

WQP Data Discovery Tool – Version 1

Troubleshooting Guide

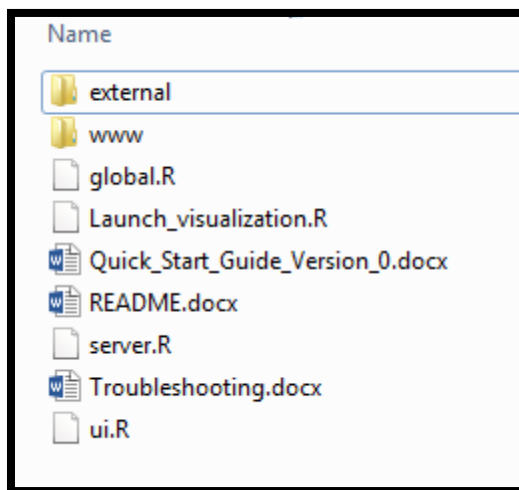
TROUBLESHOOTING

A common potential issue with installing and launching the tool is having an out-of-date version of R and R packages. We have included a “Troubleshooting.R” script with the tool. This script will check for new versions of R and remove packages used by the tool. Updated package versions will then be installed the next time the “Launch_visualization.R” script is run.

NOTE: You will need administrative rights to update R. We do not recommend running this script UNLESS you are prepared to update R.

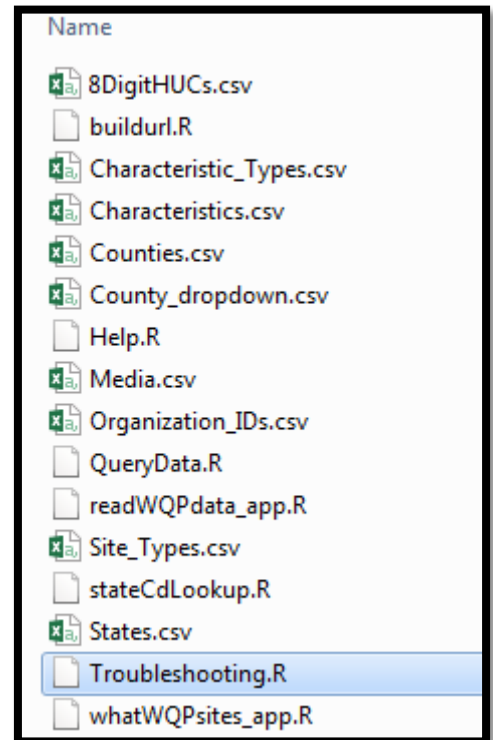
Please follow these steps if you are having issues opening the tool.

1. Open R by clicking on the desktop icon. (NOTE: we recommend running the 64 bit version of R as shown on the right.)

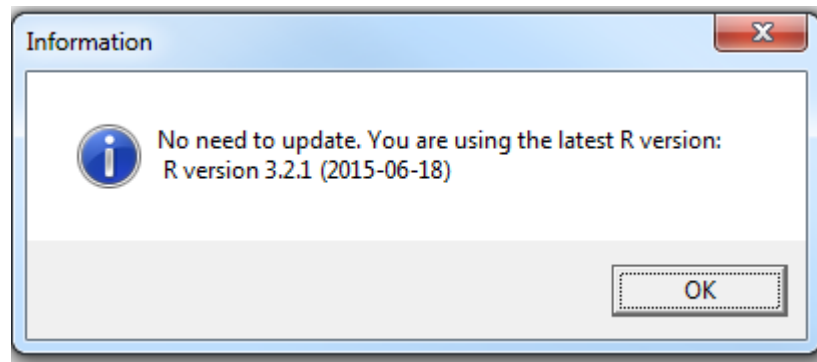


2. Navigate R to the location of the app on your computer. Click "File" >> "Change dir..." Navigate to the app folder location. Within the app folder is another folder entitled “external”. Select this folder.

