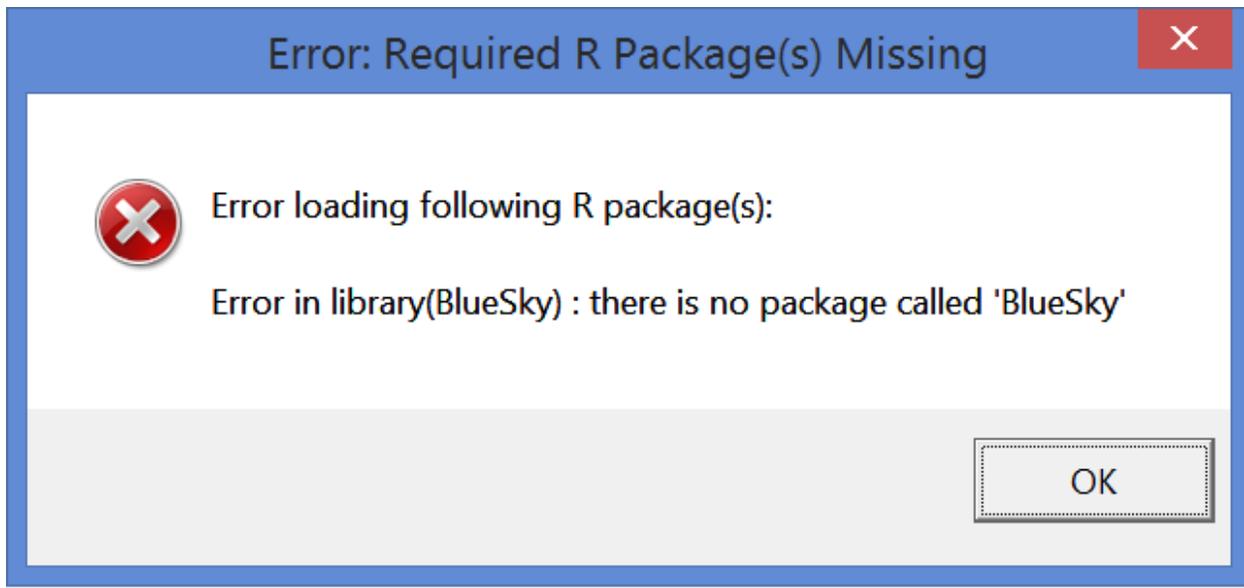# Fixing the errors below when you launch BlueSky Statistics the first time


When you launch BlueSky Statistics the first time, we attempt to install the BlueSky Package. This error occurs because he anti virus software is placing a lock on the temporary files created when R packages are installed. To address this issue you need to temporarily disable your anti virus software that scans files immediately on access. We have listed the steps for McAfee Endpoint Security anti virus suite, if you are using a different anti virus please consult the vendor documentation or look for similar steps in the configuration options.

Note1: The anti virus must only be disabled temporarily when launching BlueSky statistics the 1st time. We strongly recommend that you turn on the antivirus after the first launch. Subsequent launches will work fine.

Steps to temporarily disable the McAfee anti virus

Most of our corporate clients use McAfee Endpoint Security. Here are the screens to temporarily disable the antivirus. You can re-enable this after the installation however in most cases the antivirus re-enables itself.
