

BlueSky Statistics Launch Issue

Fix for an issue where BlueSky Statistics fails to launch. BlueSky Statistics banner is shown and after that the application disappears.

There are 3 steps to fix and launch:

1. Check if R_HOME environment variable is defined in Windows. If so, rename it. Steps are given in the section '[Rename R_HOME]' below for Windows 7, Windows 8.1 and Windows 10, separately.
2. Clean BlueSky Statistics user directory. This directory can be found in the following location:

C:\Users**<YOUR USER NAME>**\AppData\Roaming

In the above location if you see folder named '**BlueSky**', delete this '**BlueSky**' folder.

NOTE: **<YOUR USER NAME>** must be replaced by the user name of your computer.

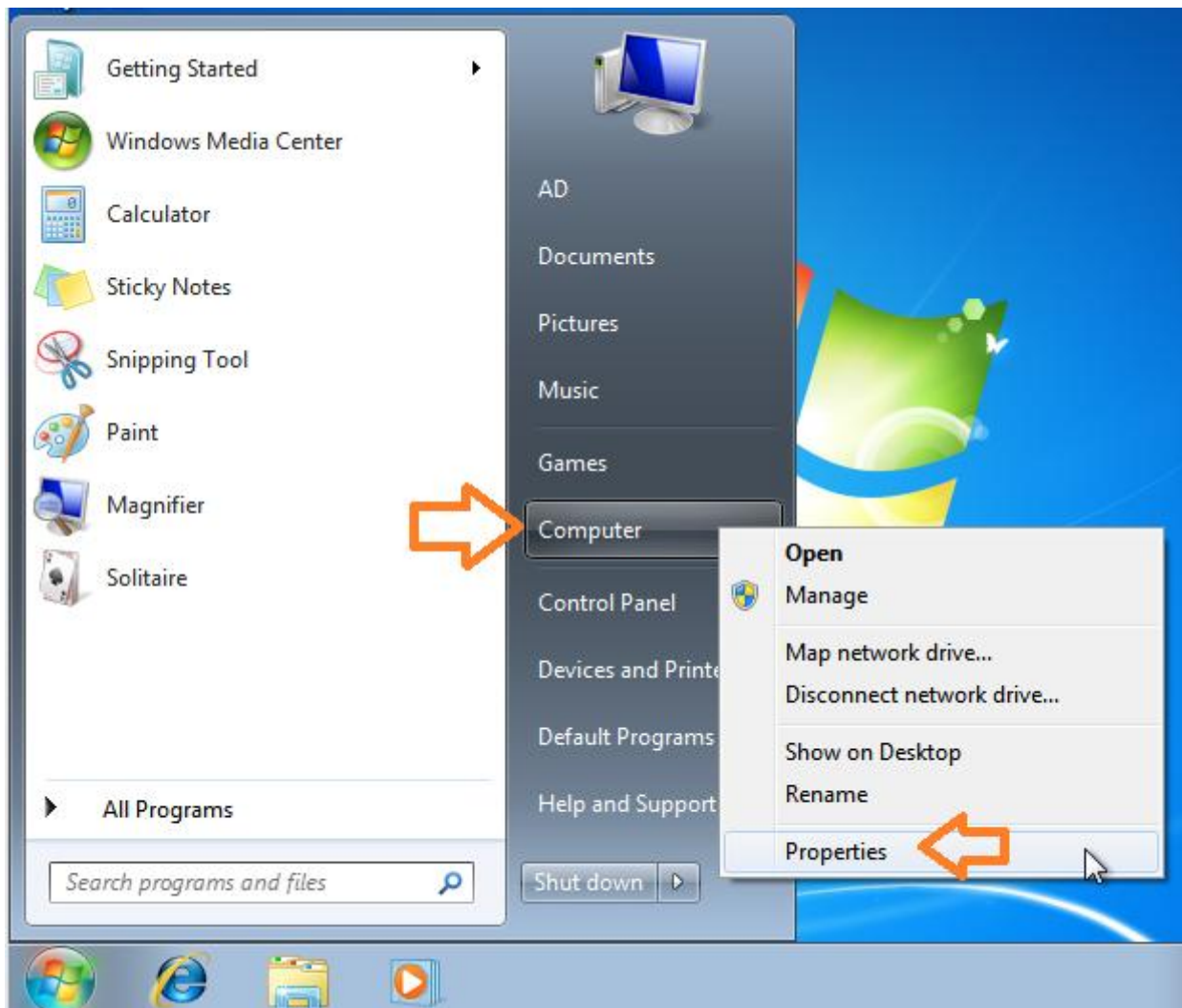
3. Launch BlueSky Statistics

[Rename R_HOME]

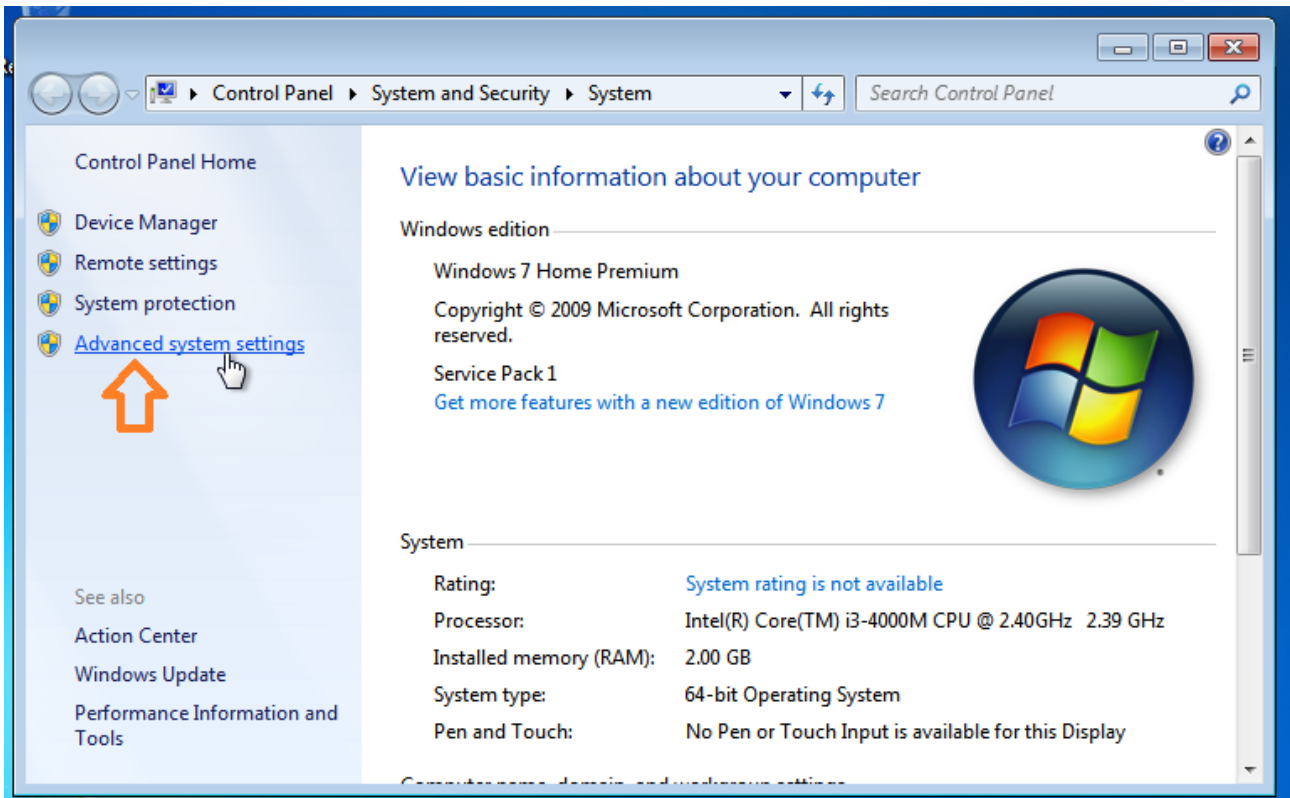
Steps to check and rename R_HOME environment variable in Windows 7, Window 8.1 and Windows 10 are given separately for each operating system.

