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Performance DNA Knowledge Base Articles

Making Exchange-based Rooms visible to Performance DNA

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Making Exchange-based Rooms visible to Performance DNA

Software product name	Performance DNA
SLS Version Number	9.0
Subject	Making Exchange-based rooms visible to Performance DNA

Symptoms

You have configured Performance DNA for use with Exchange, but no **Rooms** are appearing.

Resolution

Start a Windows PowerShell session and use the following commands to create and maintain a **Room List** within the Exchange.

Setting up a PowerShell session with access to the Exchange Server

Use the following command to setup a PowerShell session with access to the exchange server.

```
$UserCredential = Get-Credential
$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri
https://outlook.office365.com/powershell-liveid/ -Credential $UserCredential -Authentication
Basic -AllowRedirection
Import-PSSession $Session
```

Creating and updating Room Lists

You can create the **Room Lists** by using the **Exchange Online PowerShell cmdlet** `New-DistributionGroup` and the `RoomList` parameter as shown below. That is, you must change the `ExampleRoomList` and `testroom` options to match the **Room List** and **Room Names** for your environment.

```
New-DistributionGroup -RoomList -Name 'ExampleRoomList' -Members
('testroom1','testroom2','testroom3')
```

Displaying all the Rooms in the List

Use the following command to display all the **Rooms** in the **List**:

```
Get-DistributionGroupMember 'ExampleRoomList'
```

Adding a Room to the Room List

Use the following command to add a **Room** to the **Room List**:

```
Add-DistributionGroupMember -Identity 'ExampleRoomList' -Member 'testroom4'
```

Removing a Room from the Room List

Use the following command to remove a **Room** from the **Room List**:

```
Remove-DistributionGroupMember -Identity 'ExampleRoomList' -Member 'testroom3'
```

Removing the Room List

Use the following command to remove a **Room List**:

```
Remove-DistributionGroup 'ExampleRoomList'
```

Permissions required for the user accessing Exchange Server

Owner Permission

The user that you are using to access Exchange Server from within Performance DNA must have **Owner** permissions on the **Calendar** folder of each **Room** that you want to use. If the user doesn't have the required permissions, the connectivity test will pass but Performance DNA will not create entries in the **Room Calendars**.

In such cases, your log file shows error as shown in the following example:

```
04/10/2018 13:32:06 - ERROR - An exception of type
Microsoft.Exchange.WebServices.Data.ServiceResponseException was caught
04/10/2018 13:32:06 - ERROR - The specified folder could not be found in the store.
04/10/2018 13:32:06 - WARN - at
Microsoft.Exchange.WebServices.Data.ServiceResponse.InternalThrowIfNecessary()
    at Microsoft.Exchange.WebServices.Data.MultiResponseServiceRequest`1.Execute()
...
```

Checking Permissions

You can check the current permissions for a **Room Calendar** by using the Get-MailboxFolderPermission cmdlet, by passing the email address of the **Room**, followed immediately by a colon, backslash, and the word Calendar. For example, consider that you want the user with email id **pdnroomuser@yourexchange.com** to have access to your **Rooms**. Using the **Room's**

email id **roomname@yourexchange.com**, you can check the permissions by executing the following command:

```
Get-MailboxFolderPermission roomname@yourexchange.com:\Calendar
```

The command result gives you the details of permissions that a user/group have on a **Room's Calendar**:

FolderName	User	AccessRights	SharingPermissionFlags
-----	----	-----	-----
Calendar	Default	{AvailabilityOnly}	
Calendar	Anonymous	{None}	

Granting Owner Permissions to the Room User

In the example above, the room user doesn't have any permission. To add a permission, use the Add-MailboxFolderPermission cmdlet with other details as shown below:

```
Add-MailboxFolderPermission roomname@yourexchange.com:\Calendar -User  
pdnroomuser@yourexchange.com -AccessRights Owner
```

This would give you an output similar to the following:

FolderName	User	AccessRights	SharingPermissionFlags
-----	----	-----	-----
Calendar	PDNA Room User	{Owner}	

Updating Room User Permissions to the Owner

If the user already has permissions to the **Room Calendar**, but NOT the Owner permissions, use the Set-MailboxFolderPermission cmdlet to update the permission.

For example, the user has following permissions for the **Room**.

FolderName	User	AccessRights	SharingPermissionFlags
-----	----	-----	-----
Calendar	Default	{AvailabilityOnly}	
Calendar	Anonymous	{None}	
Calendar	PDNA Room User	{Reviewer}	

You can update the permissions by using the following command:

```
Set-MailboxFolderPermission roomname@yourexchange.com:\Calendar -User  
pdnroomuser@yourexchange.com -AccessRights Owner
```

Disconnecting PowerShell from the Exchange

After completing your tasks in the PowerShell session, disconnect it from the Exchange session by

running the following command:

```
Get-PSSession | Where-Object {$_.ComputerName -eq "outlook.office365.com"} | Remove-PSSession
```

Important

Genesys recommends the above scripts. However, you can change them or write an alternative script that comply with your organization's local security policy.