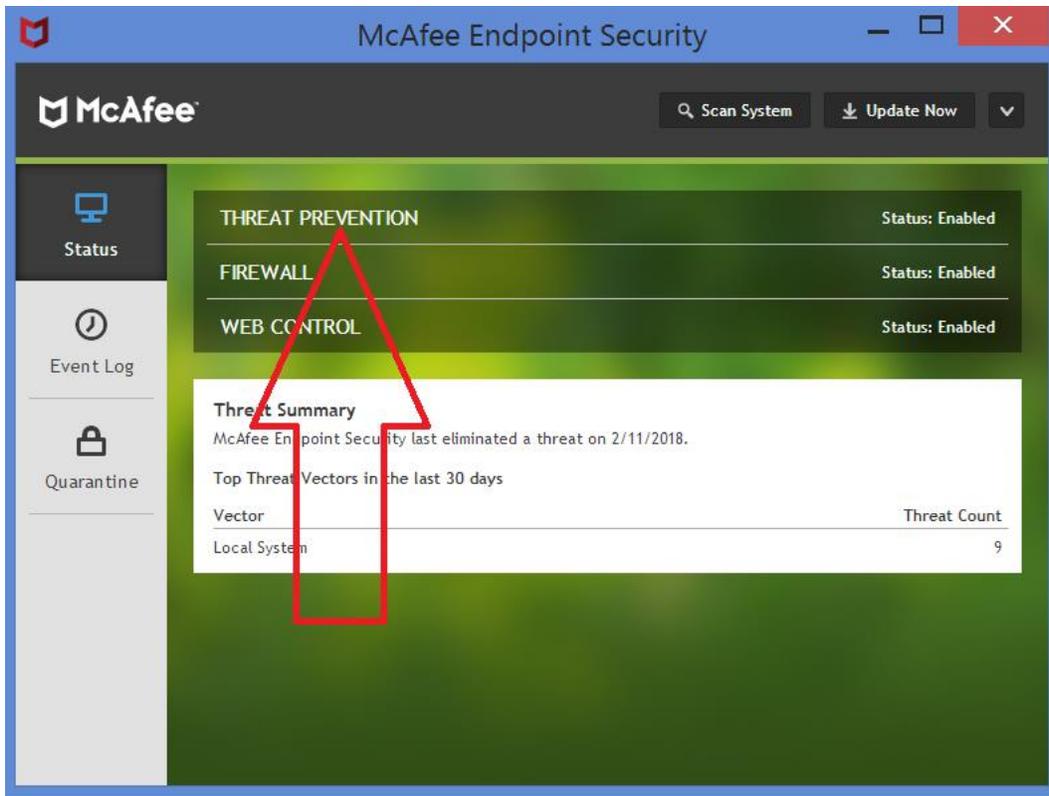
1. See screen shot below to find the McAfee status Icon.
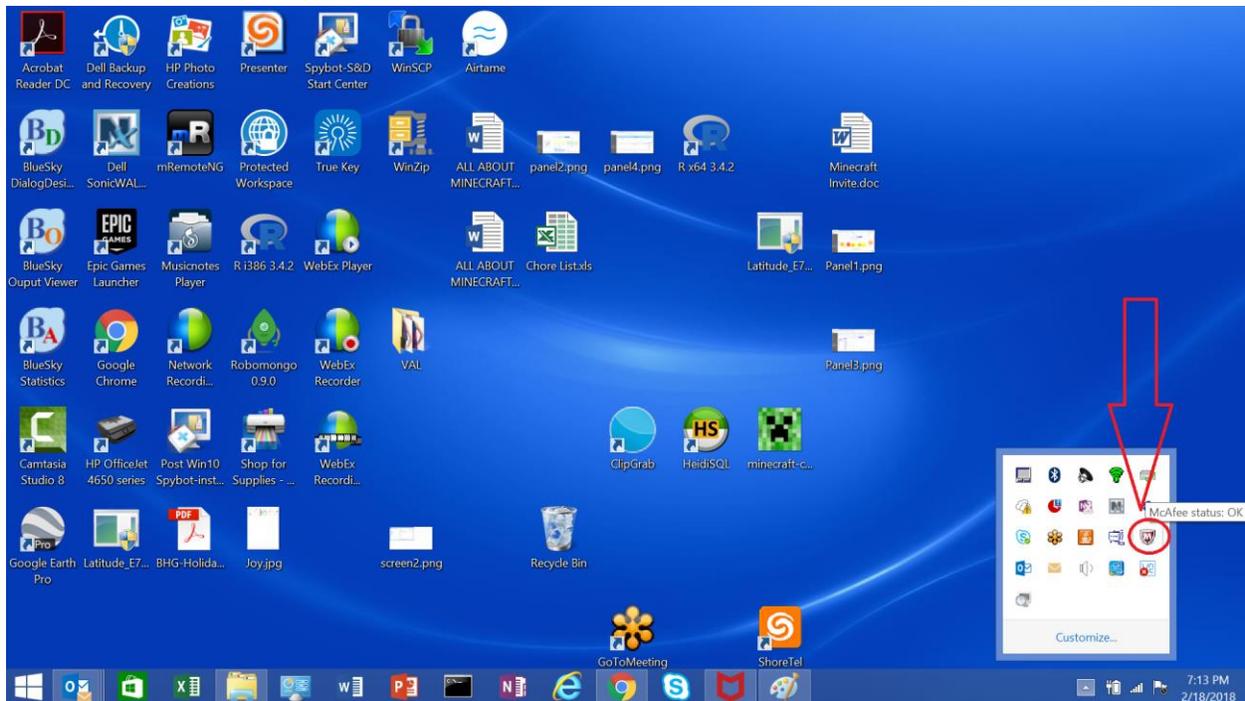
2. Click on the McAfee icon and you will see the screen as in shown below. Click on the "McAfee Endpoint Security" option
