appears to work correctly, except for users of the Microsoft Dynamics CRM for Microsoft Office Outlook with Offline Access who get errors when trying to use the link while offline. You want to make supported customizations that make the Web page available to users in as many circumstances as possible, and to minimize the likelihood of errors within the client. How is this accomplished?

- A. Make a copy of the Web page and add it to the installation directory for the Microsoft Dynamics CRM for Microsoft Office Outlook with Offline Access. Ask all users of the Microsoft Dynamics CRM for Microsoft Office Outlook with Offline Access to reinstall the software.
- B. Make a copy of the Web page and add it to the root directory of the Microsoft CRM Web application on the Microsoft Dynamics CRM server. Ask all users of the Microsoft Dynamics CRM for Microsoft Office Outlook with Offline Access to resynchronize the client. Add the attribute Client = "Web" to the existing definition of the SubArea. Add a new SubArea element with the attribute Client = "Outlook" which points to the local copy of the Web page.
- C. Add the attribute AvailableOffline = "false" to the definition of the SubArea.
- D. Add the attribute Client = "OutlookWorkstationClient, Web" to the definition of the SubArea.

**Answer:** C

### QUESTION 3

Which of the following statements describes how any .NET extension code is written to work correctly on both single and multi-tenant Microsoft Dynamics CRM 4.0 implementations ?

- A. All code that accesses the CRM platform must be aware of the current organization, and must ensure the correct organization information is passed on every call to the CrmService and MetadataService web services
- B. There are no specific considerations. All calls to the CrmService and MetadataService Web services will automatically be aware of the correct organization
- C. All code that accesses the CRM platform must be aware of the current organization. The first call to either the CrmService or MetadataService Web services must specify the correct organization information. Subsequent calls do not need to specify the organization information, as the platform retains this information within the connection session
- D. All calls to the CrmService Web service must pass the correct organization information, but

calls to the MetadataService do not need to pass organization information

**Answer: A**

#### **QUESTION 4**

You have been asked to create a Web portal for your company's customers which allows each customer to view the data stored in the Microsoft Dynamics CRM account record that corresponds to that customer. Customers will not be able to view any other account records. The company has over 5000 customers who may use this portal, and the licensing cost needs to be minimized, while maintaining sufficient security.

What users and licenses do you need to use for this scenario?

- A. Create one Microsoft Dynamics CRM user account with a Microsoft Dynamics CRM client license that is used by all customers.  
Use this account for authentication in the portal and for accessing Microsoft Dynamics CRM data.
- B. Create a separate Microsoft Dynamics CRM user account for each customer, each with a Microsoft Dynamics CRM client license.  
Use each account for authentication in the portal and for accessing Microsoft Dynamics CRM data.
- C. Create a separate, non-Microsoft Dynamics CRM authentication mechanism for each customer in the portal.  
Purchase a Microsoft Dynamics CRM External Connector License. Create one proxy account which the portal uses to access Microsoft Dynamics CRM data.
- D. Create a separate, non-Microsoft Dynamics CRM authentication mechanism for each customer in the portal.  
Retrieve Microsoft Dynamics CRM data directly from the SQL database using filtered views, therefore no Microsoft Dynamics CRM licenses are required.

**Answer: C**

#### **QUESTION 5**

Which of the following extensions to the Microsoft Dynamics CRM Client for Outlook are using via Microsoft Dynamics CRM Customizations? Choose the 3 that apply.

- A. Adding a menu item to Account entity form
- B. Adding a new area to the main navigation pane
- C. Adding a button to the toolbar of the Case entity form
- D. Adding a button to the CRM toolbar of the Outlook client

**Answer: ABC**

#### **QUESTION 6**

You have written a custom .NET application that uses the CrmService Web service to create leads and new custom entity records within Microsoft Dynamics CRM. When testing the code using an account with the System Administrator security role it all works correctly. However, when using a different user account the leads are created, but the code for creating the custom entity records fails. An error indicates the user does not hold the necessary privileges.

You check the user account used, add it to a security role that has the CREATE access right for the custom entity, then test the code again, and get the same error.

What is the most likely cause of the problem?

- A. The code has not set the CallerIdValue field of the CrmService object to that of the correct user.
- B. Security changes to custom entities only apply after the entity is published. Publish the custom entity and try again.
- C. The user account requires more than just the CREATE access right. Ensure the user account belongs to a role that also has the READ access right for the custom entity.
- D. Security role membership is only checked when a user account logs on. Log off, and log on again with the user account before testing again.

**Answer: C**

#### **QUESTION 7**

You have been asked to write an extension to Microsoft Dynamics CRM 4.0 that will be deployed on an Microsoft Dynamics CRM implementation that supports multiple languages. The extension will need to display the text labels of picklist fields to the user.

How can you ensure that each user sees these text labels in the correct language, with the least development effort? All users have been granted appropriate permissions to access the MetadataService Web service

- A. Retrieve the picklist labels from the MetadataService Web service in the default language. Whenever labels need to be displayed, your code will need to retrieve the current user language settings from the CrmService Web service, then call the MetadataService Web service to translate the labels to the correct language
- B. Your extension code should retrieve the labels for all languages. Whenever labels need to be displayed, your code will need to retrieve the current user language settings from the CrmService Web service, and it can then display the appropriate labels
- C. Your extension code must impersonate the current user when retrieving the picklist labels from the MetadataService Web service. The MetadataService Web service will return the labels in the appropriate language
- D. Deploy one instance of the extension for each language, and specify the language to which it applies. The CRM platform will automatically call the correct instance based on the current user

**Answer: C**

#### **QUESTION 8**

Your company has a requirement that, whenever a user creates a case in Microsoft Dynamics CRM, a record is written to a custom application. As the custom application can be slow to update, you want to ensure that the code you write does not impact the Microsoft Dynamics CRM user's experience.

