

Error: Unable to install Microsoft SQL Server Express 2005. (QLocalInstall.log error 1714)

SYMPTOMS: User is having a problem trying to install Q Local Desktop Version 2.7.10. When the software is installing Microsoft SQL Server Express 2005, an error appears saying "Unable to install Microsoft SQL Server Express 2005. Installation will exit."

CAUSE: First examine the QLocalInstall.log and the summary.txt. If you see 1714 in the QLocalInstall.log AND you see that the installation of MSXML failed in the summary.txt then you can resolve by removing the MSXML Parser 6.0 and doing a manual uninstall.

MORE INFORMATION: You will need to uninstall any MSXML 6.0 Parser entries using Add/Remove Programs, then do a manual uninstall with the following steps:

1. Backup Any Data if possible
2. Using Add/Remove, uninstall the following programs in the following order:

Q Local 2

Microsoft SQL Server 2005 ONLY REMOVE THE QLOCALINSTANCE if others exist

Microsoft SQL Server Native Client

Microsoft SQL Server Setup Support files

Microsoft SQL Server VSS Writer

MSXML 6 Service Pack 2

3. Browse out to C:\program files\Pearson and delete the Q Local system 2 folder (if found).
4. Clean out their TEMP folder under the profile used for the install.
5. Reboot and reinstall.

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4421>