

Troubleshooting launch issues with BlueSky Statistics v10.1

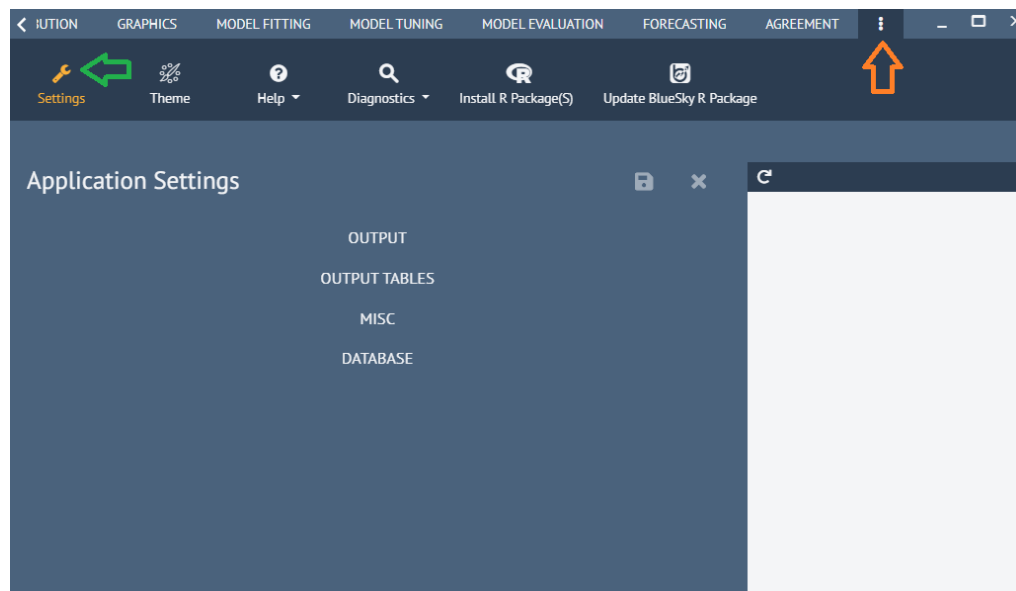
Note: This technotes applies to BlueSky Statistics 10.1 ONLY. Please make sure you are running the setup for BlueSky Statistics 10.1.

Symptoms

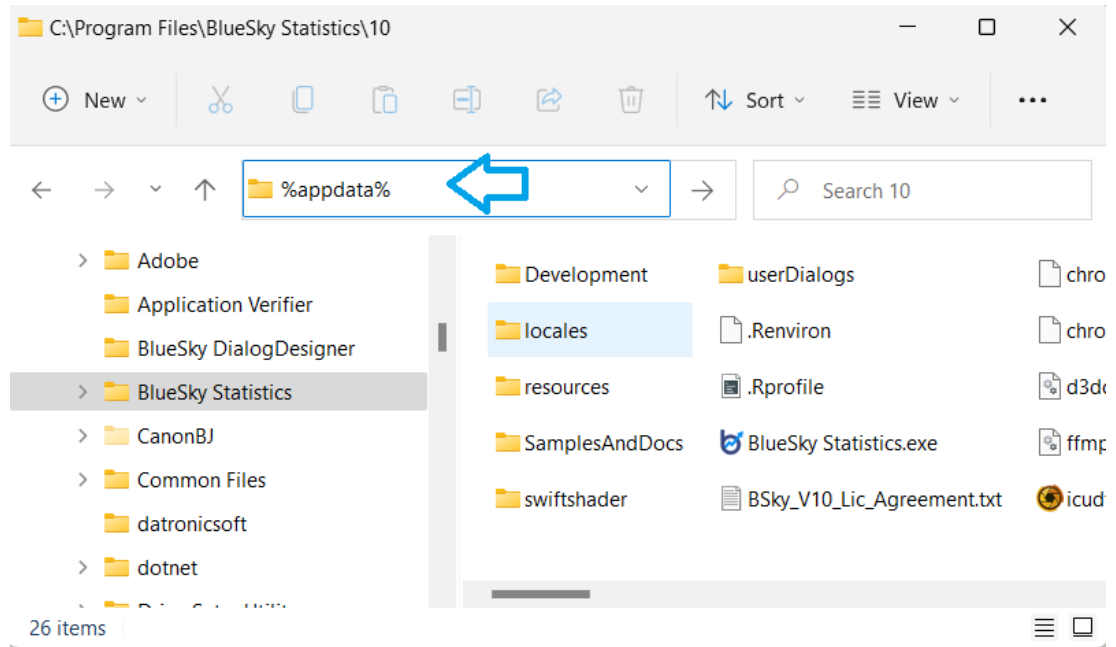
1. When you install a new version of BlueSky Statistics the application does not launch or dialogs don't run as errors saying libraries cannot be loaded are displayed