You also want to ensure that only data which is saved to Microsoft Dynamics CRM is written to the custom application.

How do you write the logic to update the custom application?

- A. As a synchronous plug-in registered on a pre-event
- B. As an asynchronous plug-in registered on a pre-event
- C. Using client-side Jscript that runs on a form's OnSave event
- D. As an asynchronous plug-in registered on a post-event

**Answer: D**

**QUESTION 9**

Your company wrote several extensions for Microsoft Dynamics CRM 3.0., which were deployed by many customers. The extensions were tested successfully on Microsoft Dynamics CRM 4.0. However one of your customers stated that when they upgraded their implementation to Microsoft Dynamics CRM 4.0, the extensions no longer work.

What differences between the test environment, and this customer deployment may be the cause of the problems? Choose the 2 that apply.

- A. The customer deployment may include multiple CRM organizations.  
Extensions written for Microsoft Dynamics CRM 3.0 can only work on the default organization
- B. The customer deployment may have been deployed on Windows Live, which does not support all types of extensions
- C. The customer deployment may use a different SQL collation and sort order
- D. The customer deployment may use IFD (Forms) authentication.  
Extensions written for Microsoft Dynamics CRM 3.0 assume Active Directory authentication is used

**Answer: AD**

**QUESTION 10**

Your company has a requirement that whenever a user creates or updates an account in Microsoft Dynamics CRM, corresponding data in a custom application is to be added or updated with no latency. The custom application has a .NET API that can be used to add or update data. It is important that only data which is saved to Microsoft Dynamics CRM is written to the custom application.

What extension approach is most appropriate?

- A. Client-side JScript in the OnSave event
- B. In a plug-in that is registered on the pre-event
- C. In a plug-in that is registered on the post-event
- D. In a custom workflow activity

**Answer: C**

**QUESTION 11**

Which of the following extensibility features are available within the Microsoft Dynamics CRM for Microsoft Office Outlook with Offline Access, and can be deployed as part of the synchronization process? Choose the 2 that apply.

- A. Client script that accesses the crmForm object model
- B. Custom workflow activities
- C. Plug-ins
- D. ASP.NET extensions

**Answer: AC**

**QUESTION 12**

You have been asked to design an extension to Microsoft Dynamics CRM for a customer.

If a sales person activates a quote and the total discount exceeds a threshold, then the extension should create tasks for various people. The logic for calculating this threshold is complex, and is dependent on data in several entities, including the user, the account and the product entities. The customer wants the flexibility to change the content and properties of the tasks that are created by the code.

What extension approach is most appropriate?

- A. Create a custom workflow activity that returns a value identifying whether the total discount exceeds the threshold.  
Call this custom workflow activity from a workflow rule on the quote entity, and create the tasks using standard activities within the workflow
- B. Use client-side JScript to check whether the discount exceeds the threshold.  
If it does, use further client-side JScript to create the tasks.
- C. Use client-side JScript to check whether the discount exceeds the threshold.  
If it does, set a flag attribute in the quote record.  
Write a workflow rule on the quote entity that waits for the flag attribute to be set, and if so creates the tasks using standard activities within the workflow.
- D. Write a plug-in that checks whether the total discount exceeds the threshold, and if so creates the tasks.

**Answer: A**

### QUESTION 13

You created and deployed a web application that accesses Microsoft Dynamics CRM contact data through the CrmService Web service. The application uses a Web reference for the CrmService Web service which was created within Visual Studio and uses strongly typed Microsoft Dynamics CRM Classes. Two new string attributes have subsequently been added to the contact entity, and you want to use these new attributes in your application.

What do you need to do to make these new attributes available to your application?

- A. Nothing extra needs to be done.
- B. Within the Visual Studio .Net project, update the Web reference to the CrmService Web service.
- C. Publish the contact entity within the Microsoft Dynamics CRM user interface.
- D. In Visual Studio .Net, find the proxy code generated for the Web service. Add the new attributes as properties of the contact class.

**Answer: B**

### QUESTION 14

You are writing an application that uses the CrmService Web service to find an account based on its name attribute.

Which method do you use?

- A. Retrieve method of the CrmService class.
- B. RetrieveMultiple method of the CrmService class.
- C. Retrieve method of the account class.
- D. RetrieveMultiple method of the account class.

**Answer: B**

**QUESTION 15**

You are creating custom Web pages that extend Microsoft Dynamics CRM contact functionality, using the Microsoft Dynamics CRM Web service.

You want your Web pages to reflect any changes made to the Microsoft Dynamics CRM entity and attribute display names.

How is this achieved, with the minimum of additional development work?

- A. Read the display names from the Microsoft Dynamics CRM Web service MetadataService.
- B. Read the display names from the Microsoft Dynamics CRM Web service CrmService.
- C. Store all text in a satellite .Net assembly. Create a separate copy of the satellite assembly for each deployment with the relevant text.
- D. Use .Net Reflection within your Web pages to determine the entity and attribute display names at runtime from the WSDL generated by the Microsoft Dynamics CRM Web service.

**Answer:** A

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