
Troubleshooting Outlook Plug-In Installation Error 2869

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Overview

Installing the Outlook Plug-In on Microsoft Vista fails with the following error:

The installer has encountered an unexpected error installing this package. This may indicate a problem with this package. The error code is 2869

Origin

While Vista's security implementation allows the user to run a program as an administrator, it may not treat a user as an administrator when installing software packages.

Resolution

Contact your network administrator to ensure you have full administrative privileges for software installation. If you do have full administrative privileges, uninstall the Primary Interop Assemblies before installing the Outlook Plug-In. The Outlook Plug-In installation package should install the PIA and the OPI without further problem. **Another Solution:**

1. Navigate to Start > Control Panels > User Accounts > User Accounts and turn off User Account Control.
2. Restart Vista.
3. Install the SugarCRM Outlook plugin.
4. Turn User Account Control back on.