Window 7

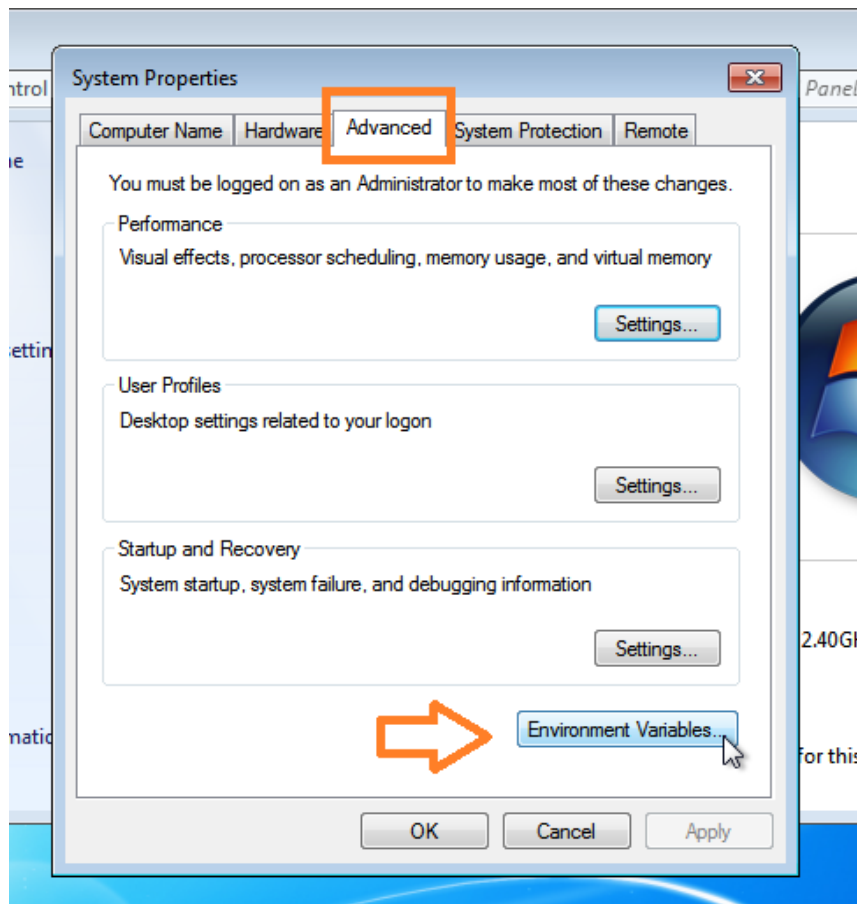
1. Click Windows START button. Right click 'Computer' then select 'Properties'.



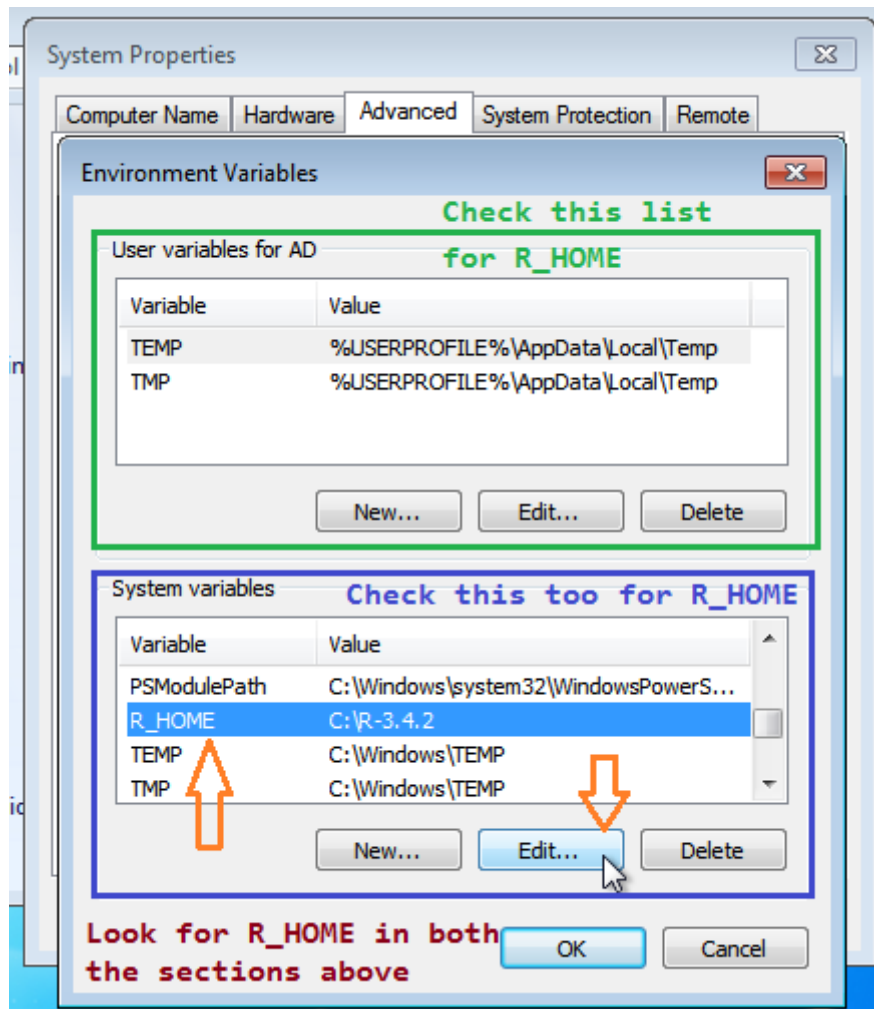
2. Following window will appear. Click 'Advanced system settings' link.



3. You will see following 'System Properties' window. Click 'Advanced' tab and then click 'Environment Variables'.



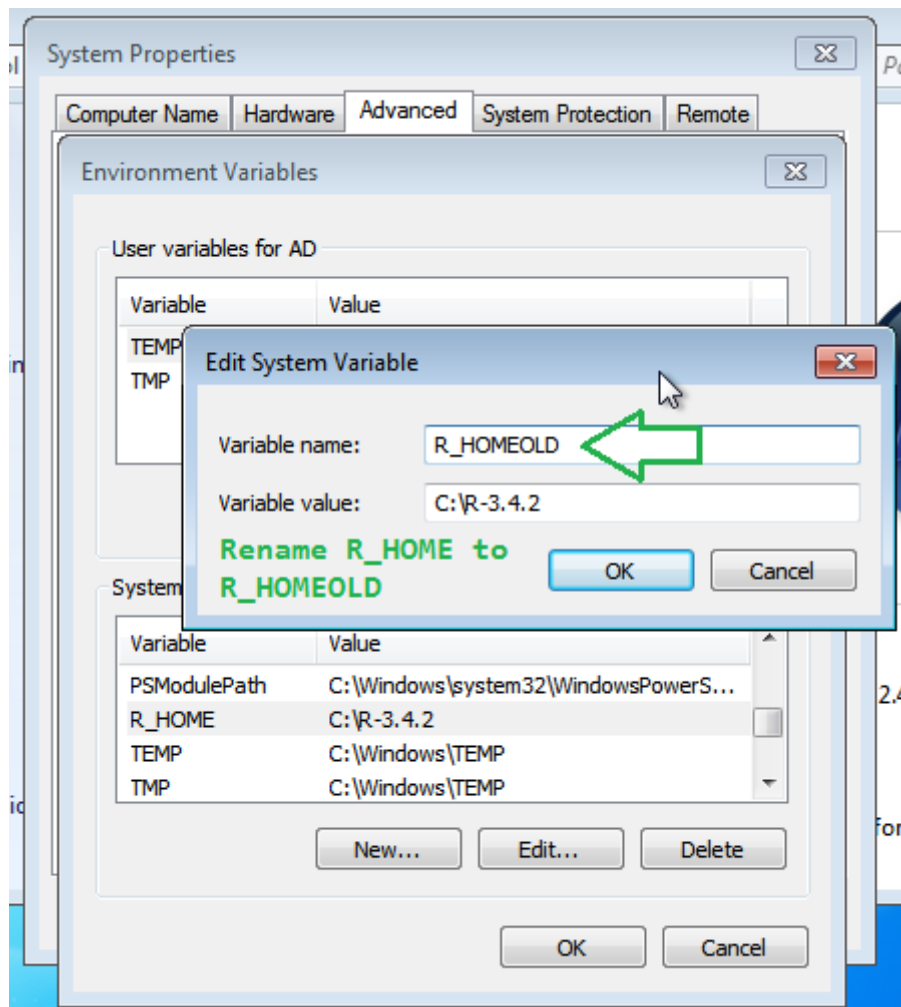
4. 'Environment Variables' window will appear. There are two sections in this window, top one is for user variables and the bottom one is for system variables.



