

# Return Code 2

## Error Description:

**Q Local install.log** shows: Return Code 2

**SQLxxxx{computer name}\_Core.log** shows:

Error: Action "ParseBootstrapOptionsAction" failed during execution. Error information reported during run:

Could not parse command line due to datastore exception.

Error during install "SQL setup unexpectedly failed"

## Resolution:

When installing Q local 2, and it fails with "SQL setup unexpectedly failed".

**NOTE: BE SURE TO INFORM THE USER THAT THE ISSUE IS MOST LIKELY WITH THE USER`S OPERATING SYSTEM AND NOT Q LOCAL. ALSO THAT IT IS POSSIBLE THAT THEY MIGHT NEED TO RELOAD THEIR OPERATIN SYSTEM**

This error reflects an issue with the computer OS or the users profile on this computer. Certain registry keys might be missing under the users account. The information found below was taken from the SQL Server MSDN online forum. We have found that this issue is a computer related issue and not a Q local issue so support is limited to what we can do. In many cases creating a new user profile on the computer or reloading the Operating system was the best option. Another option would be to refer the End User to a Certified SQL Server Technician for further support.

1. Check the user's registry settings, Vs yours, to see if they match up.

**(HKEY\_USERS\DEFAULT\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders\AppData)**

2. IF the registry path looks healthy and is not missing any keys (On my computer I have 19 keys) then try to create a new profile on the computer and attempt to reinstall Q Local logged in under the new profile.

3. IF the Default area does NOT look healthy, then at this point a reloading of the Operating system or referring the End User to a Certified SQL Server Technician for further support.

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4065>