

Lawson FAQ: Why is One of My Reports Only Pulling Partial Information



How to Use Crystal Report Navigational Aids to Filter Your Reports

An example of this problem would be the HR-Staff Attendance by Supervisor report. A caller reported: "This report is currently only pulling through the letter 'J' last names; I need to get this report checked to see why it is not pulling all supervisors A to Z."

The following steps show how to see all supervisors A to Z.

Login to Lawson and **go to** My Reports.

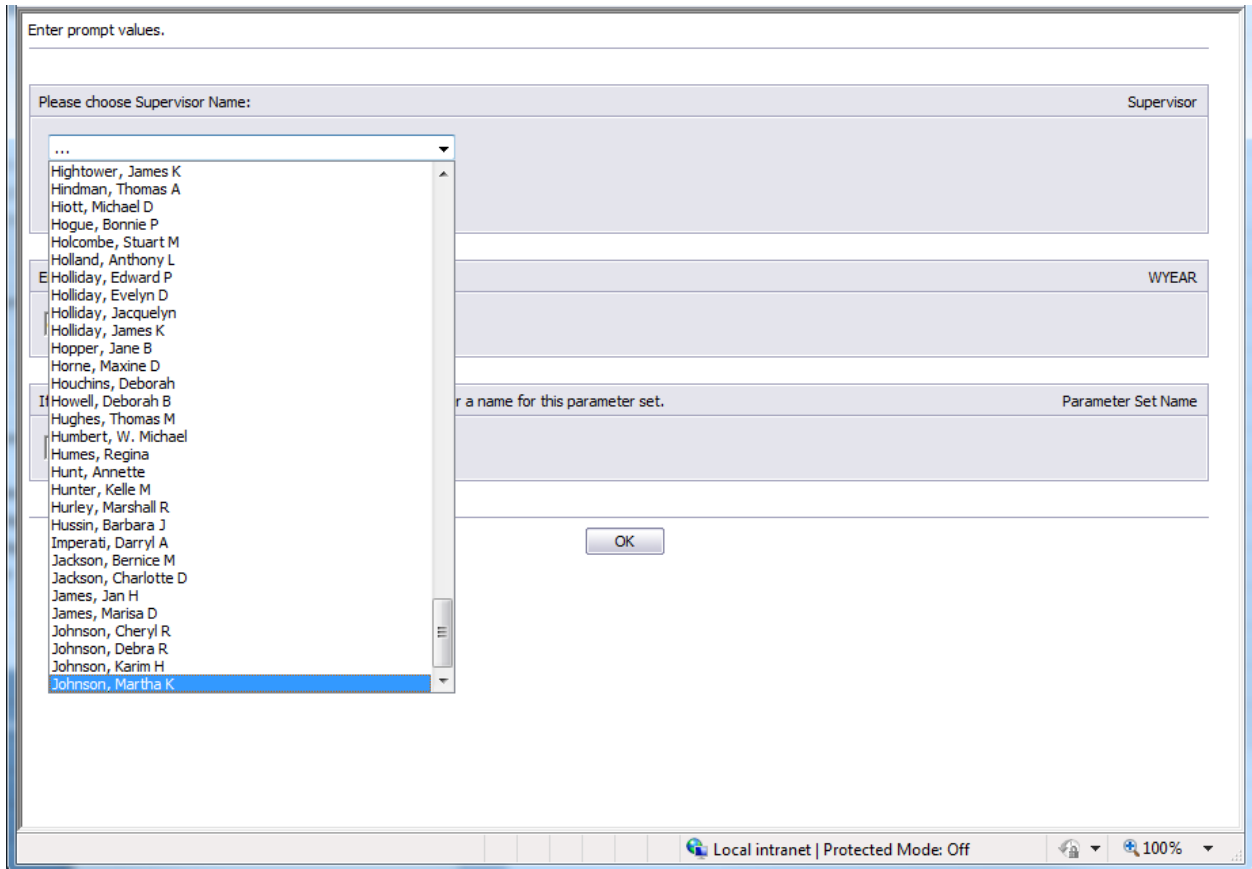
Select the HR-Staff Attendance by Supervisor report. A Lawson Report Viewer page will open with a message notifying the user to 'Enter prompt values.'

A screenshot of a web browser window titled "Lawson Report Viewer - Windows Internet Explorer provided by Greenville County Schools". The browser's address bar shows "Convert" and "Select" options. The main content area displays a dialog box with the title "Enter prompt values." and three sections:

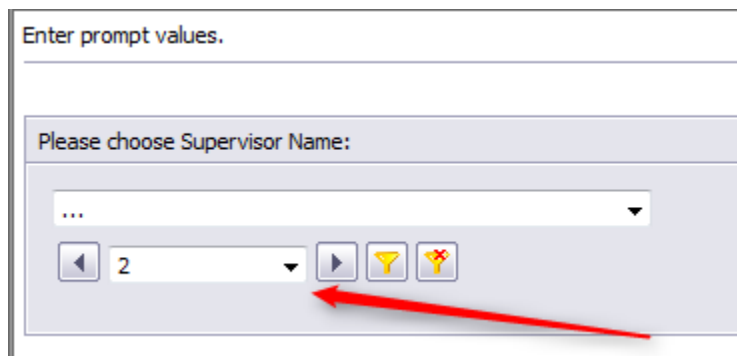
- The first section is titled "Please choose Supervisor Name:" and has a "Supervisor" label on the right. It contains a dropdown menu with "..." selected, a page indicator showing "1", and navigation buttons (back, forward, search, and refresh).
- The second section is titled "Enter Desired Contract Year:" and has a "WYEAR" label on the right. It contains a text input field with the word "CURRENT" entered.
- The third section is titled "If you want to save the selected parameter values, please enter a name for this parameter set." and has a "Parameter Set Name" label on the right. It contains an empty text input field.