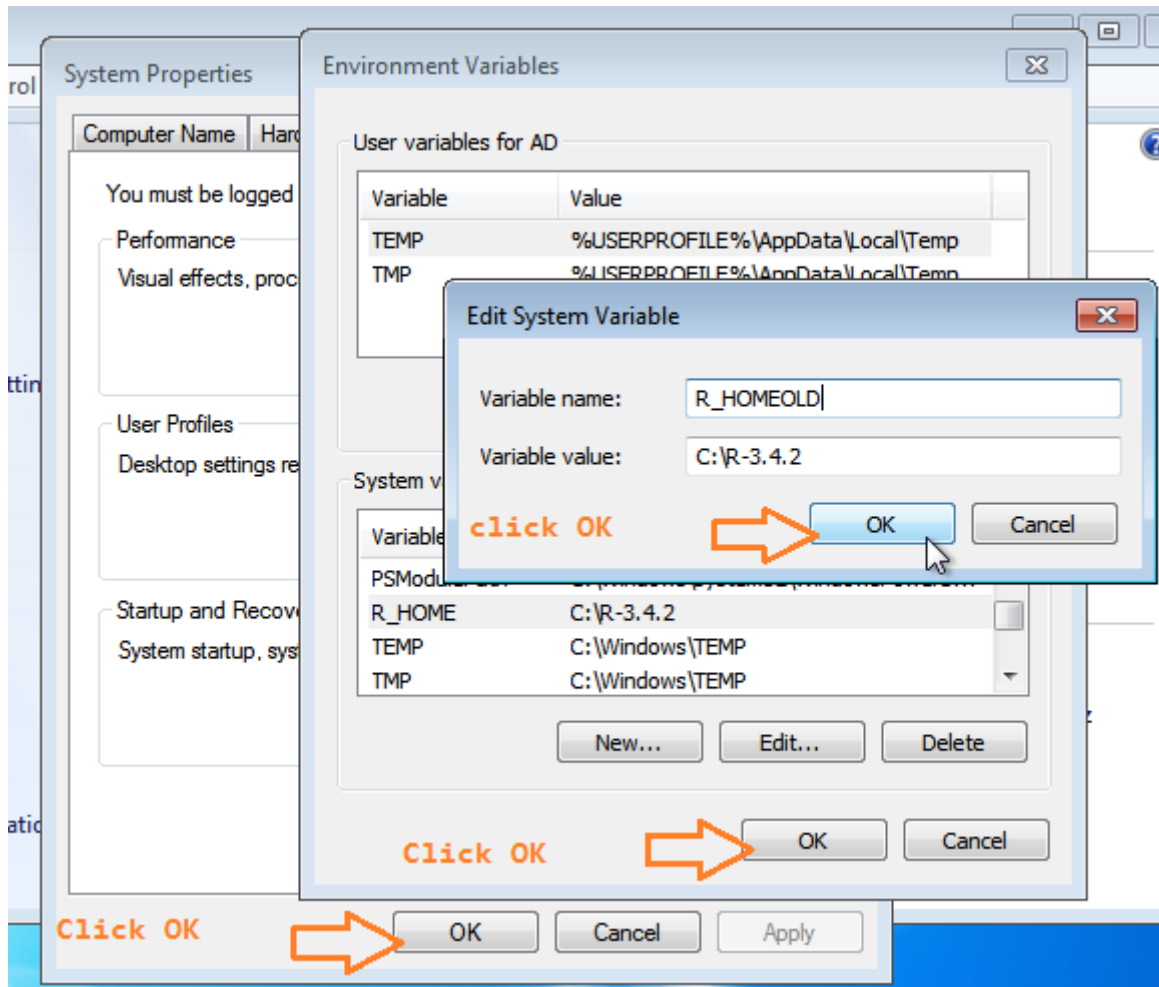
You need to check both the lists for the environment variable named 'R_HOME'. You may or may not find it in any of the lists. If you do not find it any of the lists you can just click OK and again click OK in another window to close this operation.

If you find R_HOME in one or both the lists, you need to select 'R_HOME' and click the Edit button below the list where you found it.

5. 'Edit variable' dialogue will open. In the 'Variable name:' field change the name of the variable 'R_HOME' to (say) 'R_HOMEOLD'. You can change it to any other name that is not in use.



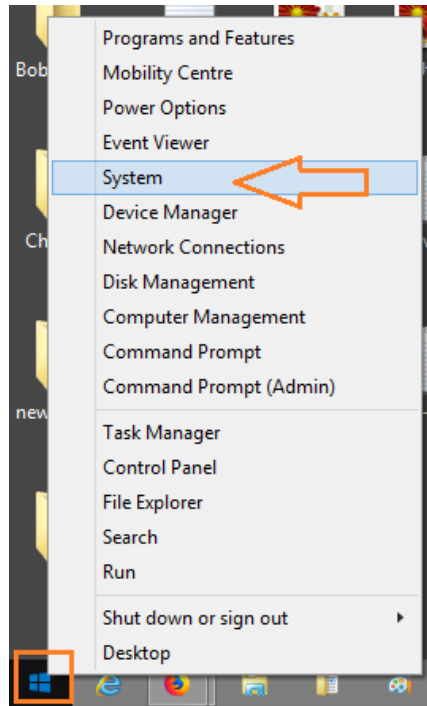
6. Now you need to click OK one by one for each of the open window/dialogue.



