

80539: Installation and Deployment in Microsoft Dynamics CRM 2013

Course Outline

1. Module 1: System Requirement and Required Technologies
 - a. Microsoft Dynamics CRM Offerings
 - b. On-Premises Licensing Model
 - c. Online Licensing Model
 - d. Supporting Technologies
 - e. Microsoft Dynamics CRM Server
 - f. Accessing Microsoft Dynamics CRM
 - g. Microsoft Dynamics CRM for Office Outlook
 - h. Managing Emails
 - i. Microsoft Dynamics CRM Reporting Extensions
 - j. Microsoft Dynamics CRM Language Packs
 - k. Planning Overview
2. Module 2: Install Microsoft Dynamics CRM Server
 - . Microsoft Dynamics CRM Server Requirements
 - a. Microsoft SQL Server Requirements
 - b. Active Directory Requirements
 - c. Components Installed During Server Setup
 - d. Microsoft Dynamics CRM Website
 - e. Required Installation Rights for Microsoft Dynamics CRM Server
 - f. Supported Server Topologies
 - g. Install Microsoft Dynamics CRM Server
 - h. Installation Troubleshooting
 - i. Post-Installation Tasks
 - j. Install Microsoft Dynamics CRM Using the Command Line
 - k. Deploy Microsoft Dynamics CRM Online
 - l. Lab : Install Microsoft Dynamics CRM Server
 - m. Lab : Load Sample Data
3. Module 3: Install Microsoft Dynamics CRM Reporting Extensions
 - . Microsoft Dynamics CRM Reporting Overview

- a. Microsoft Dynamics CRM Reporting Extensions
 - b. Requirements for Microsoft Dynamics CRM Reporting Extensions
 - c. Microsoft Dynamics CRM Report Authoring Extension
 - d. Install Microsoft Dynamics CRM Reporting Extensions
 - e. Lab : Install Reporting Extensions
4. Module 4: Manage Microsoft Dynamics CRM with the Deployment Manager
- . Deployment Manager
 - a. Deployment Administrators
 - b. Create a New Organization
 - c. Manage Existing Organizations
 - d. Manage Servers
 - e. Configure Access from the Internet
 - f. Update Web Addresses
 - g. View License Information
 - h. Upgrade the Microsoft Dynamics CRM Edition
 - i. Redeploy Microsoft Dynamics CRM
 - j. Import Organizations
 - k. Administer the Deployment Using Windows PowerShell
 - l. Lab : Duplicate the Adventure Works Cycles Organization
5. Module 5: Upgrade to Microsoft Dynamics CRM 2013
- . Upgrade Considerations
 - a. Base and Extension Table Merge
 - b. Upgrade Process Phases
 - c. Phase 1 - Prepare to Upgrade
 - d. Phase 2 - Establish the Test Environment
 - e. Phase 3 - Upgrade and Validate the Test Environment
 - f. Phase 4 - Upgrade and Validate the Production Deployment
 - g. Perform an In-Place Upgrade of Microsoft Dynamics CRM 2011 Server
 - h. Perform a Migration Using the Same Instance of SQL Server
 - i. Perform a Migration Using a New Instance of SQL Server
 - j. Upgrade the Microsoft Dynamics CRM 2011 Email Router
 - k. Plan the Upgrade of Microsoft Dynamics CRM 2011 for Outlook
 - l. Upgrade Microsoft Dynamics CRM 2011 for Outlook
6. Module 6: Email Management

- . Email Processing
 - a. Email Tracking and Correlation
 - b. Mailbox Monitoring
 - c. Synchronization Methods
 - d. Email Address Approval
 - e. Overview of the Email Router
 - f. Install the Email Router and Rule Deployment Wizard
 - g. Configure the Email Router
 - h. Set Up a Forward Mailbox for the Email Router
 - i. Deploy Inbox Rules
 - j. Install the Email Router on Multiple Computers
 - k. Troubleshooting
 - l. Overview of Server-Side Synchronization
 - m. Configure Server-Side Synchronization
 - n. Set Up a Forward Mailbox for Server-Side Synchronization
 - o. Migrate Email Router Settings
 - p. Email Integration Service Role
 - q. Test Email Configuration
 - r. Synchronize Appointments, Contacts, and Tasks
 - s. Lab : Install the Email Router
 - t. Lab : Configure the Email Router
 - u. Lab : Configure Server-Side Synchronization
- 7. Module 7: Microsoft Dynamics CRM for Microsoft Office Outlook
 - . Microsoft Dynamics CRM for Outlook Overview
 - a. Installation Requirements
 - b. Deployment Methods
 - c. Install Microsoft Dynamics CRM for Outlook
 - d. Configure Microsoft Dynamics CRM for Outlook
 - e. Configure User Email Settings
 - f. Install Microsoft Dynamics CRM for Outlook Using the Command Line
 - g. Using Microsoft Dynamics CRM for Outlook with Offline Capability
 - h. Lab : Install Microsoft Dynamics CRM for Outlook
 - i. Configure Windows Firewall to allow incoming connections on port 5555.
 - j. Install Microsoft Dynamics CRM for Outlook.

- k. Lab : Offline Capability
8. Module 8: Configure an Internet-Facing Deployment
- . Overview of Claims-Based Authentication
 - a. Requirements for Configuring an Internet-Facing Deployment
 - b. Certificates
 - c. Install Active Directory Federation Services
 - d. Configure AD FS
 - e. Configure Claims-Based Authentication
 - f. Configure an IFD
9. Module 9: Maintain and Troubleshoot a Deployment
- . Service Accounts
 - a. Manage System Jobs
 - b. Delete Records
 - c. Disaster Recovery
 - d. Manage SQL Databases
 - e. Troubleshooting
 - f. Configure Tracing
 - g. Update Microsoft Dynamics CRM
 - h. Manage Data Encryption
 - i. Best Practices Analyzer (BPA)
 - j. VSS Writer Service for Microsoft Dynamics CRM
 - k. Marketplace
 - l. Lab : Configure Tracing
10. Module 10: High-Availability Options
- . Install Microsoft Dynamics CRM Server on Multiple Computers
 - a. Network Load Balancing
 - b. Clustering Microsoft SQL Server
 - c. Other SQL Server High-Availability Solutions
 - d. High-Availability Options for Other Supporting Components
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