Error Code 70036

Error Description:

Unable to install Microsoft SQL Server Express 2005.

QlocalInstall.log showed:

5-6-2008 15:59:35: Starting SSEE install . . .

5-6-2008 16:00:10: Program `C:\DOCUME~1\guest\LOCALS~1\Temp\{2DA8D822-BF42-473C-A922-EC5DAD51C14B}\{0363D88C-A222-4715-AE00-76AC8DB8C377}\SQLEXPR.EXE` returned an error [parameters hidden].

5-6-2008 16:00:10: Return code was 70036.

Summary.txt showed:

Unknown article Result.

SQL Server Setup failed.

SQLSetupxxx..._Core(local).log showed:

Article: WMI Service Requirement, Result: Error

Description: Windows Management Instrumentation (WMI) is not functioning properly. Further checks cannot be performed. Action: Please make sure Windows Management Instrumentation (WMI) is functioning properly.

The SQL Server System Configuration Checker cannot be executed due to WMI configuration on the machine CEC-WXP-800043 Error:2147749896 (0x80041008).

The checkResult returned is 2147749896

The checkResult for local machine returned by CheckSCCResult is 70036

Setup is unable to proceed because one of scc articles failed. Please address those errors before continuing the setup.

Note: When gathering the files from the user, it is recommended to obtain all of the

SQLSetupxxx...log files

Location: C:\Documents and Settings\[user]\Local Settings\Temp\Files.

Resolution:

Error code 700036 usually indicates that the WMI (Windows Management Instrumentation) service is not started. Normally, the Windows Management Instrumentation is started/automatic. The Q local installation uses the service to get system information. If the service is not running the install might fail.

To resolve this error, have the end user re-enable/start the service and reinstall. If the service fails to start, etc; it might indicate a corrupted/shot OS; as the WMI is a core component.

Note: As a quick diagnostic, have the user go to Start -> Run -> msinfo32. If they get an error along the lines of info could not be obtained then it indicates a problem with WMI.

Note: Also have the end user go to Start -> Run -> wmimgmt.msc. Select properties (from the toolbar). If there is an error, there is a system issue.