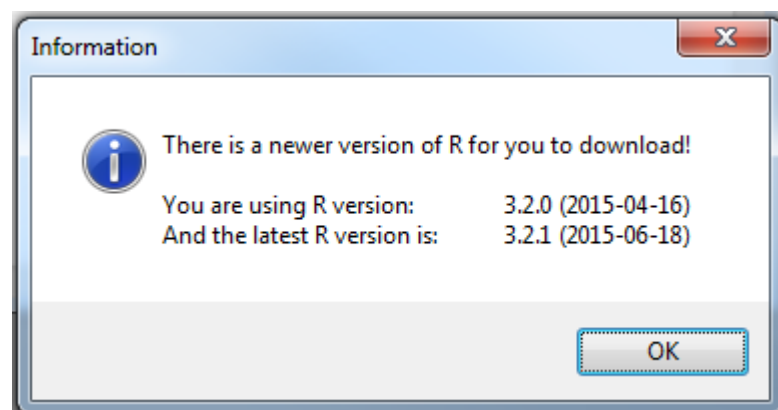
3. To run this script Click "File" >> "Source R Code..." and use the popup menu to select the file "Troubleshooting.R" that is included with the app in the folder entitled "external".



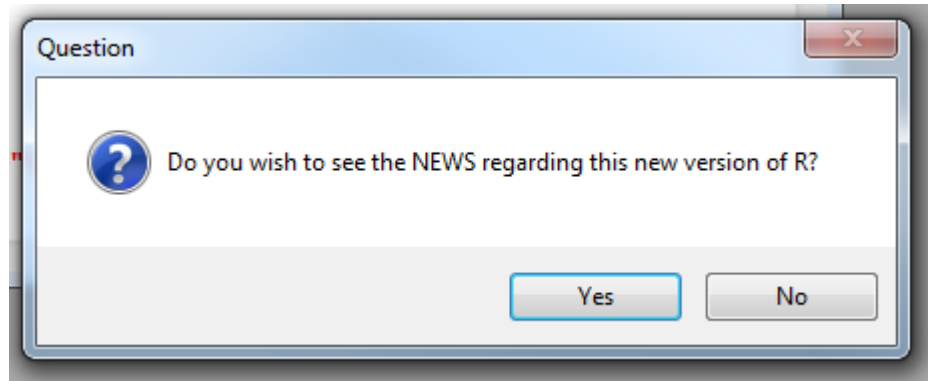
4. If you are running the most recent version of R, you will see a message informing you there is no need to update R. After the script executes, we recommend restarting R and running the "Launch_visualization.R" script. [SKIP TO STEP 13](#)



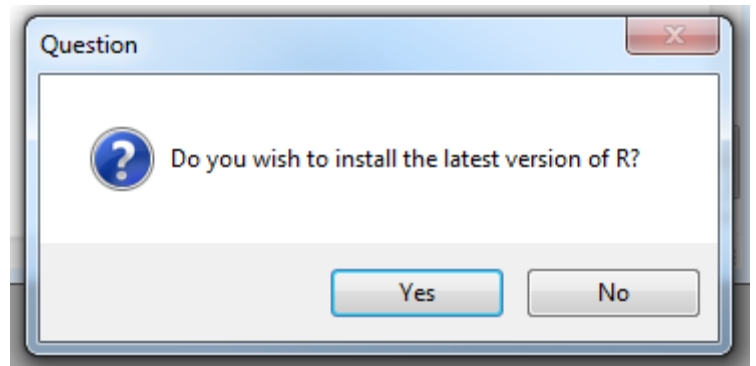
5. If there is a newer version of R available you will be prompted to download it, install it and transfer your libraries.
 - a. Click OK



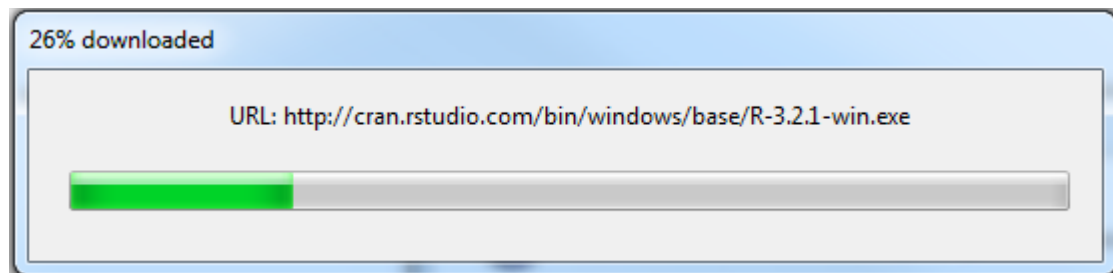
6. Click “Yes”