Resolution

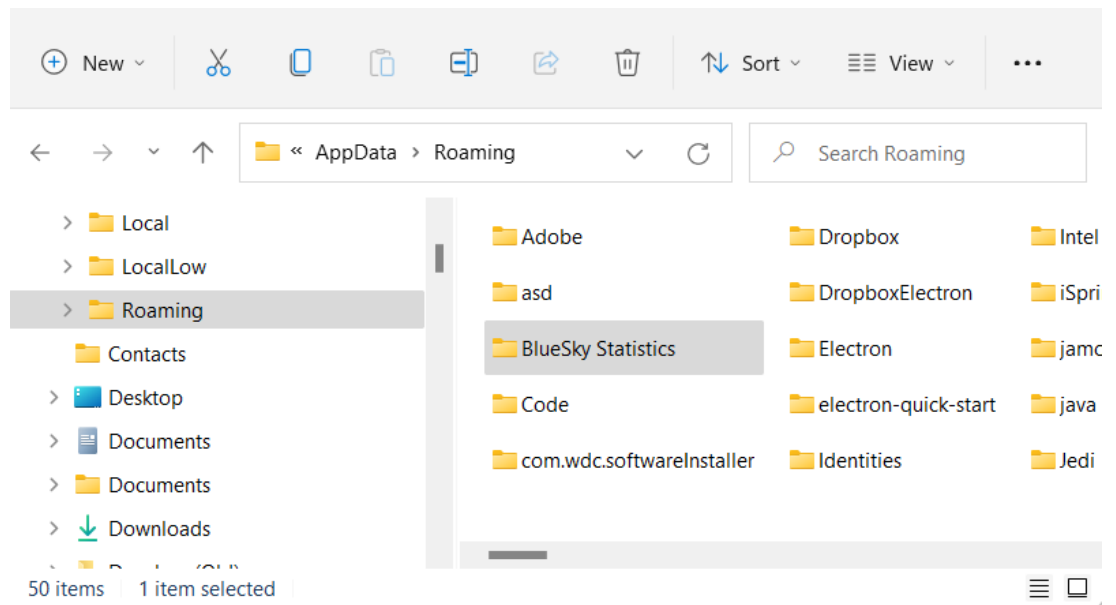
1. One of the reasons is the BlueSky Statistics files in the roaming directory have become corrupted. To do this you need to delete the BlueSky Statistics folder in the roaming directory. Follow the steps below
 - a. Note changes to your application configuration if you have changed it: If you have changed your configuration settings, go to the main application, click on Triple Dot >Settings and note the settings you have changed. You will have to reapply these manually.



- b. Close the BlueSky Statistics application
- c. Open windows explorer
- d. In the file path section, clear the existing path and type in %appdata% and press Enter key to browse to the location.



