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# Performance DNA Knowledge Base Articles

[Performance DNA Knowledge Base Articles](#)

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This manual contains the following Performance DNA knowledge base articles for Version 9.0.

- [Incorrect Characters when Opening Unicode CSV Files in Microsoft Excel](#)
- [Making Exchange-based rooms visible to Performance DNA](#)
- [Crystal Report Default Value Records](#)
- [Updates to Microsoft Framework 4.6 may break Crystal Reports](#)
- [OrgData Setup](#)
- [Lost lead zeros when importing OrgData](#)
- [Teleopti OrgData Tips](#)
- [Nice IEX OrgData Tips](#)
- [Changing Service Account Password](#)
- [DNA error when upgrading to 9.0](#)