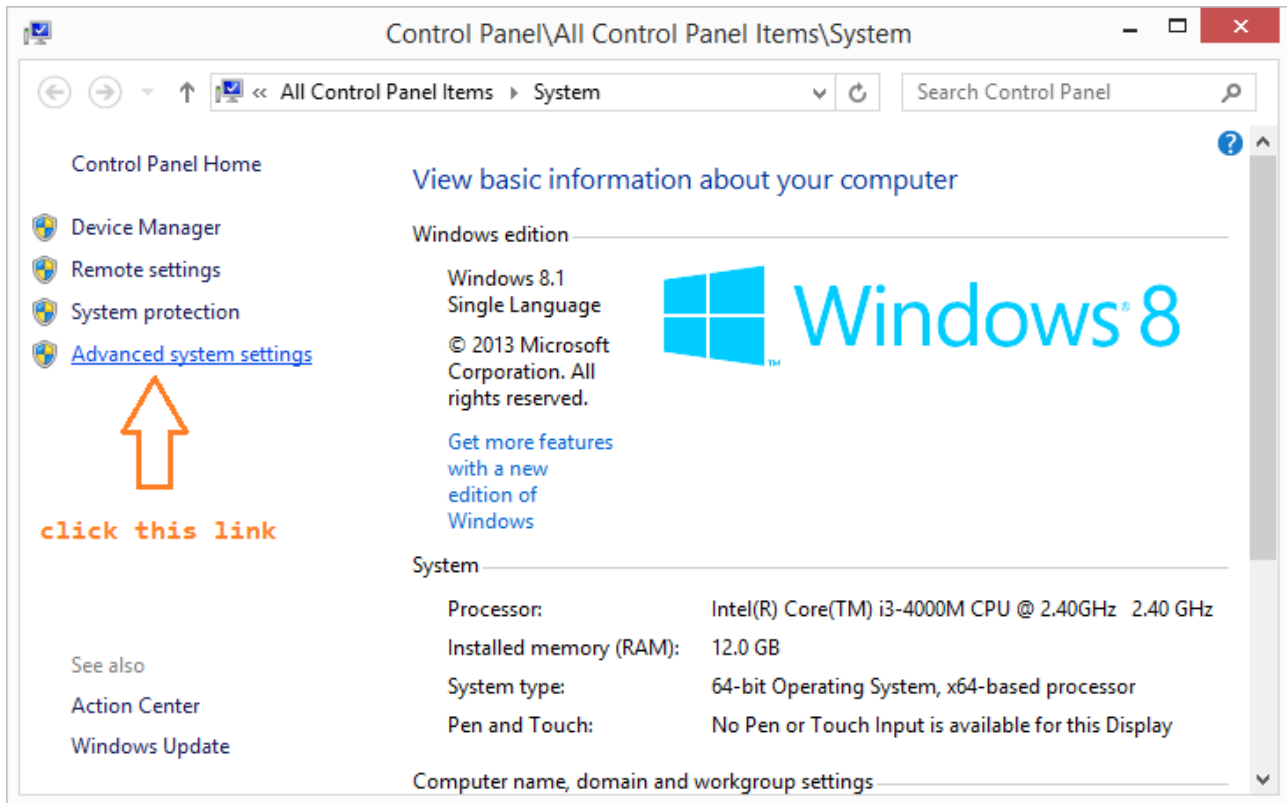
You have now successfully renamed the R_HOME variable.

Window 8.1

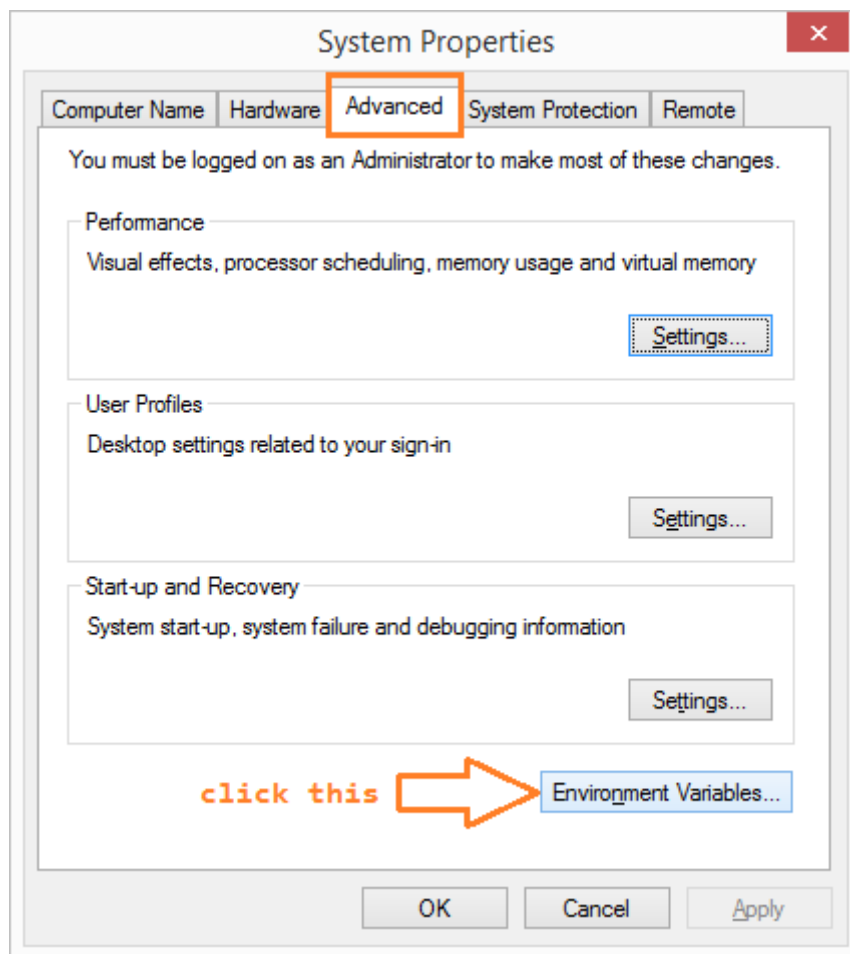
1. Right click Windows START button. Click 'System'.



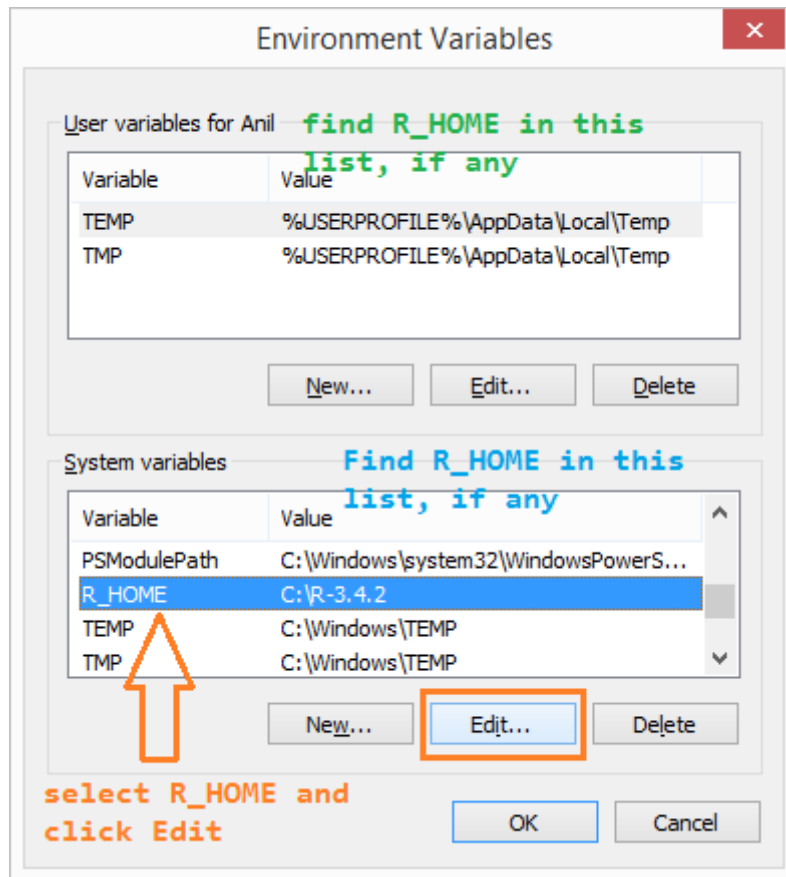
2. Following window will appear. Click 'Advanced system settings' link.