e. Look for the BlueSky Statistics folder

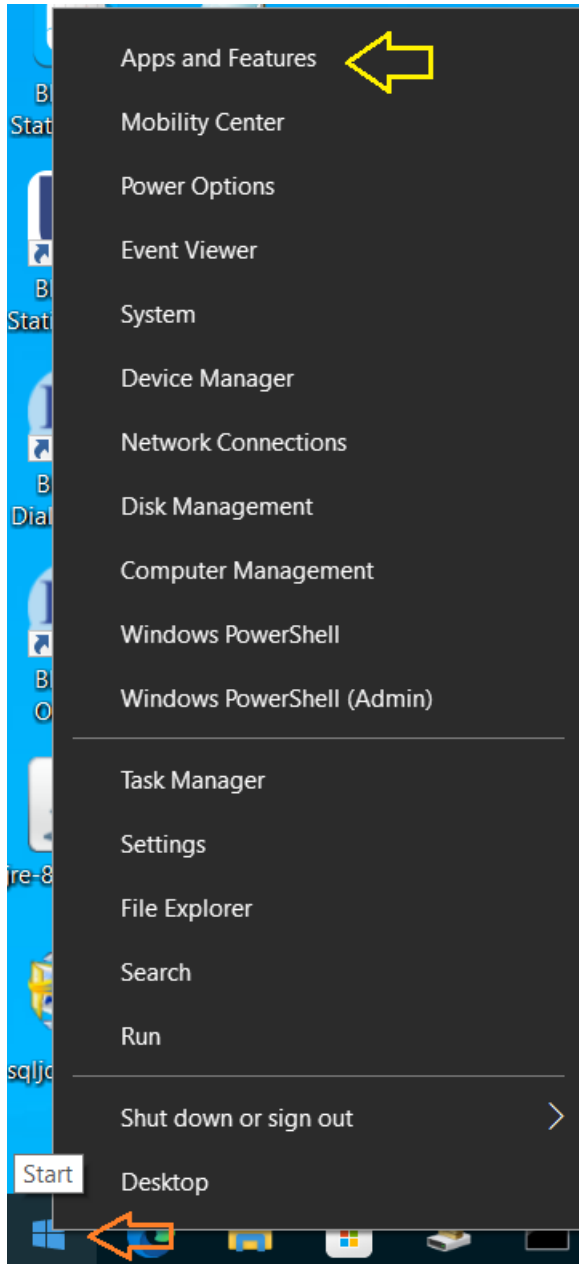


f. Delete the BlueSky Statistics folder

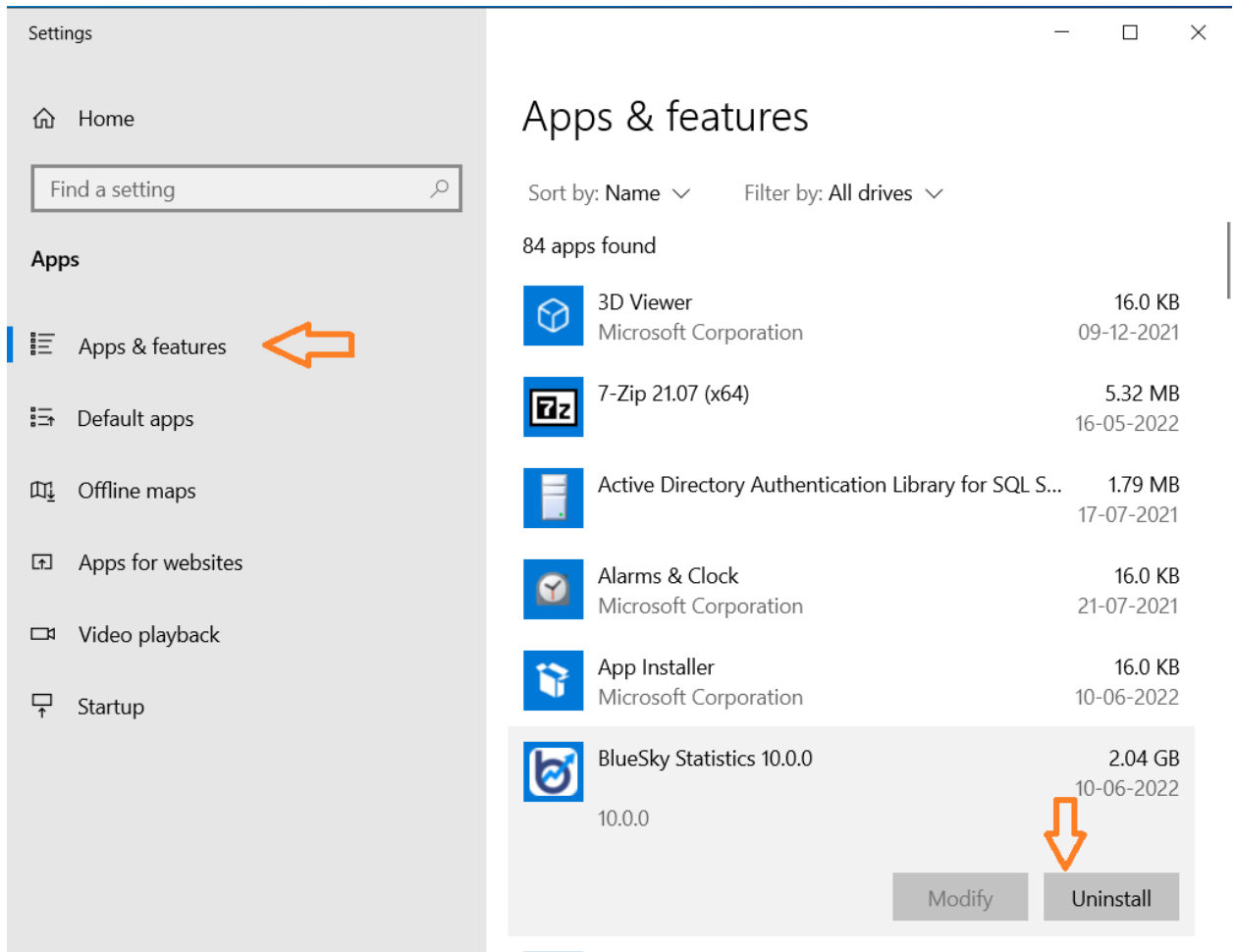
g. Relaunch the application

2. If the BlueSky Statistics application still