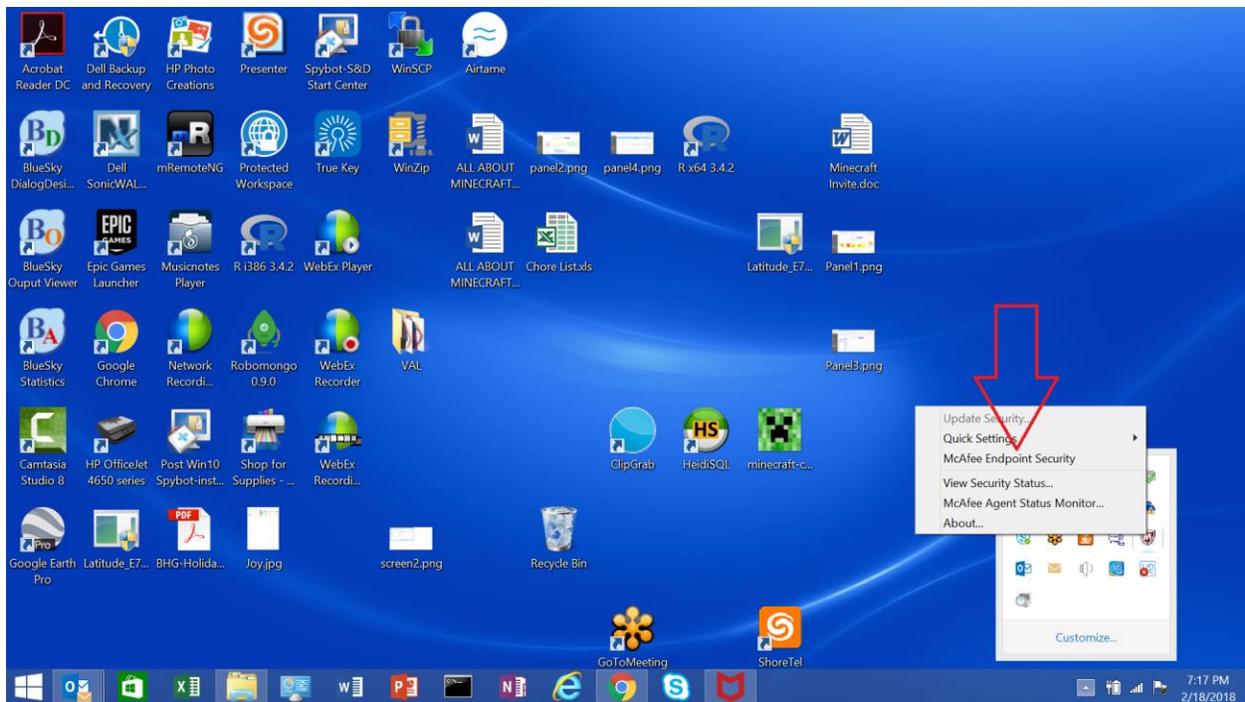
3. You will see the another screen as below. Click on Threat Prevention. Note that Threat Prevention looks like text but it is clickable

4. You will see the next screen as