3. You will see following 'System Properties' window. Click 'Advanced' tab and then click 'Environment Variables'.



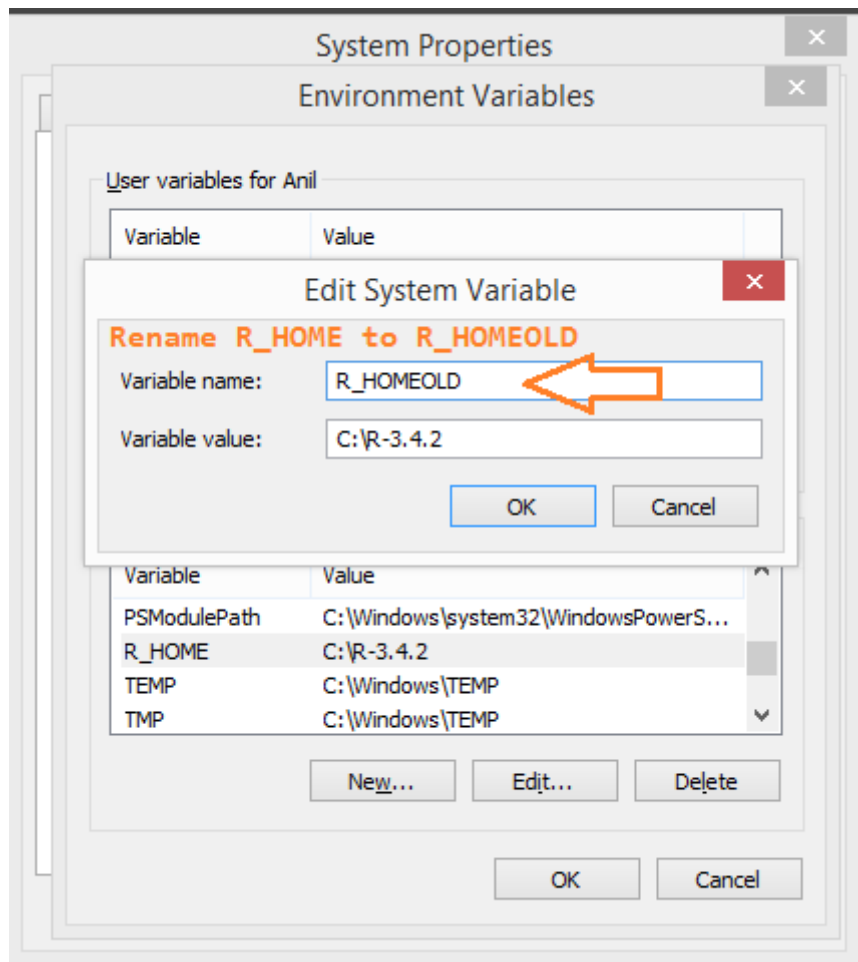
4. 'Environment Variables' window will appear. There are two sections in this window, top one is for user variables and the bottom one is for system variables.