did not launch, uninstall and reinstall the application and launch the application.

a. Right click Start button and click “Apps and Features”

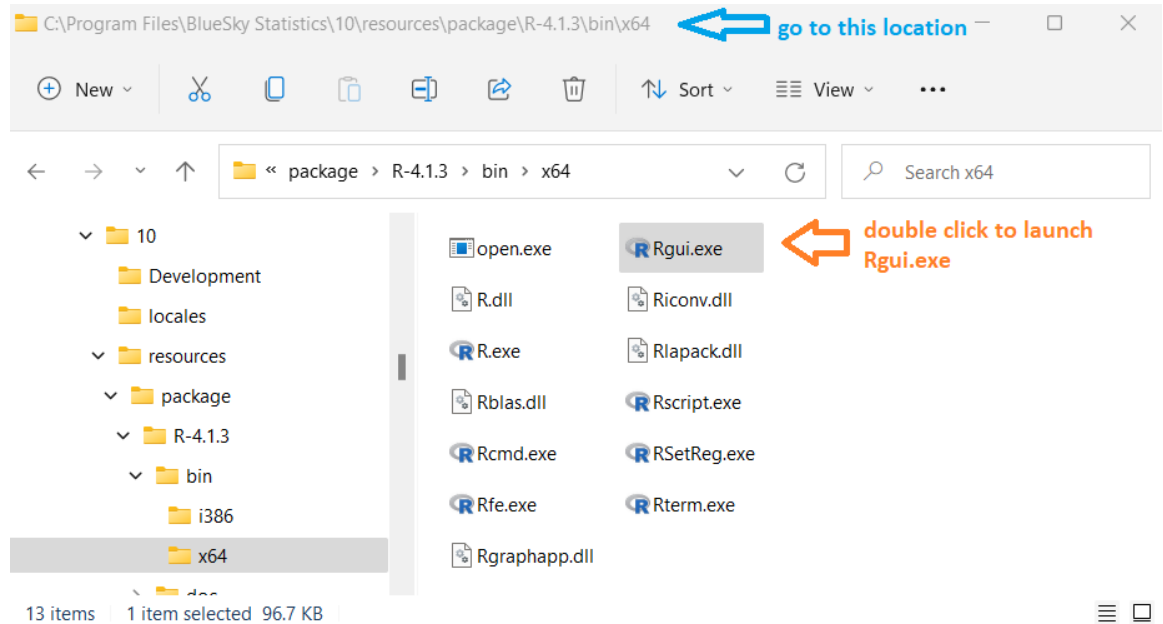


b. Click “Uninstall” to uninstall the application.

