

# Return Code: 1282 or 21 or 1612

## Error Description:

Installing Q local 2 and you get this message "Unable to install SQL Server Express 2005 (SSEE)".

**QLocalInstall.log** shows:

Return code was 1282.

Return code was 21.

**Summary.txt** shows:

Return code was 1282.

Return code was 21.

To install Microsoft SQL Server 2005, COM+ should work.

## Resolution:

This error message/ Return codes show a possible corruption in the Windows COM+ catalog or DTC Service.

If you determine that there is a problem with the COM+ catalog or the DTC Service then you can mention that there are links on the MS site that indicate how to rebuild the COM+ catalog. If the user is interested, they can use the search feature on [support.microsoft.com](http://support.microsoft.com).

**DO NOT ATTEMPT TO FIX OPERATING SYSTEM PROBLEMS FOR THE CUSTOMER!  
WE CANNOT BECOME RESPONSIBLE FOR FIXING WINDOWS OPERATING SYSTEM  
COMPONENTS.**

To confirm this follow the troubleshooting steps below.

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Troubleshooting:

Have the user perform all of the following checks to get a clear picture as to whether or not COM+ or Distributed Transaction Coordinator (DTC) are corrupted:

#### A. Check Component Services

1. Go to Component Services (located in Control Panel\Administrative Tools)
2. Click/highlight Component Services in left pane
3. Double-click "Computers" icon now showing in right pane

**\*NOTE\*** IF COM+ is corrupted, you'll get errors when trying to access Component Services

4. Double-click "My Computer" icon in right pane. You should see 3 or 4 folders.
5. Have the user navigate to the "COM+ Applications" folder as well as the Distributed Transaction Coordinator

#### B. Checking Services

(Right-click My Computer -> Manage -> Services & Applications -> Services)

Have the user check the following services.

COM+ Event System

COM+ System Application

Distributed Transaction Coordinator

The Services have to be present. They don't actually have to be started. They must not be disabled. Many of these services are started on demand - especially if the startup type is Manual.

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Software Support -> — Q — -> Q Local -> Return Code -> Return Code: 1282 or 21 or 1612

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4064>