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Exam : **MB2-228**

Title : Microsoft CRM Extending
MS CRM 1.2 with .NET

Version : DEMO

1. The Microsoft CRM 1.2 SDK describes categories of customizations as "Fully Upgradable" or "Mostly Upgradable". Which of the following CRM customizations are "Mostly Upgradeable" according to the Microsoft CRM 1.2 SDK?

- A. Post-callouts.
- B. Code developed for OnChange events.
- C. Customizations using the MS CRM SDK.
- D. Customizations using Microsoft CRM Tools.

Answer: ABC

2. Which of the following record types can have their forms, views and previews customized using the System Customizations tool?

- A. Sales Literature
- B. Business Units
- C. Activities
- D. Users

Answer: A

3. Which of the following CRM customizations are not supported?

- A. Modifications to any .aspx files in the Microsoft CRM application.
- B. VBScript code developed for the OnChange event.
- C. Direct modifications to the physical schema of the Microsoft CRM databases.
- D. Code that inherits from ServicedComponent and implements the ICRMCallout interface.

Answer: ABC

4. Which of the following field types support client side events?

- A. Textbox
- B. Picklist
- C. DateTime
- D. Lookup

Answer: B

5. Using the application integration capabilities of Microsoft CRM, Bob adds a new side tab in the Microsoft CRM Account details form. This side tab will display an internal web site which includes sensitive financial information about the Account. Which of the following conditions describe the requirements for a user to see the new tab in the account details page?

- A. User must be granted rights to view custom side tabs.
- B. The ValidForView attribute must be set to "0".
- C. The user must be the owner of this account.
- D. The user must have CRM_READ_ACCESS rights for this Account.

Answer: D

6. You have customized the Account form using the system customization tools and have saved those customizations. Which of the following represent the steps that must be taken to display those changes to users and ensure that they will function as expected?

- A. You must publish customizations using Customization Transport Manager
- B. You must publish customizations using Schema Manager You must reset IIS
- C. You must publish customizations using Customization Transport Manager You must reset IIS
- D. You must export customizations using Customization Transport Manager You must reset IIS

Answer: C

7. What are some of the ways that you can process the data sent through a Post URL action?

- A. Create an ASP.NET page to process the HTTP POST data.
- B. Create an MSMQ server that can process HTTP POST data.
- C. Create an ASP.NET web service that can be called via HTTP POST.
- D. Create an ASP.NET page to process the HTTP POST data and return processing results back to the Microsoft CRM Workflow Process invoking the Post action.

Answer: AC

8. You want to use Workflow to initiate a bidirectional integration of Account data between Microsoft CRM and another application. You are using Workflow rather than a post-callout because the Customer wants to be able to modify the criteria for the integration using workflow. Users do not have permissions to

delete accounts. Which of the following approaches can be expected to best achieve this result?

- A. 1. Create a workflow on the Create event. 2. Create a workflow on the Status Change event when the Account is de-activated. 3. Use the Post-Url action in both workflows to send data to the other application. 4. Configure the other application to return updated information to Microsoft CRM using the CRMAccount.Update()method. 5. Configre the other application to call the CRMAccount.Deactivate()method if the account is deleted.
- B. 1. Create a workflow on the Create, Update and Delete events. 2. Use the Post-Url action from these events to send data to the other application. 3. Configure the other application to return updated information to Microsoft CRM using the CRMAccount. Update() method 4. Configure the other application to call the CRMAccount.Delete() method if the account is deleted.
- C. 1. Create a workflow on the Create and State Changed event 2. Create a manual workflow 3. Use the Post-Url action for these workflows to send data to the other application 4. Configure a post-callout to call the manual event when the Account is updated. 5 Configure the other application to return updated information to Microsoft CRM using the CRMAccount.Update() or CRMAccount.Deactivate() method.
- D. 1. Create a workflow on the create, update, and deactivate event 2. Use the Post-Url action to send and receive data to the other application 3. Configure the other application return updated information to Microsoft CRM using the CRMAccount.Update()method.

Answer: C

9. Which of the following approaches is possible using the extension mechanisms for implementing custom platform-based business logic for Microsoft CRM 1.2?

- A. Execute code after the creation of an account.
- B. Execute code when an account is opened for view.
- C. Execute code between the user's save and the creation of an account.
- D. Execute code before the deletion of an account.

Answer: A

10. Which of the following descriptions is true for the CRMIncident.RetrieveByObject() method?

- A. This method is used to retrieve the users that the Incident is assigned to.
- B. This method is used to retrieve all the incidents (cases) associated with an account or contact.

- C. This method is used to retrieve objects associated with incidents.
- D. This method is used to retrieve the details of an incident specified by the incident id set in the Microsoft.Crm.Platform.Proxy.CObjectName object passed in the parameters.

Answer: B

11. Which of the following statements are true about both the ColumnSet XML schema and the Fetch XML schema?

- A. Both schemas allow joining of objects.
- B. Both schemas allow filtering of objects.
- C. Both schemas are able to retrieve the same columns.
- D. Both schemas allow order by.

