

Error 1603

Error Description:

QLocalInstall.log Shows: Error 1603

Summary.txt shows: error number: 29528

Error String: The setup has encountered an unexpected error while Installing performance counters. The error is: Access is denied.

Error Number: 29528

Resolution:

End user tries to install Q Local 2 and reports an error along the lines of, `unable to install SQL Server`.

This error could happen for a number of reasons. Often it's a problem with MSXML Parser 6.0 (which might appear as: MSXML 6 service pack 2). If this is the case, a clean uninstall and reinstall of the Q local software should resolve the issue. You might not be able to remove the MSXML Parser 6.0 / MSXML 6 service pack 2 from the windows Add/Remove application. If so be sure to remove it with the Window Installer Cleanup Utility.

Other causes that might give this error are as follows:

- Windows performance counters are malfunctioning on the machine.
- Problems with WMI (Windows Management Instrumentation).
- Event Viewer Log is full.

Windows performance counters are malfunctioning.

It's possible that the end user won't be able to install MSDE or SSEE due to problems in the Windows operating system.

These issues may need to be escalated to Level 2 for assistance but there is no guarantee that they will be able to resolve this issue.

The End User will have to restore the performance counters. It's not too difficult if there is a good .ini file to restore from. Otherwise, the End User could be looking at something closer to a OS reload.

This was most often seen on Windows ME computers that were converted to XP machines always had messed up counters.

Problems with WMI (Windows Management Instrumentation).

During an install you receive error 1603.

Check the System Properties (right-click on My Computer -> Properties). Normally, the processor type, speed, and memory capacity are found in the lower right corner of the General tab. If that information is missing, it might indicate a problem with WMI (Windows Management Instrumentation).

Also examine msinfo32 (Start -> Run -> msinfo32). When working normally, the msinfo32 command produces a multi-pane screen. The left displays a tree view of the various pieces of information that can be obtained. The right pane displays the information corresponding to the selected node of the tree.

On a machine that is having a WMI problem, the right pane will just be gray, and at the top, there will be a sentence or two explaining that the WMI system isn't working correctly. The only thing you can do is tell the customer that they need to have someone repair WMI.

If both msinfo32 and System Properties look normal, then there's not much else you can do. There are several pages on the Microsoft site explaining how to repair or reinstall WMI. Do NOT offer to do this. Repairing the WMI is out of scope for Pearson's support.

Event Viewer Log is full.

During an install you receive an error 1603. Checking the **Summary.txt** we discovered that

several of the entries had the following in them. Could not install because the Event Viewer Log is Full.

To resolve this issue

Go into Control Panel/Administrative Tools. Open up the Event Viewer.

There are three components in the Event Viewer:

Application

Security

System

For each one, right click and go into Properties. Change the option for, "When the Maximum Log Size is Reached" to "Overwrite events as needed". If it is set to one of the other options it may be filling up. Apply and OK out of each screen.

After that you might be able to install SQL successfully.

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4057>