# ENCOUNTER HISTORY APP ISSUES

**Problem:** When trying to open the Encounters History app, it fails to open and an error pops up that says:

Error: package or namespace load failed for ‘basemaps’ in loadNamespace(i, c(lib.loc, .libPaths()), versionCheck = vI[[i]]): namespace ‘Rcpp’ 1.0.9 is already loaded, but >= 1.0.10 is required

Have gotten this error a few times, the first time Sam said to just comment out the package. This is not a long term fix, as the basemaps package is needed for spatial visualization.

**Solution:** Install the Rcpp package. We have tried this in the past and it did not work (so we just commented out the basemaps package instead for the time being), however it did finally work in May 2023. We are not sure why it worked this time.

> install.packages("Rcpp")