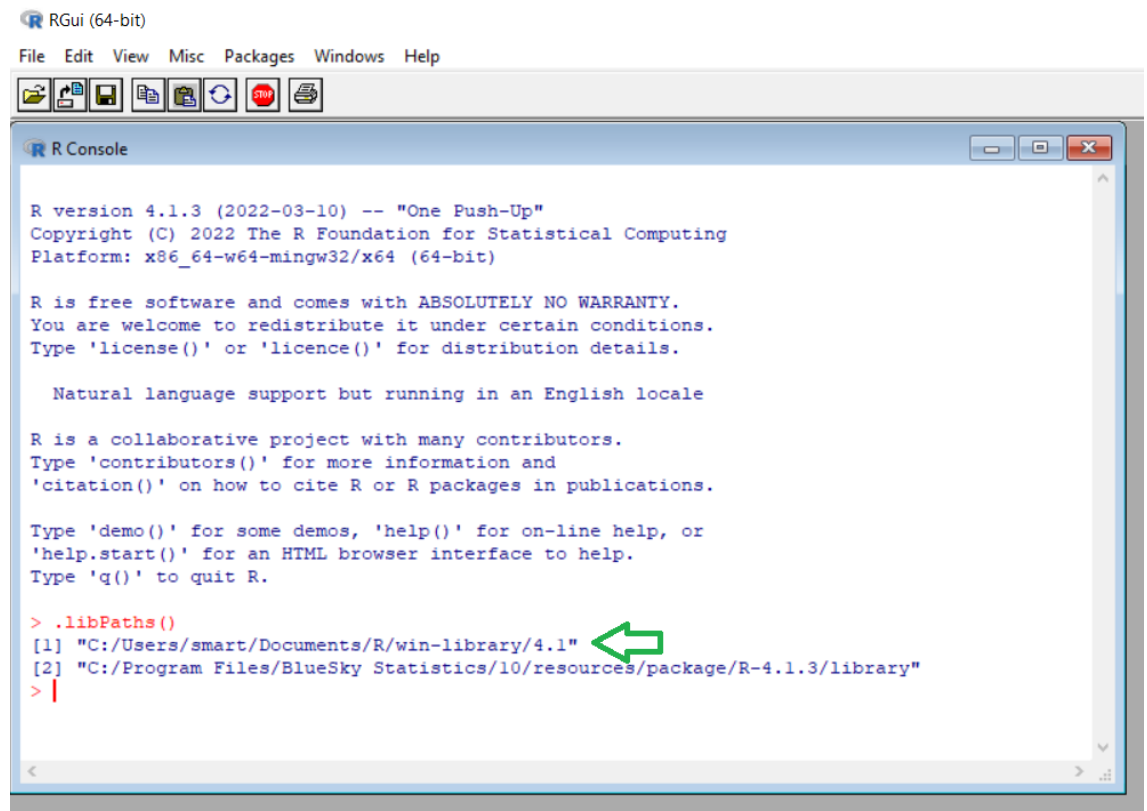


3. If the BlueSky Statistics application still does not launch after performing the steps above
 - a. Open Windows Explorer. Go to the install location (default is: **Windows Drive letter\Program Files\BlueSky Statistics**).
 - b. Locate following path inside your install location.
10\resources\package\R-4.1.3\bin

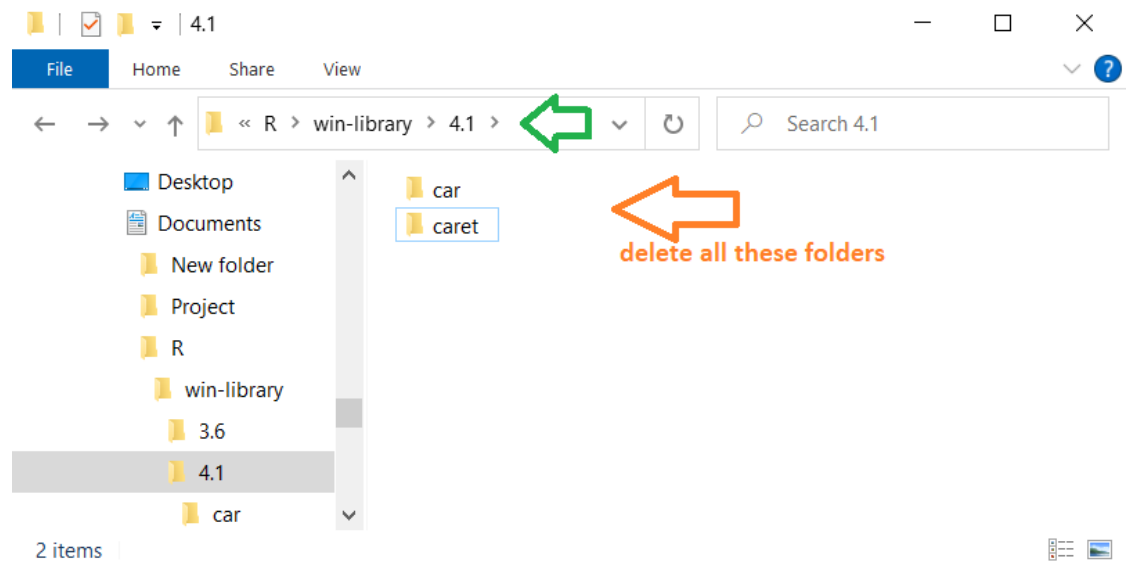
c. From this location double click and launch RGui.exe



d. In R Console window type `.libPaths()` command and press Enter.



