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Overview

When installing Sugar Plug-in for Word 2007, I received error #2869. When I attempted to uninstall it, I got a fatal error message.

Resolution

This could be due to inadequate permissions on the Program Files directory. To give administrator-level permissions for this directory, do the following:

1. Navigate to C:\Program Files.
2. Right click on the Program Files folder and select "Properties" from the list.
3. Select the "Security" tab and click "Advanced" towards the bottom right of the window.
4. Select the "Owner" tab and click Edit.
5. Highlight your user name on the list, select the check box at the bottom left of the window.
6. Click Apply. This will begin to adjust the permissions on the Program Files directory and its sub-folder and files.
7. Once this process is complete, click OK in all windows until they are all closed.
8. Right click on the Program Files folder again and select Properties.
9. Select the Security tab, click Edit.
10. Select your user name from the list and check the box below for "Full Control"; click Apply and then click OK.
11. Repeat step 10 but instead of selecting your user name, select the Administrator and give Full Control.