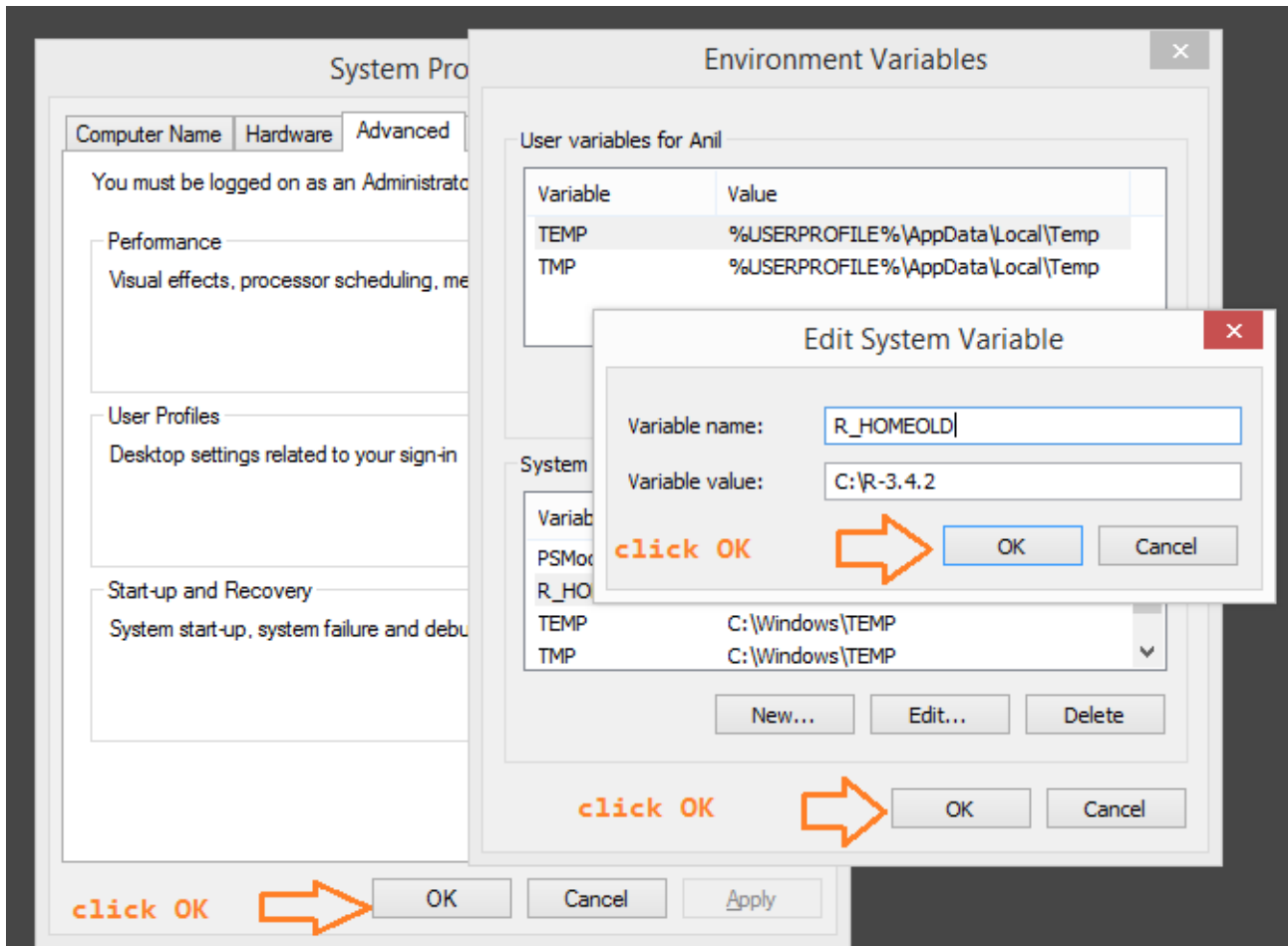
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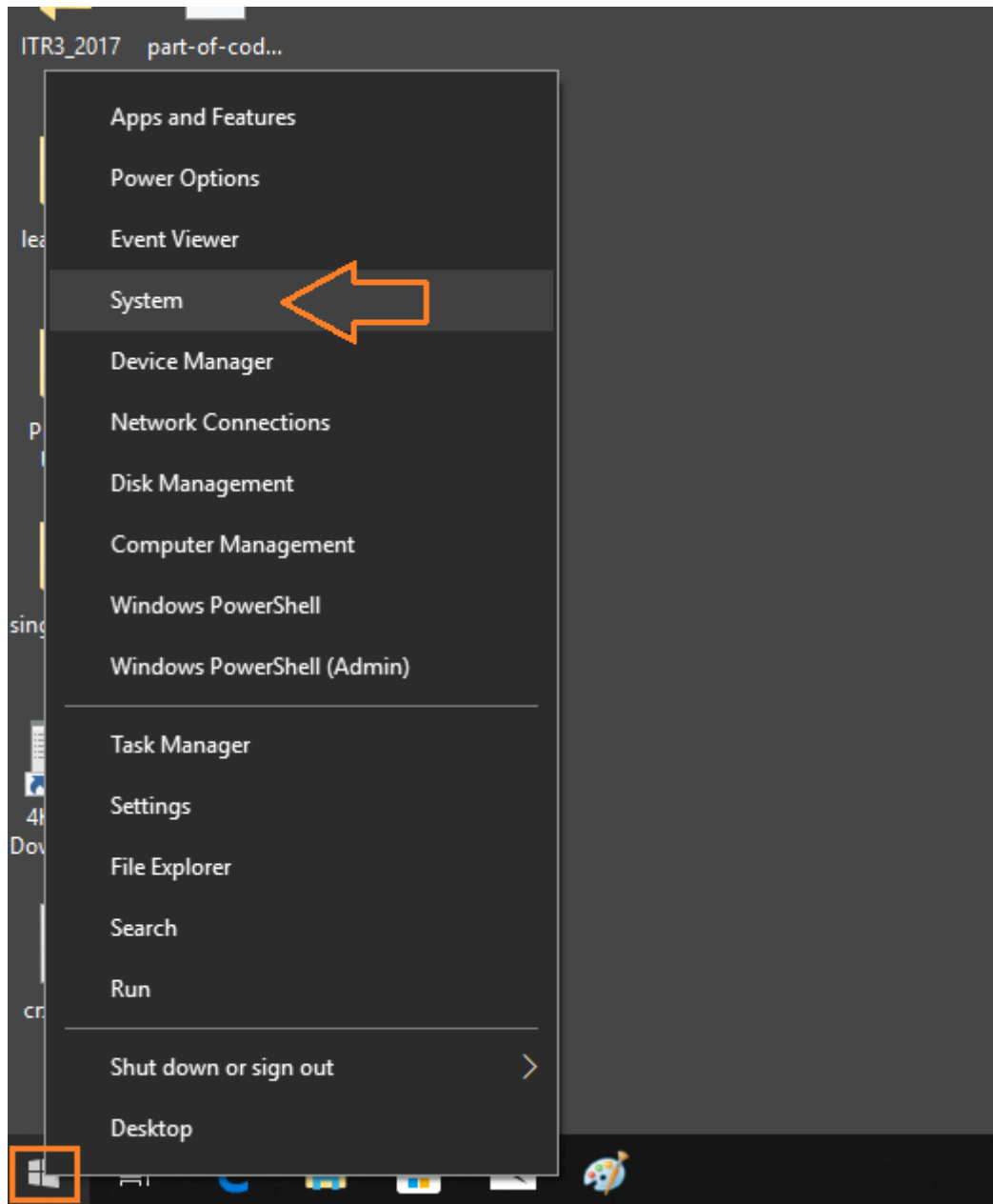
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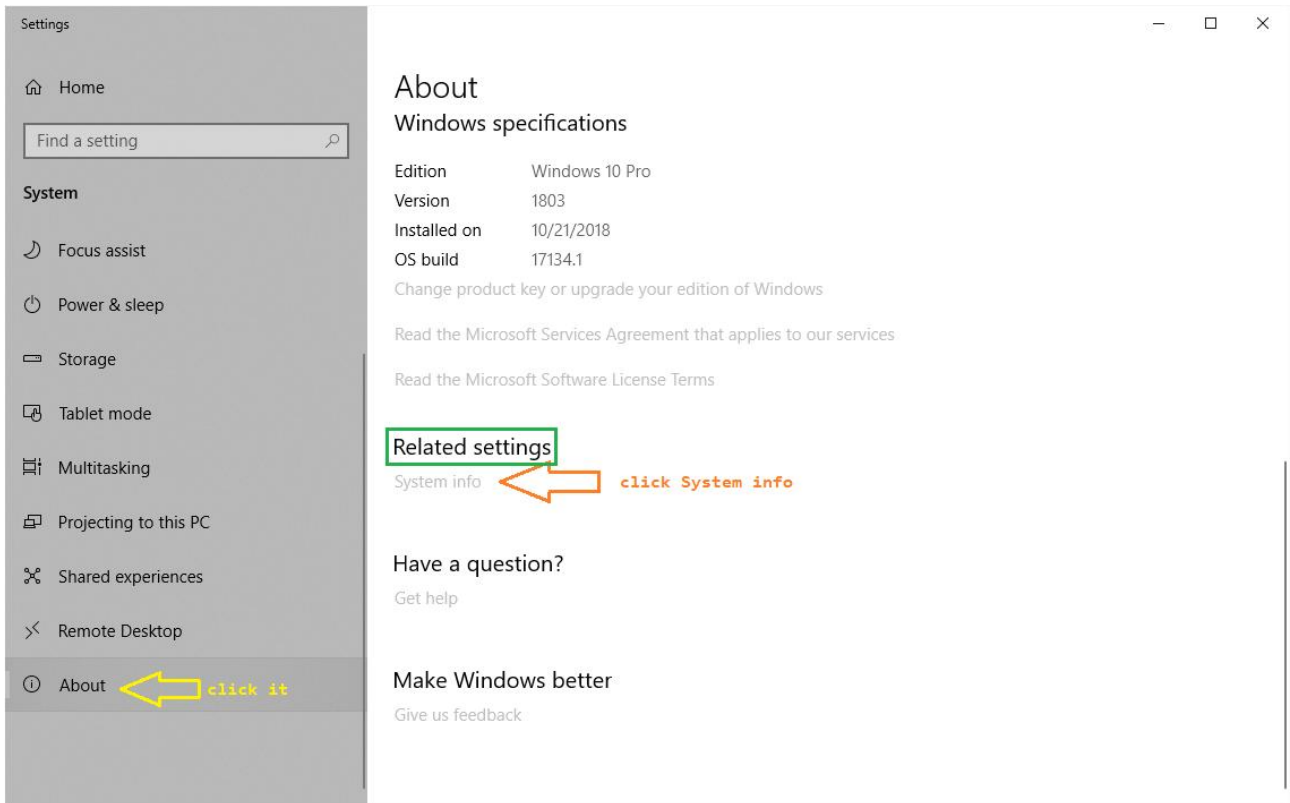
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Window 10

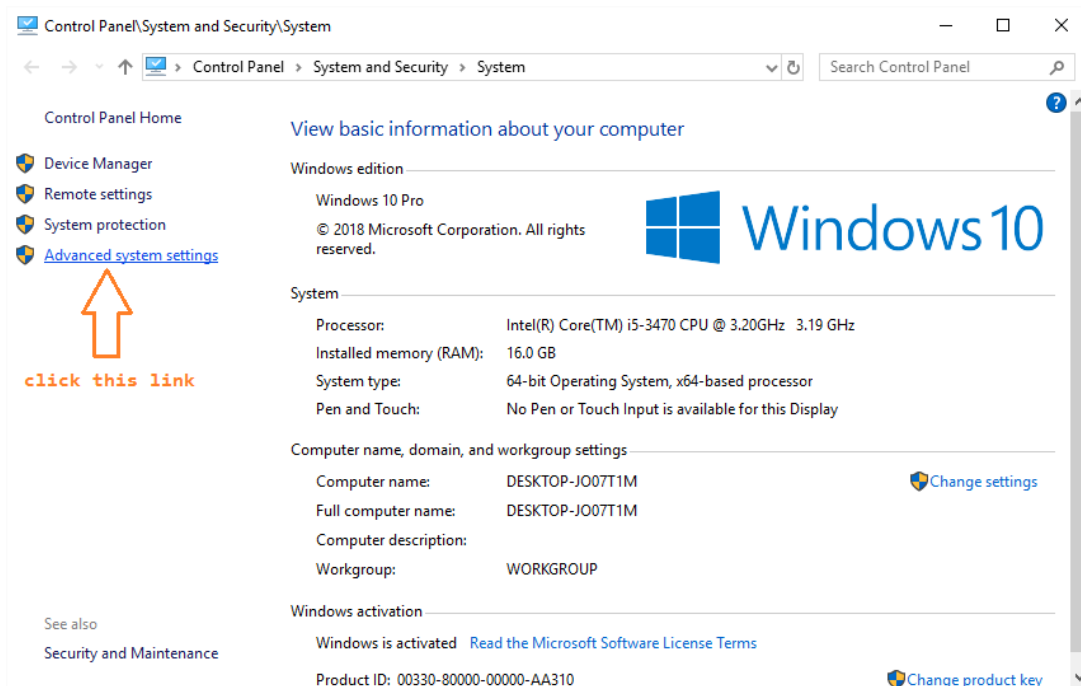
1. Right click Windows START button. Click 'System'.