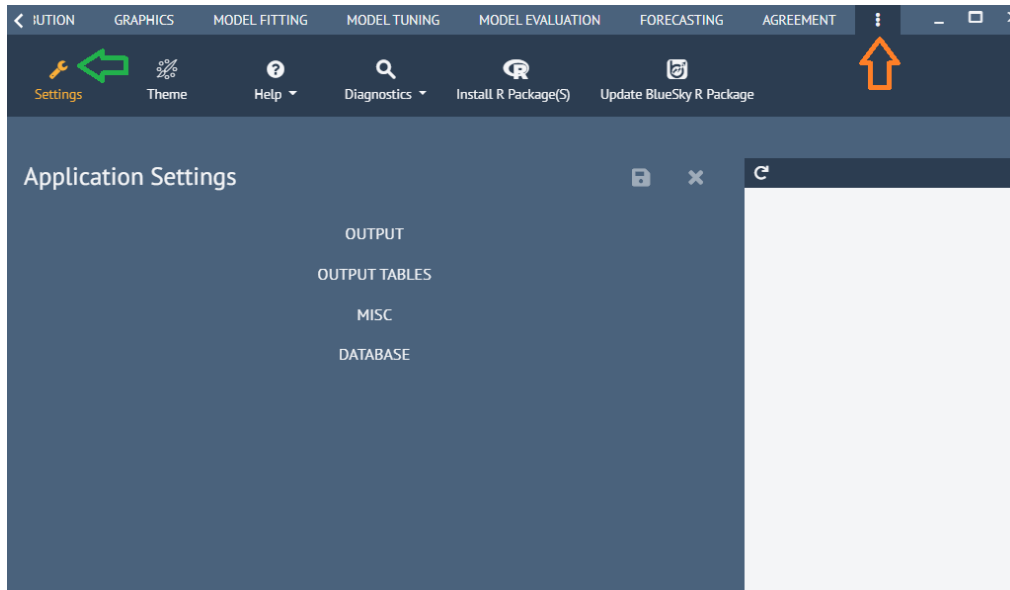
- e. Note the first path in the results of executing `.libPaths()`, above. Go to this location and delete the contents of that path.



