

Microsoft Dynamics CRM Performance Tuning



WorkshopPLUS

Gain a deeper understanding of the Microsoft Dynamics CRM architecture and the tools used to identify and troubleshoot performance issues within Microsoft Dynamics CRM.

Target Audience

This course is designed for the Microsoft Dynamics CRM administrators. The key focus of this WorkshopPLUS is how to identify and troubleshoot performance issues of the Microsoft Dynamics CRM 2011 environment in a more productive manner.

Overview

This three-day Microsoft Dynamics CRM Performance Tuning WorkshopPLUS focuses on the key components of the application and supporting technology. In addition, it will discuss:

- The troubleshooting tools, and impart the knowledge to identify and troubleshoot common performance issues with the application.
- The best practices to optimize the performance of Microsoft Dynamics CRM.

Key Features and Benefits

During the course, students are provided with content and hands-on exercises encompassing several different aspects of troubleshooting, and optimizing the performance of Microsoft Dynamics CRM. The key areas include:

- Microsoft Dynamics CRM infrastructure
- Performance troubleshooting techniques
- Performance troubleshooting tools
- Best Practices: Microsoft Dynamics CRM Performance Optimization

This is a level 300+ WorkshopPLUS, which emphasizes demos and hands-on labs, to ensure that the concepts learned are practiced and understood.

Syllabus

Prerequisites

The prerequisite that will help students to benefit the most from this WorkshopPLUS is:

- *A good understanding of Dynamics CRM and the underlying technologies such as SQL Server, Internet Information Services (IIS), and Windows Server.*

Hardware

Requirements

- *Contact your TAM if the necessary hardware needs to be provided.*
- *If you are attending an open enrollment WorkshopPLUS, then the hardware will be provided to you.*

This WorkshopPLUS runs for **three** full days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

Day 1: Infrastructure Overview and Client-side Tools

- Lesson 1: Microsoft Dynamics CRM Infrastructure
- Lesson 2: Client Performance Tools
 - Fiddler
 - Performance Monitor

Day 2: Network and SQL Server Performance Tools

- Lesson 3: Network Performance Tools
 - Netmon
- Lesson 4: SQL Server Performance Tools
 - SQL Server Management Studio
 - SQL Server Profiler
 - Dynamics Performance Analyzer

Day 3: Additional Performance Tools and Configuration Best Practices

- Lesson 5: Server/Hardware Performance Tools
 - Performance Monitor
 - Internet Information Services (IIS) Log Analysis
- Lesson 6: Performance Optimization Best Practices
 - Configuration settings and best practices