

2 Days

80446: Administering Microsoft Dynamics CRM 2011

This two-day course, Administering Microsoft Dynamics CRM 2011, provides individuals with the necessary techniques to plan, develop, apply, and examine administrative tasks within Microsoft Dynamics CRM 2011.

Course Details

Course Outline

Module 1: Administering Overview

- This module identifies the supporting technologies and configuration tasks required for a Microsoft Dynamics CRM implementation. Additionally, this module provides an overview of the routine administration tasks in Microsoft Dynamics CRM, and how Microsoft Dynamics CRM can be customized.

Module 2: Security

- This module clarifies the purpose of business units and describes how to manage them within the Microsoft Dynamics CRM Security Model. Additionally, this module examines security roles and explains the purpose of sharing records. Also covered in this module is clarification of field level security in Microsoft Dynamics CRM and how users can create multiple forms for entities.

Module 3: Users, Teams and Auditing

- This module describes user authentication in Microsoft Dynamics CRM, and provides an overview of the licensing requirements. Users will also create and maintain user accounts and teams, and examine the architecture of auditing.

Module 4: Configuring the Microsoft Dynamics CRM 2011 E-mail Router

- This module examines the role of the Microsoft Dynamics CRM E-mail Router in a Microsoft Dynamics CRM deployment. In this module users will examine forward mailbox creation, and queue management and creation. In addition, users review the E-mail Router configuration options and the requirements and options for installing the E-mail router.

Module 5: Configuring Settings

- This module describes the configuration options in System Settings, and shows how to configure additional languages. Users will be able to examine both fiscal year settings and auto-numbering settings. It also provides an overview of integration with Microsoft SharePoint Service and explains how to configure duplicate detection.

Module 6: Deployment Manager

- This module reviews why the redeployment of Microsoft Dynamics CRM could be required, and describe the role of deployment administrators. It also provides an overview of management tasks for organizations from implementation through deployment. In addition, the module reviews server roles and configuring access to Microsoft Dynamics CRM. A review of licensing information and settings is also

presented. This provides an overview of integration with Microsoft SharePoint Service. Duplicate detection is also discussed.

Module 7: Maintenance and Troubleshooting

- This module describes how to change Microsoft Dynamics CRM service accounts. It examines how to manage system jobs and delete records. It also discusses areas to consider for system recovery, and reviews ways to troubleshoot and diagnose problems and monitor performance. In addition, it describes the tasks in Microsoft SQL Server that will improve performance, and explains the options to update Microsoft Dynamics CRM. Information about the Microsoft Dynamics Marketplace is also featured in this module.

Who Should Attend

This course is intended for novice and experienced system administrators, implementation consultants, system integrators, technical staff, or support professionals who plan to install and deploy Microsoft Dynamics CRM 2011 and understand the technical aspects and administrative functionality of Microsoft Dynamics CRM.

Pre Requisite

Professionals must have experience of using Microsoft Dynamics CRM 2011. Before reviewing this training material, it is advised that individuals have a working knowledge of Windows Server 2008, Windows Server 2008 with Hyper-V, Microsoft Exchange, Microsoft SQL Server 2008 SP1 or Later, Microsoft SharePoint, Microsoft Office Outlook, Active Directory, and Internet Information Services 7 (IIS7) or later. It is recommended, but not compulsory, that individuals have completed Microsoft Dynamics CRM application training. In addition, it is recommended, but not essential, that individuals have experience working with relational databases.

Exams

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