Return Code 1067

Error Description:

QLocalInstall.log shows:

Return Code 1067

Summary.txt shows:

Last Action: InstallFinalize <===== note

Error String: The SQL Server service failed to start...

Error Number: 29503

Resolution:

Installing Q Local 2 but gets error: Unable to install SQL Server. This could reflect and issue with the computers Windows Registry. Three conditions must be met to confirm this:

1. **QLocalInstall.log** has Return Code 1067

2. **Summary.txt** shows error 29503

3. The error occurs late during the instillation process

One other factor must be determined. What Operating System is this, XP, Vista or Windows 7?

If this is a Windows XP machine then then check the following Registry key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters

The key shown above should have a Value named "Domain". The associated REG_SZ data can be empty, but the name has to be there. If the end user finds that the "Domain" value is missing (or badly named - e.g. "Domainx"), then have them add that name as a REG_SZ value. Leave the data empty, and without any further cleanup, the installation should succeed.

If this is Windows Vista or Windows 7 the above key could still be an issue. It is more likely, however, that the Registry key in question is:

HKEY_USERS\.DEFAULT\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders

On some systems, the AppData value might deviate from the standard. It should be a REG_EXPAND_SZ type, and the standard value for a Vista or Windows 7 system is:

%USERPROFILE%\AppData\Roaming

What we are often seeing instead is:

%APPDATA%

As we do not know what is causing these computers to vary from the default and are uncertain if it was purposely changed by either their IT Staff or software they are using we have the following policy to fix this issue.

1. Change the AppData value in the Registry to the factory standard above.

2. Install a Vista/Win7 compatible version of Q Local.

3. Change the AppData value back to what we found when we entered the Registry.

If for any reason this does not correct the issue please escalate it immediately.