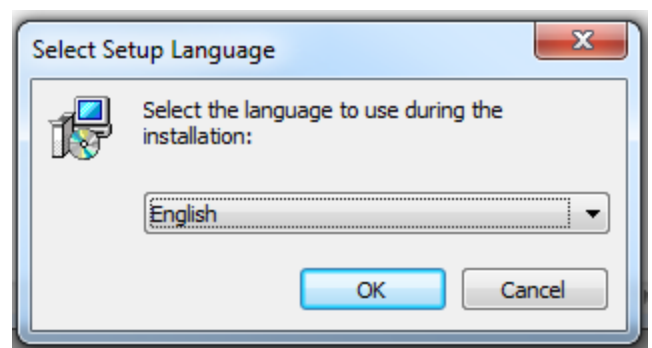
7. Click “Yes”



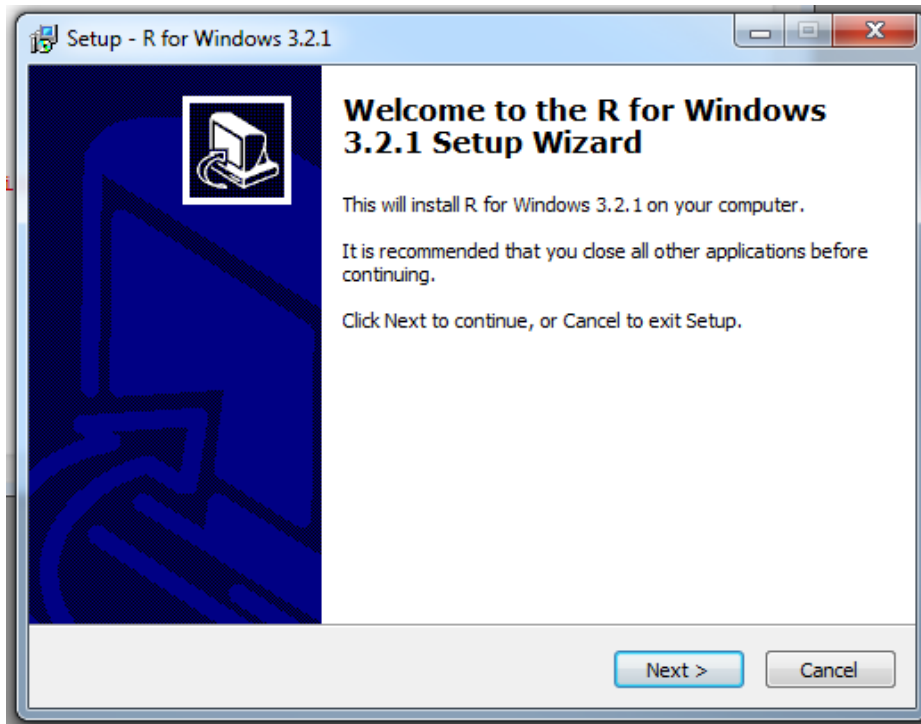
8. Wait for the new version to download



9. Select your language and click “OK”



10. Follow the Wizard – click “Next” all the way through and then click “Finish”.



11. After updating R, we recommend restarting your computer. Make sure you use the new version of R to run the “Launch_visualization.R” script. **Please note – If you did not update your packages while updating R, you may need to run the “Troubleshooting.R” script one more time and follow steps 14 & 16.**
12. Update Packages - If you did not update your packages while updating R, run the “Troubleshooting.R” script one more time and follow steps 14 -16.
13. The old version of R can be uninstalled by navigating to Control Panel>>Programs and Features. Scroll through the list to find R and right-click the old version to select the uninstall option.

IF YOU DID NOT NEED TO UPDATE R:

14. R will now prompt you to update all installed packages with newer versions available:

```
base64enc :  
Version 0.1-2 installed in C:/Program Files/R/R-3.2.1X/library  
Version 0.1-3 available at http://cran.cnr.Berkeley.edu  
Update (y/N/c)? |
```

15. Type y to update each package.
16. Close R and re-open it before opening the App.