

# The RPC server is unavailable

## Error Description:

The RPC server is unavailable

## Resolution:

User tried to reinstall ScanTools II (scan-only version) from the CD and gets this error:

ScanTools II (scan-only version)

The InstallShield Engine (iKernel.exe) could not be launched. The RPC server is unavailable.

If the DCOM object isn't registered correctly in the registry, in some applications that could cause a 1722 error. That might generate a message that looked like "RPC Server Unavailable".

The fix for this user was to install Q Local 1.5 which upgraded them to ScanTools Plus and resolved the problem.

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Software Support -> — Q — -> Q Local -> Update issues -> The RPC server is unavailable

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4303>