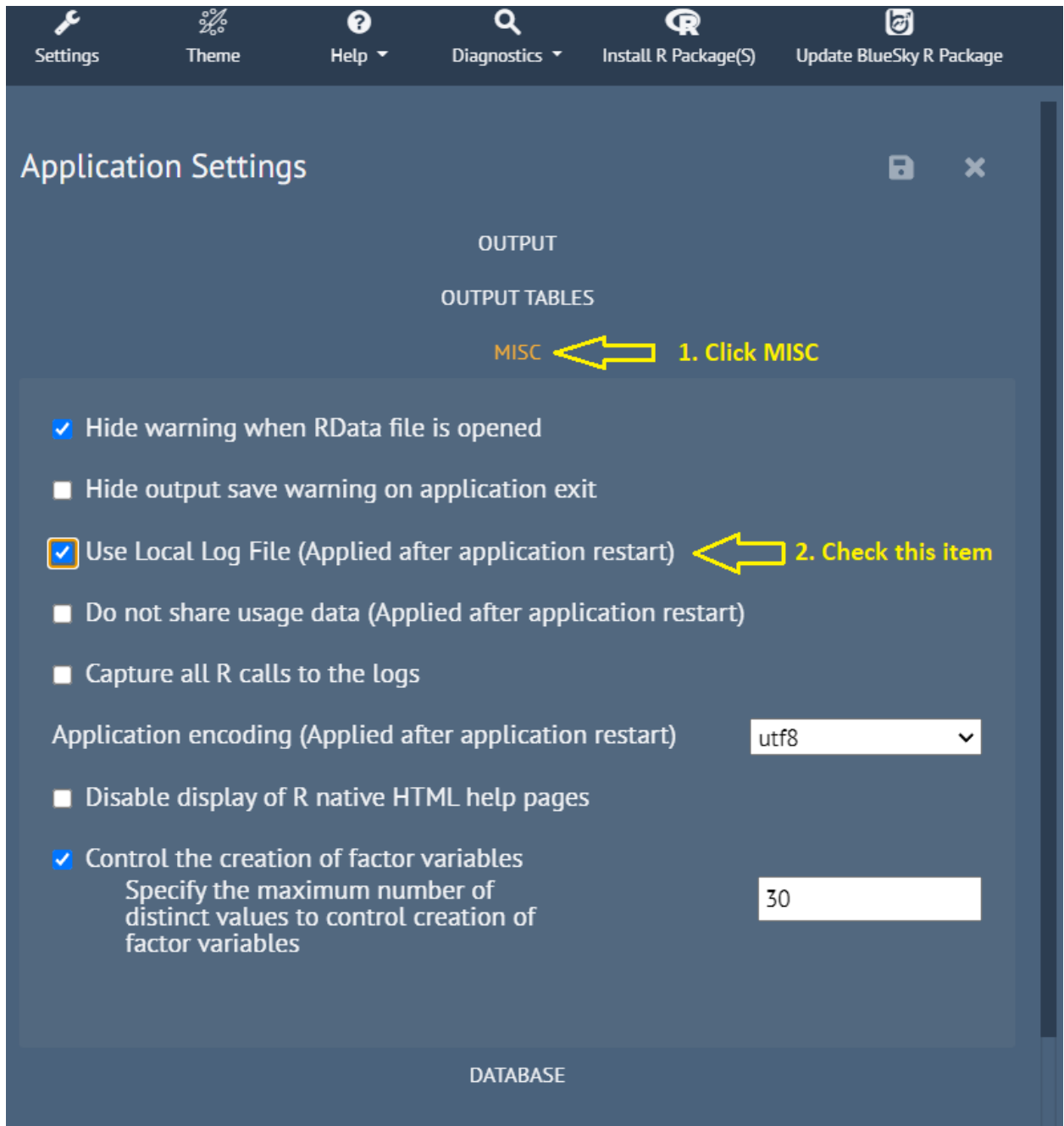
- f. Relaunch BlueSky Statistics application.

Locating application logs in BlueSky Statistics v10.1

1. To find application logs you must first check the local log settings. Launch BlueSky Statistics application, click triple dots and then click Settings.

