

# Return Code: 28001

## Error Description:

Customer is installing Q Local System 2 and reports a return code of 28001 in the QLocalInstall.log file.

## Resolution:

Turn off Password Complexity Checking (temporarily) while installing Q Local 2 on Server 2003. This is usually a Group or Local Policy item.

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The Q Local bootstrap password was improved in v2.1. It is 8 characters long and contains both upper & lower case letters, numbers & symbols. This schema is `industry standard`, however, some users may implement standards that are even more stringent, in which case the Q Local 2 install will still fail. In that case, the user will need to turn off Password Complexity Checking (temporarily) or perhaps remove the machine from the domain in order to install Q Local.

As of the 2.8 version of Q Local 2 we altered the bootstrap password to comply with the armed forces standard of 15 characters, 2 capitals, 2 lower case, 2 numbers, and 2 special characters. If an armed forces technician receives a 28001 return code please verify which version of Q Local they are attempting to install and have Inbound Sales and Customer Support ship them a 2.8 CD if needed.

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4431>