

Reports fail to open on a machine with no C: drive

Scott Leonard - 2017-04-10 - [Software](#)

A Microsoft Visual Studio.NET application uses Crystal Reports 10 for Visual Studio.NET SDK as the reporting development tool. When the application is deployed to a computer that does not have a C: drive, the following error message appears: "Load Report Failed". It is common to not have a C: drive on Terminal servers and Citrix servers.

To resolve this issue:

This error message appears because the application sets registry values that point to the C: drive. To resolve the error message, use the following steps to change these registry values in the Registry Editor.

****Warning:** The following resolution involves editing the registry. Using the Registry Editor incorrectly can cause serious problems that may require you to reinstall the Microsoft Windows operating system. Use the Registry Editor at your own risk. It is strongly recommended that you make a backup copy of the registry files (System.dat and User.dat on Win9x computers) before you edit the registry.

1. On the **Start** menu, click **Run**.
2. In the **Run** dialog box, type **Regedit** then click **OK**.
3. In the **Registry Editor** browse to the following subkey:
HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\10.5\Report Application Server\InProcServer\LocalConnectionMgr
4. Right-click the **ConnectionDirectoryPath** string value, then click **Modify**.
5. In the **Value data** text box, change "c:\" to the drive letter where the following directory exists (You may need to search your computer to find where this directory exists):
\\Program Files\\Common Files\\Crystal Decisions\\2.5\\bin. Click **OK**.
6. Right-click the **LocalConnectionMgr** subkey, click **New** then click **String Value**.
7. Name this **String Value** "**ReportDirectoryPath**".
8. Right-click the **ReportDirectoryPath** string value and click **Modify**.
9. In the **Value data** text box, type the same drive letter as you typed in step 5.

Please note that the article refers to Crystal Reports 10, but it also works for Crystal Reports XI Release 2. Just search the registry for ConnectionDirectoryPath where a value is specified. (It should be HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\10.5\Report Application Server\InProcServer\LocalConnectionMgr for the current versions of all Wasp products.)

KBase Article ID:c2016508 on the Crystal Reports technical support site.
http://technicalsupport.businessobjects.com/Publishing/913/c2016508_f.html

BusinessObjects article contents reproduced below:

Article refers to:Crystal Reports 10

Symptom

A Microsoft Visual Studio .NET application uses Crystal Reports 10 for Visual Studio .NET SDK as the reporting development tool. When the application is deployed to a computer that does not have a C drive, the following error message appears:
"Load Report Failed"

Why does this error message appear and how can it be resolved?

Background Information

It is common to not have a C drive on Terminal servers and Citrix servers.

Resolution

This error message appears because the application sets registry values that point to the C drive. To resolve the error message, use the following steps to change these registry values in the Registry Editor.

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WARNING:

The following resolution involves editing the registry. Using the Registry Editor incorrectly can cause serious problems that may require you to reinstall the Microsoft Windows operating system. Use the Registry Editor at your own risk.

HELP:

For information on how to edit the registry key, view the 'Changing Keys And Values' online Help topic in the Registry Editor (Regedit.exe).

RECOMMENDATION:

It is strongly recommended that you make a backup copy of the registry files (System.dat and User.dat on Win9x computers) before you edit the registry.

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2. In the 'Run' dialog box, type "Regedit" then click 'OK'.
3. In the Registry Editor browse to the following subkey:
HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\10.0\Report Application Server\InprocServer\LocalConnectionMgr
4. Right-click the 'ConnectionDirectoryPath' string value, then click 'Modify'.
5. In the 'Value data' text box, change "c:\" to the drive letter where the following directory exists (You may need to search your computer to find where this directory exists):
\Program Files\Common Files\Crystal Decisions\2.5\bin
Click 'OK'.
6. Right-click the 'LocalConnectionMgr' subkey, click 'New' then click 'String Value'.
7. Name this String Value "ReportDirectoryPath".
8. Right-click the 'ReportDirectoryPath' string value and click 'Modify'.
- 9 In the 'Value data' text box, type the same drive letter as you typed in step 5.

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NOTE:

After making changes to the registry, restart the affected service or application as required.

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Now, when the application is run, the error message will not appear.