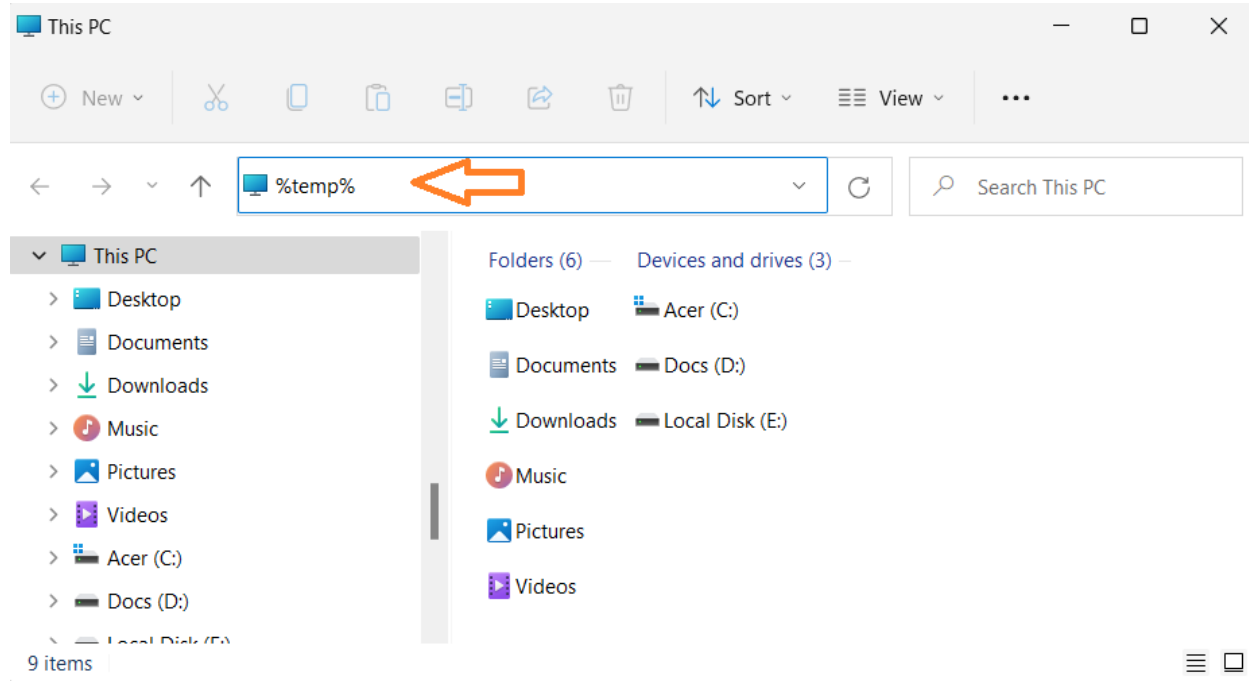


2. Click on MISC to open the MISC category and check the item "Use Local Log File..."

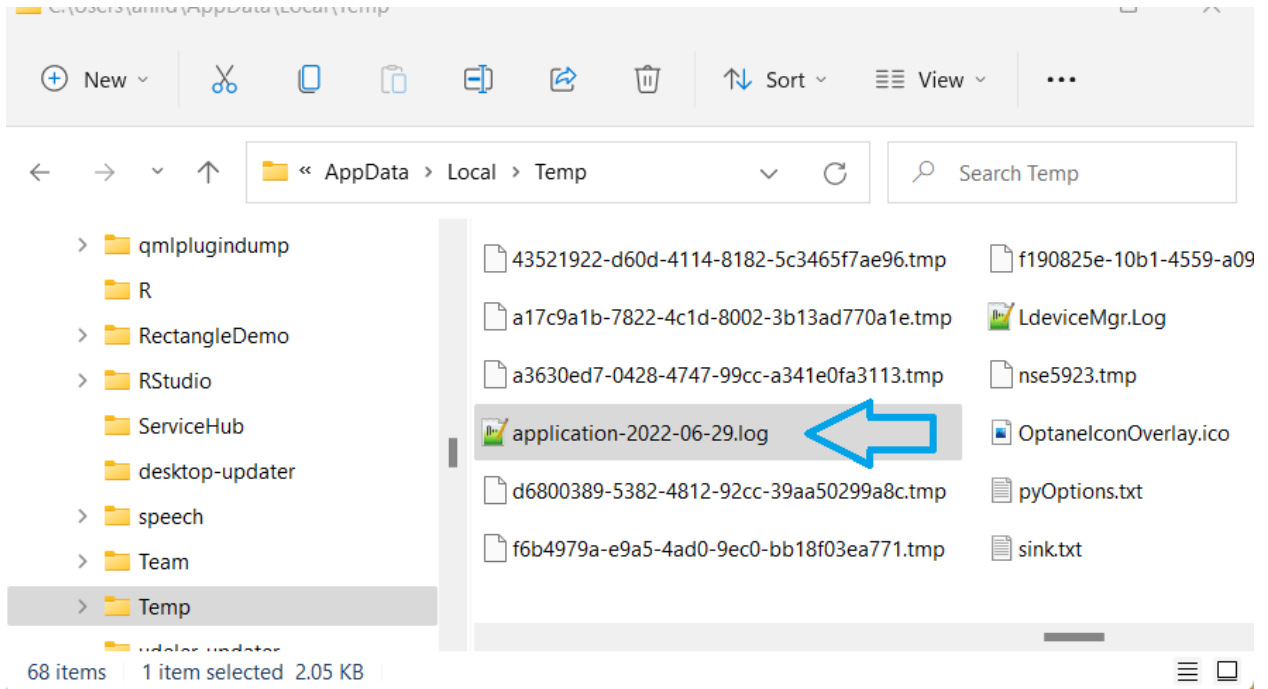


3. Now restart the application to create local logs. Log file will be created with the file name having following format
application-<current-date>.log
4. Since we have turned on the local logs (in the steps above) we can locate the local logs using the steps below:

- a. Open File Explorer and in the address bar type %temp% and press Enter key.



- b. You will see the contents of the temp folder. Look for a filename that has a name in the following format
application-<current_date>.log



- c. You may see multiple logs file each having the date (as a part of the file name) when it was created.