

WMI Corruption Fix

Error Description:

They attempt to install Q Local 2 and receive a return code of 70036 in the install log. Further testing of the machine shows that WMI components are corrupted.

Note: As a quick diagnostic, have the user go to Start -> Run -> msinfo32. If they get an error

along the lines of info could not be obtained then it indicates a problem with WMI.

Note: Also have the end user go to Start -> Run -> wmgmt.msc. Select properties (from the

toolbar). If there is an error, there is a system issue.

Resolution:

This will not resolve all issues but might help an additional hand full of people get Q Local installed:

Repair Corrupt WMI Services

Repairing and re-registering the WMI Services

Rebuilding the WMI Repository

If you experience behavior when using WMI, such as application errors or scripts that used to work are no longer working, you may have a corrupted WMI repository. To fix a corrupted WMI repository, you have to

reinstall WMI. Follow these steps:

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CMD

- [REDACTED]

net stop winmgmt

- [REDACTED]

- [REDACTED]

net start winmgmt

Re-registering the WMI components

The .DLL and .EXE files used by WMI are located in %windir%\system32\wbem. You might need to re-register all the .DLL and .EXE files in this directory. If you are running a 64-bit system you might also need to check for

.DLLs and .EXE files in %windir%\sysWOW64\wbem.

To re-register the WMI components, run the following commands at the command prompt:

```
cd /d %windir%\system32\wbem
```

```
for %i in (*.dll) do RegSvr32 -s %i
```

```
for %i in (*.exe) do %i /RegServer
```

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Software Support -> — Q — -> Q Local -> Return Code -> WMI Corruption Fix

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4536>