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Genesys Skills Management Knowledge Base Articles

Crystal Report Default Value Records

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Crystal Report Default Value Records

Software product name	Performance DNA
Version Number	8.5.x and below
Subject	KB00004: Crystal Report Default Value Records

Symptoms

Crystal reports sets a default value for the number of records being returned to 1000, As such this means that you are only able to report on the 1st 1000 users entered into database. Reports won't show any further users.

Resolution

To increase the maximum number of values for a dynamic parameter list of values, set the registry key: MaxRowsetRecords, to a value greater than 1,000:

Open the Microsoft Registry Editor, and navigate to the path corresponding to the version of Crystal Reports used:

Crystal Reports 2008: HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\Crystal Reports\DatabaseOptions\LOV

Crystal Reports 2011: HKEY_LOCAL_MACHINE\SOFTWARE\SAP BusinessObjects\Suite XI 4.0\Crystal Reports\DatabaseOptions\LÖV

Crystal Reports 2013: HKEY_LOCAL_MACHINE\SOFTWARE\SAP BusinessObjects\Suite XI 4.0\Crystal Reports\DatabaseOptions\LÖV

Crystal Reports 2016: HKEY_LOCAL_MACHINE\SOFTWARE\SAP BusinessObjects\Suite XI 4.0\Crystal Reports\DatabaseOptions\LÖV

Crystal Reports for Visual Studio 2010: HKEY_LOCAL_MACHINE\SOFTWARE\SAP BusinessObjects\Crystal Reports for .NET Framework 4.0\Crystal Reports\DatabaseOptions\LOV

Notes

Add the key: LOV, if it is not present. For 64-bit version of Microsoft Windows, the registry path will be slightly different, it will start with: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\

But the rest of the registry path is the same.

Add the String value: **MaxRowsetRecords**

Set the value of: **MaxRowsetRecords** to the maximum number of records in the table where the values are stored. If Crystal Reports application needs to scan 100 000 records to retrieve 20 000 parameter values, set the value to 100 000.