Return Code 1719

Error Description:

Unable to install SQL Server

QLocalInstall.log shows return code 1719

Summary.txt shows return code 1719.

The Windows Installer Service could not be accessed.

This can occur if you are running Windows in safe mode, or if the Windows Installer is not correctly installed. Contact your support personnel for assistance.

Resolution:

To resolve this issue manually clean the computer of any Q local components that might have been left behind after an installation.

1. VSS Writer

2. Setup Support Files

3. Native Client

NOTE Be mindful of whether this is a fresh install or an upgrade. If it is an upgrade be sure to copy the .**QBK file** before removal of anything.

After cleanup, reboot Windows.

Once Windows is up and running again, go to the command prompt (DOS) and have the customer type the following:

msiexec /unregister

msiexec /regserver

NOTE End user will not see or have visual confirmation that anything has happened. If they see an error or anything else, have them retype it.

Reboot Windows.

Try the install again making sure the Anti Virus and the Firewall are shut off.

The installation should go through. If not, refer the user to their tech and recommend they visit the Microsoft site for information on how to repair Windows Installer.

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https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4059