Answer: BCD

12. When creating a new activity for an Account, which of the following columns in the activity class schema is used to set the "Regarding" attribute of the activity to a specified account?

- A. Set ownerid, ownertype to the associated account.
- B. Set objectid to the associated account and set objecttype to Microsoft.Crm.Platform.Types.otAccount.
- C. Set owningbusinessunit to an array of objecttype structs which includes the associated account id and objecttype of Microsoft.Crm.Platform.Types.otAccount.
- D. Use the CRMActivity.Update method to specify the activityPartyXml to set the associated account details.

Answer: B

13. Which of the following is an account retrieval method that can be used to retrieve all accounts owned by a specific CRM user?

- A. CRMAccount.RetrieveByPrincipal(Caller, Principal,ColumnSetXML)
- B. CRMAccount.RetrieveByOwner(Caller, OwnerId, ColumnSetXML)
- C. CRMAccount.RetrieveByUser(UserId, ColumnSetXML)
- D. CRMAccount.RetrieveByCRMUser(Caller, UserId, ColumnSetXML)

Answer: A

14. Which is the best assembly containing the value types used to build XML strings for the methods found in the Microsoft.Crm.Platform.Proxy assembly?

- A. Microsoft.Crm.Platform.Flags
- B. Microsoft.Crm.Platform.Types
- C. Microsoft.CRM.Proxy.Types
- D. Microsoft.Crm.Platform.Proxy.Types

Answer: B

15. Bob is developing a public web site to capture demographic information from internet users. He wants to create a new lead in the Microsoft CRM system for every user submission.

In order to achieve this, he creates a web application that captures the user's information.

The following steps represent some general approaches to provide a security context for the web application to operate under. Which of the following represent the best general approach?

- A. - Instantiate the CredentialCache. - Instantiate the NetworkCredential Object and set particular credentials. - Add a value to the CredentialCache. - Assign the value to the BizUser Object. - Call Create methods on the lead Object using the BizUserObject.
- B. - Instantiate NetworkCredential Object. - Assign BizUser credentials to the DefaultCredentials property of the NetworkCredential object. - Call Create methods on the lead object using the BizUser credentials.
- C. - Add the Internet Anonymous user to the Microsoft CRM System Administrator role. - Instantiate the NetworkCredential Object and use DefaultCredentials as this will be populated by the website anonymous user account credentials. - Assign the value to the BixUser.
- D. - Create an "Integration User" that belongs to the Administrator role, and change web site security to run in Kerberos mode under the Integration User credentials.

Answer: A

16. You have an array of accountid values. Which of the following techniques is the best way to return a list of specific accounts?

- A. Convert the array into a Fetch XML string representing the query. Then use CRMQuery.ExecuteQuery(Caller, QueryXML)

- B. CRMAccount.Retrieve(Caller, Ids, ColumnSetXML) method where the array of accountid values is passed as the Ids parameter.
- C. CRMAccount.BulkRetrieve(Caller, Ids, ColumnSet) method where the array of accountid values is passed as the Ids parameter.
- D. CRMAccount.RetrieveAll(Caller, Ids, ColumnSetXML) method where the array of accountid values is passed as the Ids parameter.

Answer: C

17. Which of the following approaches is used to upload an attachment to a note?

- A. Use the CRMNotesManager.Attach() method to specify the path of the attachment.
- B. Use a html page to capture the attachment details and submit to the MSCRMSEVICES/NoteUpload.srf page on the Microsoft CRM Server.
- C. Include the attachment path "<attachmenturl>?" in the notesManagerXml definition xml string used during the create or update of the note.
- D. Use the CRMNotesManager.Append() method to specify the path of the attachment.

Answer: B

18. Which of the following statements describe the difference between Privileges and Access Rights?

- A. Privileges are assigned to specific users whereas Access Rights are assigned to Record Types such as Accounts or Leads.
- B. Privileges are associated with object types (e.g.Accounts) whereas Access Rights are associated with specific object instances (e.g.Account 1).
- C. Privileges can be associated with a specific user whereas Access Rights are only associated with specific objects for all users.
- D. Privileges and Access Rights refer to exactly the same set of security concepts.

Answer: B

19. Which of the following responses (if any) would be the faster method to retrieve records? Retrieve methods or ExecuteQuery Why?

- A. ExecuteQuery will be faster since the query is already built into the object and can be translated into

data access layer faster.

B. Retrieval methods will be faster since ExecuteQuery has to parse through Fetch XML.

C. ExecuteQuery will be faster since Retrieval methods prepare and return additional information pertaining to the retrieval object which in turn slows down the query overall.

D. Both methods are executed at the same speed since they are both converted to the same data access code.

Answer: B

20. In what namespace will you find the enumerations used as parameters to methods in the Microsoft CRM class libraries?

A. Microsoft.Crm.Platform.Enum

B. Microsoft.Crm.Platform.Proxy.Enum

C. Microsoft.Crm.Platform.Types

D. Microsoft.Crm.Platform.Proxy

Answer: D