

Installation hangs or appears to be in a loop

Issue:

Q Local will appear to continue to install but not make any noticeable progress. It will continue to say it is installing and giving Q Local Tips for hours on end until it is manually stopped

Resolution:

Use Ctrl+Alt+Del to end/stop the installation attempt. Manually clean up the installation parts left behind. Typically this just includes the Q Local System 2 folder.

NOTE Be mindful of whether this is a fresh install or an upgrade. If it is an upgrade be sure to gather the .QBK file before removal of anything.

After removal, REBOOT Windows.

Once Windows is up and running again, go to the command prompt (DOS) and have the customer type the following:

```
msiexec /unregister
```

```
msiexec /regserver
```

To access the command prompt: (start > run > cmd or start > all programs > accessories > command prompt)

NOTE They won't see anything happen on the screen. This is good. If they see an error or anything else, have them retype it.

Try the install again making sure the Anti Virus and the Firewall's are off.

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4101>