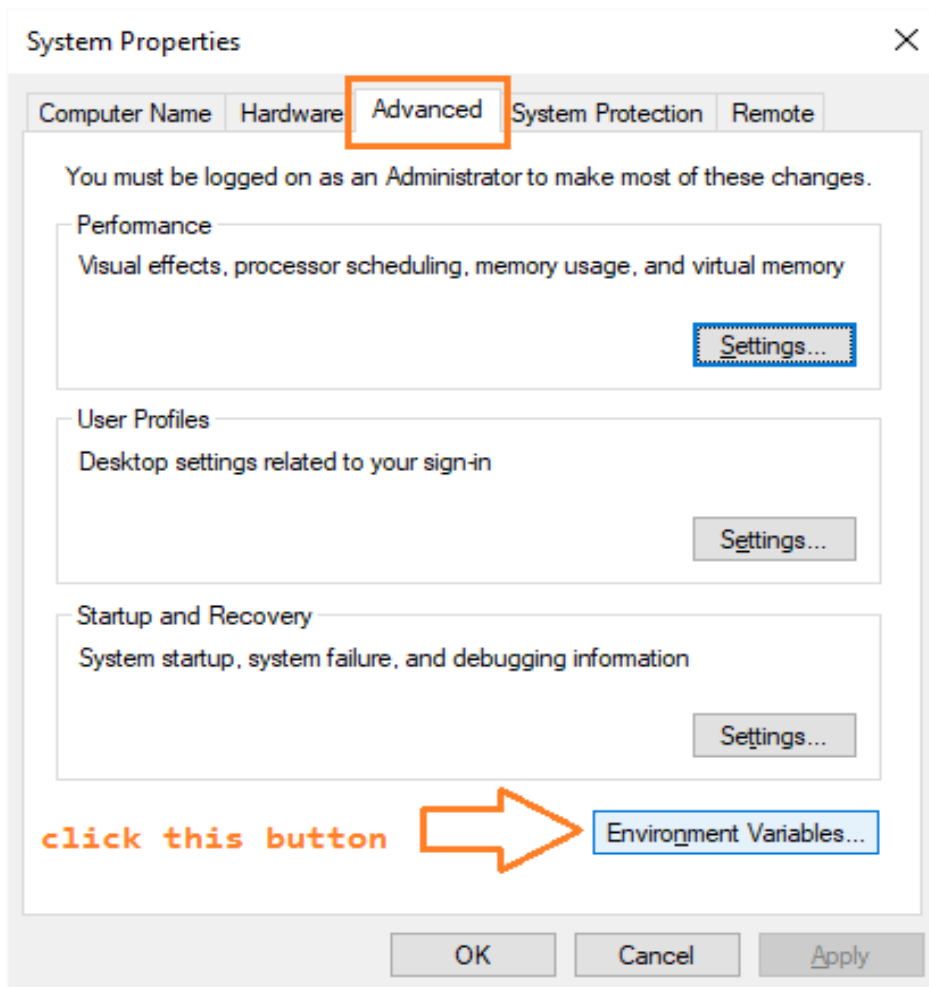
2. Following window will appear. Click 'About' and then click 'System info' link under 'Related settings'.



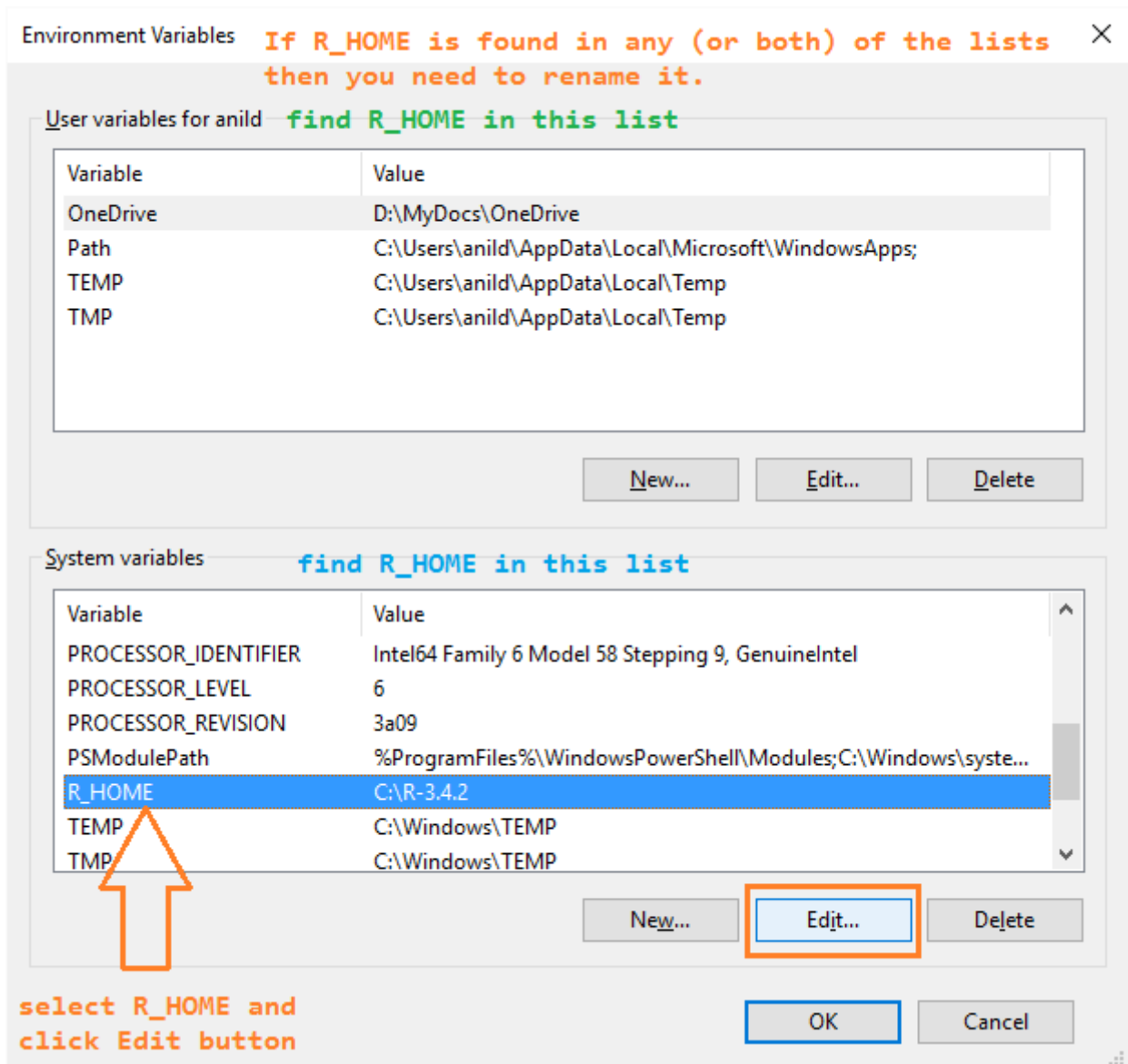
3. Following window will appear. Click 'Advanced system settings' link.