below. As on the screen disable the "Enable Access Protection" and "Enable on-access scan"
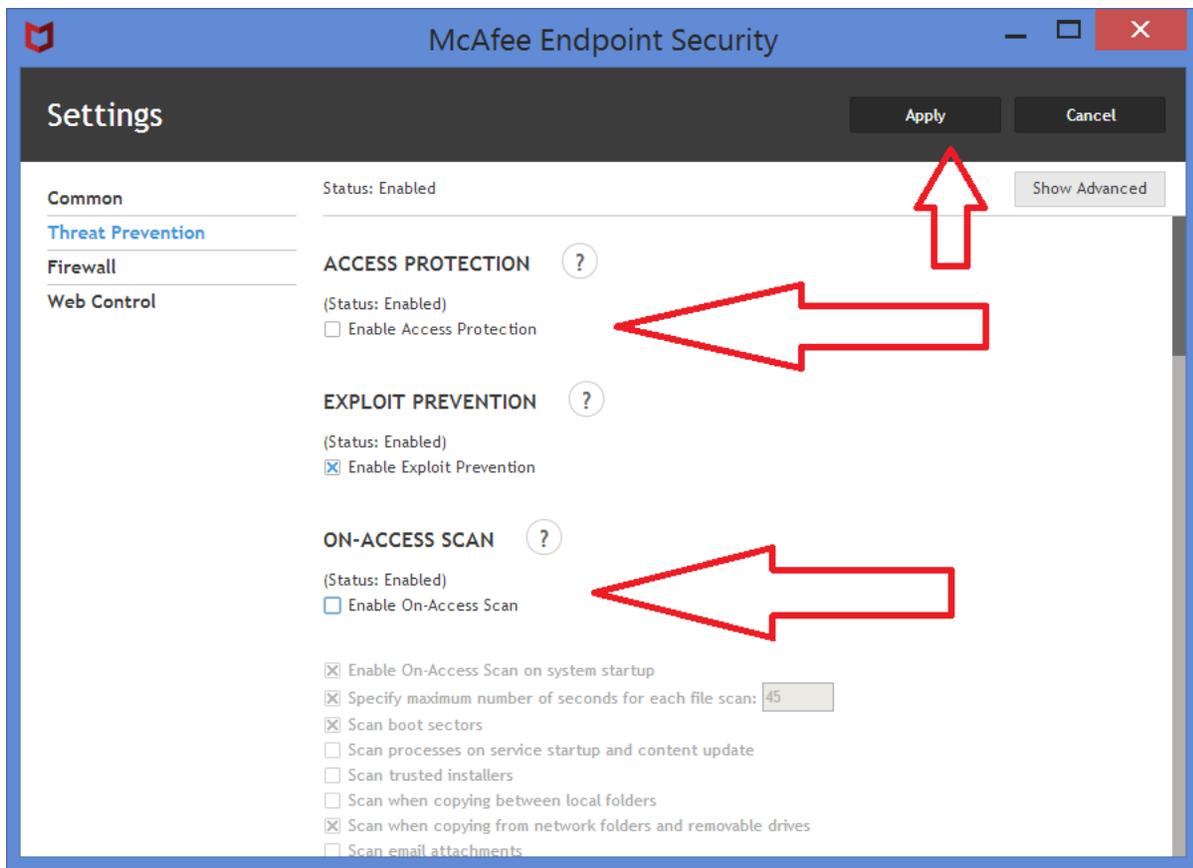
5. Click apply on the top right corner of the screen.

6. After installation, you can re-enable these options.