

## Installation Error 2869

### Summary

A 2869 error is displayed when trying to install any KWizCom product

### Product & Version

All KWizCom products

### Symptom

After running the KWizCom MSI installer, a 2869 error is displayed

### Resolution

The 2869 error is a common error regarding MSI files when they are executed in Windows due to the user access control. A workaround for this error is as follows:

1. Run a command line as an administrator. This can be done by clicking on the start menu and typing **CMD** . When the option appears, right click and select **Run as Administrator**.
2. Run "**msiexec /i SetupFile.msi**" in the command line.

### More Information

N/A

KWizCom Support Center

<https://support.kwizcom.com/KnowledgebaseArticle50029.aspx>