

Uninstall Point of Sale

Prior to uninstalling the software, Intuit recommends you back up your company data file. Following the steps in this article will not affect your data, but backing up is always wise before removing Point of Sale. [Detailed Instructions](#)

Version 2013

Windows 7

1. Save any files you may have open and then exit all programs.
2. Click the Windows **Logo** button, and then click **Control Panel**.
3. In the **View by** dropdown, select **Small icons**.
4. Click **Programs and Features**.
5. Right-click **QuickBooks Point of Sale 2013**, and select **Uninstall**.
6. If a **User Account Control** window is displayed, click **Continue** and follow through the program removal.
7. After the uninstall process is complete, rename the **QuickBooks Point of Sale 11.0** folder (the default location is C:\Program Files\Intuit\QuickBooks Point of Sale 11.0).
8. Rename the **C:\ProgramData\Intuit\QuickBooks Point of Sale 11.0** folder.
9. Rename the **QBPOSDBSrvUser** folder located in **C:\Users**.
10. Remove the **QBPOSDBSrvUser** Windows login:
 - a. Click the Windows **Logo** button, and then click **Control Panel**.
 - b. Click **User Accounts**.
 - c. Click **Manage another account** and click **Continue** on the **User Account Control** window.
 - d. Select **QBPOSDBSrvUser** and click **Delete the account**.
 - e. Confirm the deletion and then close all open windows.
11. Restart the computer.

Windows Vista

1. Save any files you may have open and then exit all programs.
2. Click the Windows **Logo** button, and then click **Control Panel**.
3. Unless already selected, click **Classic View** in the left side of the window.
4. Double-click **Programs and Features**.
5. Right-click **QuickBooks Point of Sale 2013**, and select **Uninstall/Change**.
6. If a **User Account Control** window is displayed, click **Continue** and follow through the program removal.
7. After the uninstall process is complete, rename the **QuickBooks Point of Sale 11.0** folder (the default location is C:\Program Files\Intuit\QuickBooks Point of Sale 11.0).
8. Rename the **C:\ProgramData\Intuit\QuickBooks Point of Sale 11.0** folder.
9. Rename the **QBPOSDBSrvUser** folder located in **C:\Users**.
10. Remove the **QBPOSDBSrvUser** Windows login:
 - a. Click the Windows **Logo** button, and then click **Control Panel**.
 - b. Unless already selected, click **Classic View** in the left side of the window.
 - c. Double-click **User Accounts**.
 - d. Click **Manage another account** and click **Continue** on the **User Account Control** window.

- e. Select **QBPOSDBSrvUser** and click **Delete the account**.
 - f. Confirm the deletion and then close all open windows.
11. Restart the computer.

Windows XP

1. Save any files you may have open and then exit all programs.
2. Click the Windows **Start** button and choose **Run**. Enter **Control** in the Open field and click **OK** to open the **Control Panel**. Double-click **Add or Remove Programs**.
3. Select **QuickBooks Point of Sale 2013**, and then click **Change/Remove** (the button name may vary depending on your version of Windows).
4. Click **Yes** on the **Add or Remove Programs** dialog.
5. After the uninstall process is complete, rename the **QuickBooks Point of Sale 11.0** folder (the default location is C:\Program Files\Intuit\QuickBooks Point of Sale 11.0).
6. Rename the **C:\Documents and Settings\All Users\Application Data\Intuit\QuickBooks Point of Sale 11.0** folder.
7. Rename the **QBPOSDBSrvUser** folder located in **C:\Documents and Settings**.
8. Remove the **QBPOSDBSrvUser** Windows login:
 - a. Click the Microsoft Windows **Start** button and choose **Run**. Enter **control** in the **Open** field and then click **OK**.
 - b. Double-click **User Accounts**.
 - c. Click the **Users** tab and, in the list of **User Names**, select **QBPOSDBSrvUser**.
 - d. Click **Remove** to delete the account and confirm the deletion. Close all open windows.
9. Restart the computer.

Version 10

Windows 7

1. Save any files you may have open and then exit all programs.
2. Click the Windows **Logo** button, and then click **Control Panel**.
3. In the **View by** dropdown, select **Small icons**.
4. Click **Programs and Features**.
5. Right-click **QuickBooks Point of Sale 10.0**, and select **Uninstall**.
6. If a **User Account Control** window is displayed, click **Continue** and follow through the program removal.
7. After the uninstall process is complete, rename the **QuickBooks Point of Sale 10.0** folder (the default location is C:\Users\Public\Public Documents\Intuit\QuickBooks POS 10.0).
8. Rename the **C:\ProgramData\Intuit\QuickBooks Point of Sale 10.0** folder.
9. Rename the **QBPOSDBSrvUser** folder located in **C:\Users**.
10. Remove the **QBPOSDBSrvUser** Windows login:
 - a. Click the Windows **Logo** button, and then click **Control Panel**.
 - b. Click **User Accounts**.
 - c. Click **Manage another account** and click **Continue** on the **User Account Control** window.
 - d. Select **QBPOSDBSrvUser** and click **Delete the account**.
 - e. Confirm the deletion and then close all open windows.
11. Restart the computer.

Windows Vista

1. Save any files you may have open and then exit all programs.
2. Click the Windows **Logo** button, and then click **Control Panel**.
3. Unless already selected, click **Classic View** in the left side of the window.
4. Double-click **Programs and Features**.
5. Right-click **QuickBooks Point of Sale 10.0**, and select **Uninstall/Change**.
6. If a **User Account Control** window is displayed, click **Continue** and follow through the program removal.
7. After the uninstall process is complete, rename the **QuickBooks Point of Sale 10.0** folder (the default location is C:\Program Files\Intuit\QuickBooks Point of Sale 10.0).
8. Rename the **C:\ProgramData\Intuit\QuickBooks Point of Sale 10.0** folder.
9. Rename the **QBPOSDBSrvUser** folder located in **C:\Users**.
10. Remove the **QBPOSDBSrvUser** Windows login:
 - a. Click the Windows **Logo** button, and then click **Control Panel**.
 - b. Unless already selected, click **Classic View** in the left side of the window.
 - c. Double-click **User Accounts**.
 - d. Click **Manage another account** and click **Continue** on the **User Account Control** window.
 - e. Select **QBPOSDBSrvUser** and click **Delete the account**.
 - f. Confirm the deletion and then close all open windows.
11. Restart the computer.

Windows XP

1. Save any files you may have open and then exit all programs.
2. Click the Windows **Start** button and choose **Run**. Enter **Control** in the Open field and click **OK** to open the **Control Panel**. Double-click **Add or Remove Programs**.
3. Select **QuickBooks Point of Sale 10.0**, and then click **Change/Remove** (the button name may vary depending on your version of Windows).
4. Click **Yes** on the **Add or Remove Programs** dialog.
5. After the uninstall process is complete, rename the **QuickBooks Point of Sale 10.0** folder (the default location is C:\Program Files\Intuit\QuickBooks Point of Sale 10.0).
6. Rename the **C:\Documents and Settings\All Users\Application Data\Intuit\QuickBooks Point of Sale 10.0** folder.
7. Rename the **QBPOSDBSrvUser** folder located in **C:\Documents and Settings**.
8. Remove the **QBPOSDBSrvUser** Windows login:
 - a. Click the Microsoft Windows **Start** button and choose **Run**. Enter **control** in the **Open** field and then click **OK**.
 - b. Double-click **User Accounts**.
 - c. Click the **Users** tab and, in the list of **User Names**, select **QBPOSDBSrvUser**.
 - d. Click **Remove** to delete the account and confirm the deletion. Close all open windows.
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