4. You will see following 'System Properties' window. Click 'Advanced' tab and then click 'Environment Variables'.



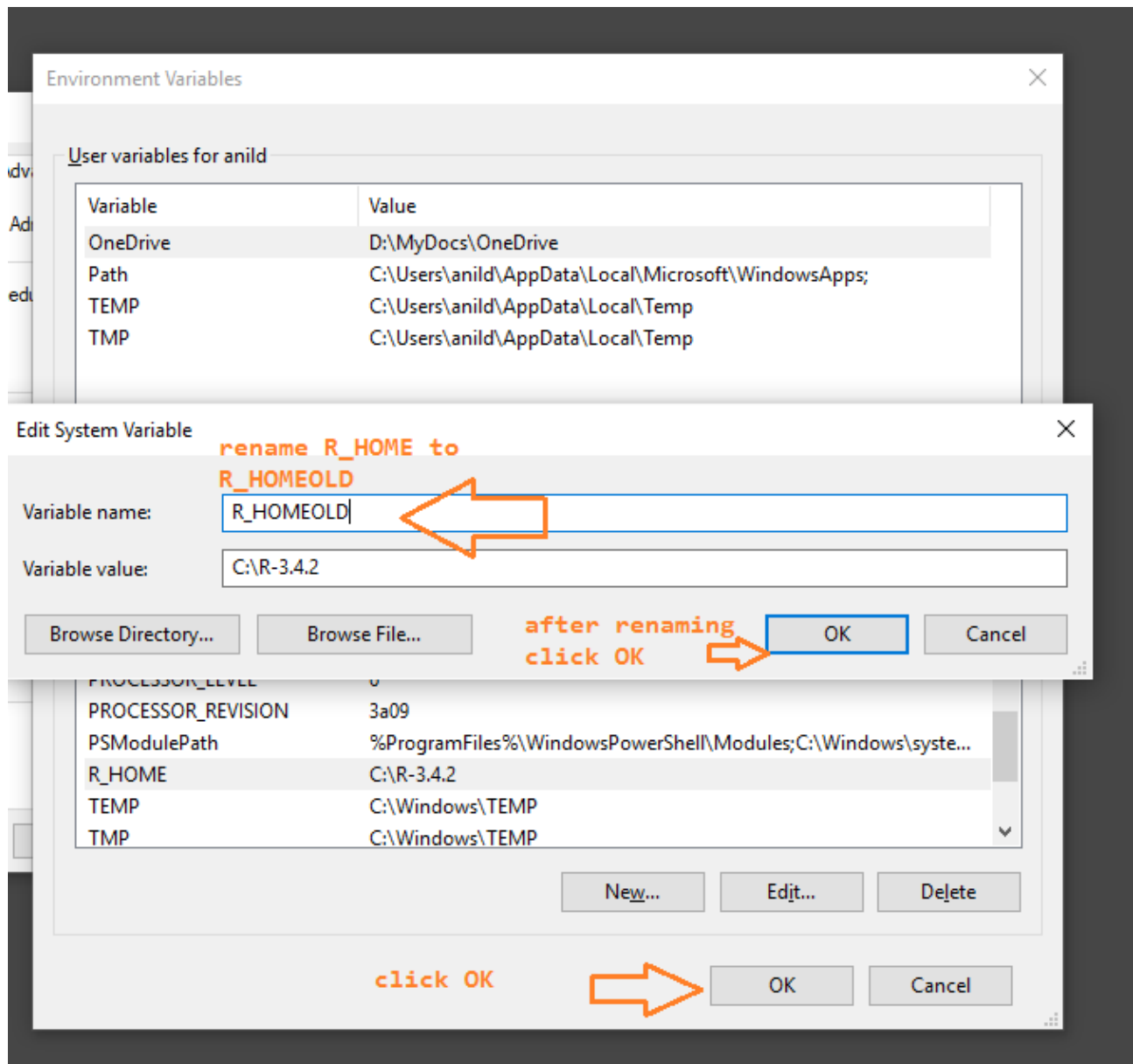
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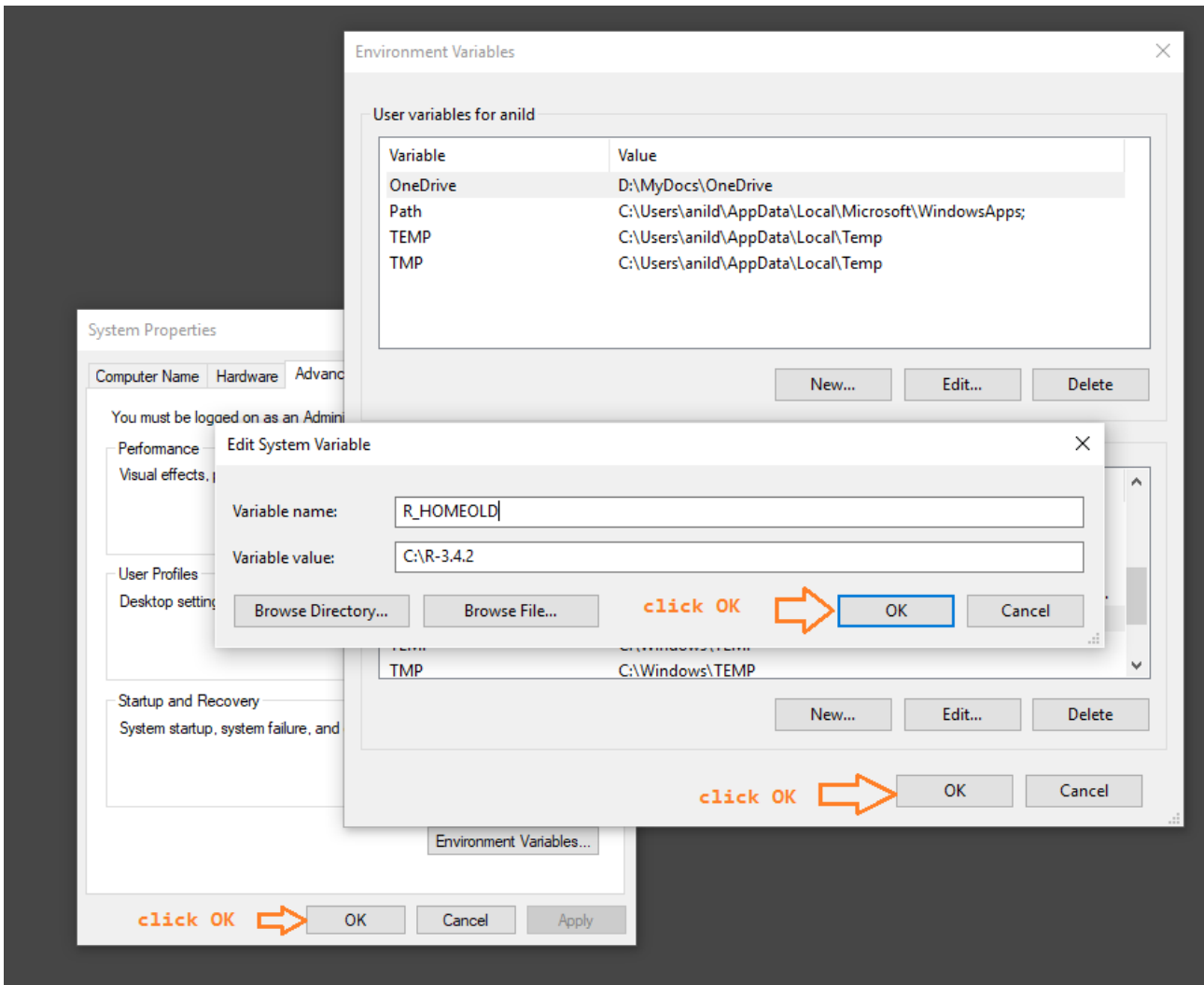
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