An "OK" button is located at the bottom center of the dialog box.

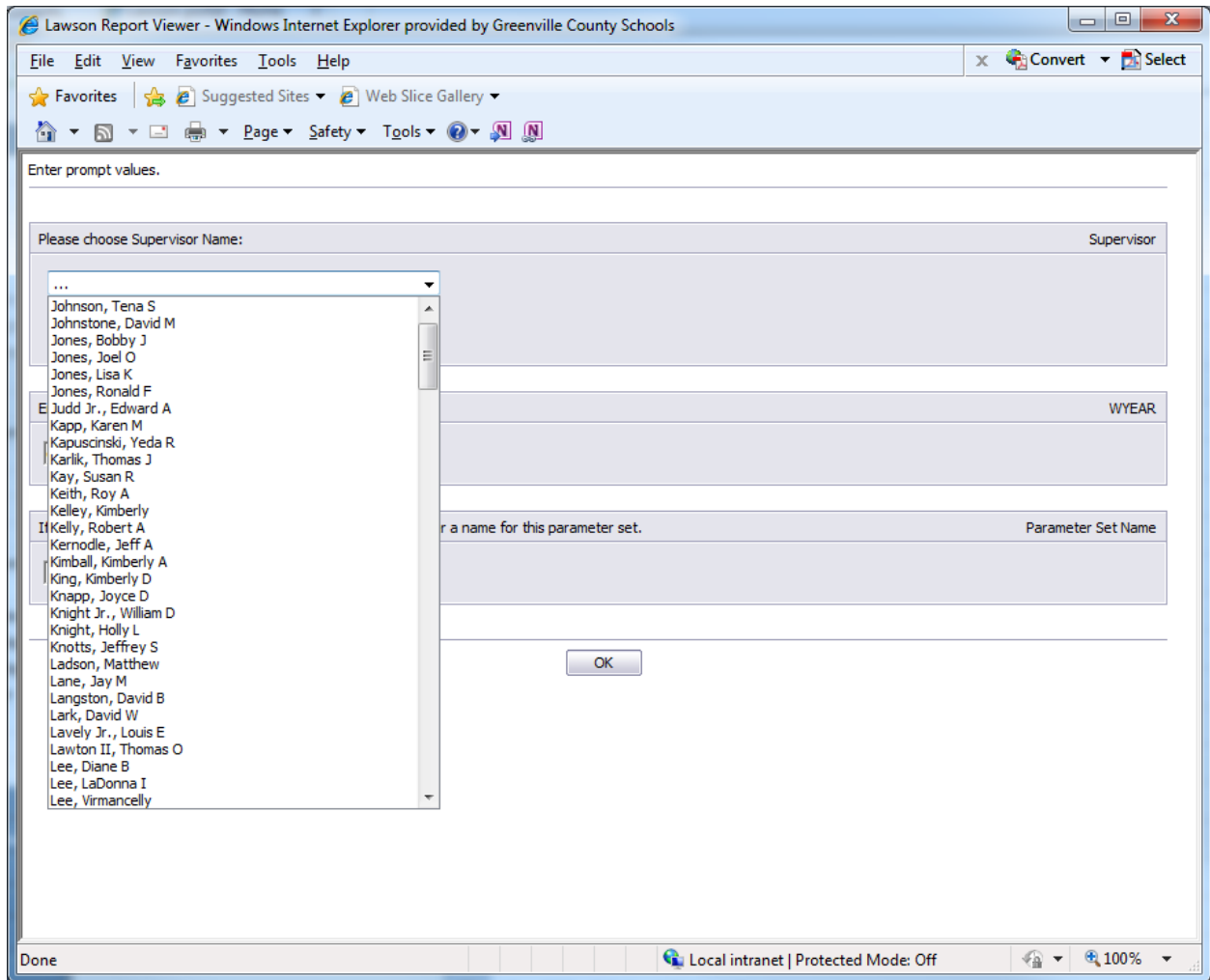
The first value to enter is to "Please choose Supervisor Name". If you click the drop down to enter the supervisor's name, you will notice that it only lists supervisors with last names that start with the letter A to J.



Collapse the drop-down selection menu and look beneath the 'Please choose Supervisor Name' field at a box with a number in it, in this case, the options are 1, 2, and 3. These choices filter the list of supervisors available on the drop-down menu.



Use either the navigation arrows or the drop down menu to change the filter options and to be able to see and select additional choices for the supervisor value. **Continue** to change the filter options for the supervisor values as necessary to make your selection.



Enter the <other values> as necessary and **click** OK to view the report.

NOTE: This is a crystal report navigational aid. Instead of a very lengthy drop-down menu, crystal reports provides this feature to limit the number of items available for selection in the drop-down menu.