

Return code 1

Error Description:

QLocalInstall.log shows

[Timestamp]: Configuring DB

[Timestamp]: sqlcmd failed when running SQL: `""`

[Timestamp]: Return code was 1.

[Timestamp]: Error running sqlcmd, unable to configure database.

Resolution:

ERROR when opening Q Local 2: An unexpected error was encountered while performing an operation Return code was 1.

This error reflects a database that has not been configured successfully. Reason for the corrupted database has been found to be a lack of RAM on the computer.

To resolve this issue, you will need to know the amount of RAM the computer has installed. It is possible the amount of RAM needed is installed on the computer but the End User has installed programs that are usurping a portion of the memory, causing the install to work with less than needed.

1. Uninstall Q Local and clean up any remaining SQL components (native client, etc)
2. Use Msconfig to shut down all items under the "startup" tab.
3. Reboot the PC
4. Reinstall Q Local
5. If it is successful, then re-enable all the items under Startup in Msconfig. Advise the customer that if they see performance issues, they should consider increasing their memory accordingly.
6. If it fails again with the same issue, then escalate to Level 2 for further troubleshooting.

Article ID: 4068

Last updated: 14 Jul, 2010

Software Support -> — Q — -> Q Local -> Return Code -> Return code 1

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4068>