Return Code 1603- Unable to uninstall MSXML6 SP 2

If the customer has Return Code 1603 when trying to install Q Local, and you can't uninstall MSXML 6 Service Pack 2, there is a Microsoft tool to fix this.

Go to http://support.microsoft.com/kb/968749/EN-US and click on "Microsoft Fix it 50568" to remove MSXML 6 Service Pack 2. You can also search in your browser for Microsoft Fix it 50568 to find this tool. After running this, you can finish the regular manual uninstall process to clean up the remnants of a failed Q Local installation:

In Add/ Remove programs, clean out the following:

1. Uninstall Q Local 2 (if it is there.)

2. Check for the following and remove in this order:

   a. Microsoft SQL Server 2005- this uninstall will be a Wizard - remove <u>only</u> **the QlocalInstance** (if it is there) **and checkmark**

    "workstation components."

   b. Microsoft SQL Server native client

   c. Microsoft SQL Server setup support files

   d. Microsoft SQL Server vss writer

3. Attempt to uninstall MSXML 6 Service Pack 2. Most likely it will not uninstall, and you can use Microsoft Fix it 50568 for this problem.

4. Delete the Q Local 2 folder from \Program Files\Pearson (if it's there.)

5. Clean out the temp folder- take everything out that you can.

6. Reboot and try to reinstall.