



**Emporis Academy Private Limited**



Learning Solutions

**Course Syllabus**  
**Microsoft Dynamics CRM 4.0 Installation and Deployment**  
*(Elements of this syllabus are subject to change.)*

**Key Data:**

**Course number: 8911B**

**Instructor-Led Training** (lecture and labs)

**Student Materials:** Microsoft Official Curriculum (MOC)

This course provides you with the knowledge and skills to Install, Deploy Different Components of Microsoft Dynamics CRM 4.0. Also provides the knowledge of Moving, Troubleshooting, Repair and Uninstalling the Microsoft Dynamics CRM 4.0.

**Chapter 1: Components**

Examine the role of the Microsoft Dynamics CRM Server in a Microsoft Dynamics CRM deployment. Examine the Microsoft Dynamics CRM Web browser client, role of Active Directory in a Microsoft Dynamics CRM deployment.

Lessons
<ul style="list-style-type: none"><li>• Introduction Microsoft Dynamics CRM Components</li><li>• Microsoft Dynamics CRM Server</li><li>• Microsoft Dynamics CRM for Office Outlook</li><li>• Microsoft Dynamics CRM E-mail Router</li><li>• Microsoft SQL Server 2005</li><li>• Active Directory</li><li>• Internet Information Services</li></ul>



**Chapter 2: Planning the Installation**

This Chapter Explains the Microsoft Dynamics CRM 4.0 installation requirements. Analyzing the network infrastructure to make sure it is ready for a Microsoft Dynamics® CRM installation. Examine the hardware requirements for each component of the Microsoft Dynamics CRM installation.

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## Course Syllabus: Microsoft Dynamics CRM 4.0 Installation and Deployment

### Lessons

- Introduction
- Planning the Microsoft Dynamics CRM Deployment
- Hardware Requirements
- Software Requirements
- Active Directory and Microsoft Dynamics CRM 4.0
- Microsoft SQL Server 2005 and Microsoft Dynamics CRM 4.0
- IIS and Microsoft Dynamics CRM 4.0
- Microsoft Dynamics CRM 4.0 Licensing Model
- Microsoft Dynamics CRM Editions
- Privileges for the Installation User

### Chapter 3: Microsoft Dynamics CRM Server Installation

This Chapter explains the pre-installation requirement that must be completed before you install Microsoft Dynamics CRM 4.0 Server, Installing Microsoft Dynamics CRM 4.0 Server. Identifying the components that are installed during Server Setup, Describing the purpose of the Connector for SRS.

### Lessons

- Introduction
- Microsoft Dynamics CRM Server Architecture
- Key Features of Microsoft Dynamics CRM 4.0 Setup
- Microsoft Dynamics CRM Server Pre-Installation Checklist
- Microsoft Dynamics CRM Pre-Installation Checklist
- Verification Installing Microsoft Dynamics CRM 4.0 Enterprise
- Components Installed During Server Setup
- Installing the Microsoft Dynamics CRM Data Connector for Microsoft SQL Server
- Reporting Services
- Installing Microsoft Dynamics CRM 4.0 Server
- Deploying Microsoft Dynamics CRM for Internet Access
- Installing Microsoft Dynamics CRM 4.0 using Command Line
- Troubleshooting Installation
- Installing the Sample Database
- Installation Troubleshooting

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## **Chapter 4: Microsoft Dynamics CRM E-mail Router**

This Chapter explains the role of the Microsoft Dynamics® CRM E-mail Router in a Microsoft Dynamics CRM deployment; discover how the Microsoft Dynamics CRM E-mail Router processes incoming e-mail and outgoing e-mail messages.

### **Lessons**

- Introduction
- Understanding the E-mail Router
- Installing the E-mail Router and Rule Deployment Wizard
- Configuring the E-mail Router
- Dialogue - E-mail Router

## **Chapter 5: Microsoft Office Outlook**

This Chapter explains features of Microsoft Dynamics® CRM 4.0 for Microsoft Office Outlook; Identifying the prerequisites for installing the Microsoft Dynamics CRM for Office Outlook, Installing Microsoft Dynamics CRM for Outlook with Offline.

### **Lessons**

- Introduction
- Microsoft Dynamics CRM for Microsoft Office Outlook Overview
- Installing Microsoft Dynamics CRM for Office Outlook
- Installing Microsoft Dynamics CRM for Office Outlook
- Using Microsoft Dynamics CRM for Outlook with Offline Access

## **Chapter 6: Redeploying Microsoft Dynamics CRM 4.0**

This Chapter explains redeploying Microsoft Dynamics® CRM and examines the software components that are captured during redeployment.

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## Course Syllabus: Microsoft Dynamics CRM 4.0 Installation and Deployment

### Lessons

- Introduction
- Reasons for Redeploying Microsoft Dynamics CRM
- Planning the Redeployment
- The Redeployment Process

### Chapter 7: Upgrading to Microsoft Dynamics CRM 4.0

This Chapter explains the features associated with upgrading the Microsoft Dynamics® CRM Server on a computer that already has Microsoft Dynamics CRM 3.0 installed and Discover which components are not supported for upgrade to Microsoft Dynamics CRM 4.0.

### Lessons

- Introduction
- Overview of the Upgrade Process
- Dialogue - Microsoft Dynamics CRM Upgrades

### Chapter 8: Uninstalling and Repairing Microsoft Dynamics CRM

This Chapter explains how to repair the Microsoft Dynamics® CRM system, Microsoft Dynamics CRM Server and Microsoft Dynamics CRM E-mail Router. Uninstalling the Microsoft Dynamics CRM Server, Microsoft Dynamics CRM E-mail Router, Connector for Microsoft Dynamics SQL Reporting, and Microsoft Dynamics CRM for Outlook

### Lessons

- Introduction
- Repair Microsoft Dynamics CRM Server
- Repair Microsoft Dynamics CRM for Outlook
- Repair the Microsoft Dynamics CRM E-mail Router
- Uninstall Microsoft Dynamics CRM Server
- Uninstall Microsoft Dynamics CRM E-Mail Router
- Uninstall Connector for Microsoft SQL Reporting Services
- Uninstall Microsoft Dynamics CRM for Outlook

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