

# Return code 87

## Error Description:

**Qlocalinstall.log** Shows

"Return code was 87

**Summary.txt** Shows "CCS3-04 : Failed to load SqlSpars.dll"

## Resolution:

Unable to install SQL Server: Return code was 87

This error reflects a corrupted service or .dll. It has been encountered when the DTC service would not start.

The solution found on Microsoft.com was to reload the OS. This would be a worst case scenario. Depending on which .dlls are corrupted you may try replacing them with known uncorrupted .dlls by copying the .dlls into the correct file location and getting the service to run.

A good way to diagnose a corrupted DTC service this issue is to go to:

Start->Run >CMD

Type in `msdtc`. It should do nothing apparent other than advance to the next line. If there is something wrong with it the user will get an error instead and then we know something is up with DTC.

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4069>