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Perform a clean reinstall for QuickBooks Desktop Point of Sale

The following are steps to completely uninstall and then reinstall QuickBooks Desktop Point of Sale to troubleshoot and resolve data file and program issues.

Before you uninstall QuickBooks Desktop Point of Sale, ensure:

- You have created a backup of your data file.
- You have your QuickBooks Desktop Point of Sale download file or your installation CD.
- Your License and Product Numbers are available.
- You can log in as Windows Administrator before performing the next steps.
- The computers you will be working on are available to be restarted.

1. [Uninstall QuickBooks Desktop Point of Sale](#)

Uninstall Microsoft .NET Framework (for POS versions 10 and 2013 only)

- a. Right-click Windows **Start** and select **Control Panel**.
- b. Choose **Programs and Features**.
- c. Select Microsoft .NET Framework 4 Client Profile and click **Uninstall**.
- d. When finished, select Microsoft .NET Framework 4 Extended Profile and click **Uninstall**.
- e. Navigate to C:\Windows\Microsoft.NET\Framework directory and rename the folder titled "v4.0.xx" .
 - a. On your keyboard, press **Windows + E** to open the Computer window.
 - b. Click **Uninstall or change a program**.
 - c. In the list of programs, select Point of Sale and click **Uninstall**.
 - d. Follow the instructions to uninstall POS.

2. [Rename all Point of Sale folders](#)

If uninstalling from the server computer (or the computer where the POS data file is locally saved), copy the Point of Sale data folder and paste to the Desktop. As a suggestion, add 'OLD' at the end of the folder name. This will prevent QuickBooks Desktop Point Of Sale from recognizing the folder in order to create a new one.

Folder locations

- C:\Users\Public\Public Documents\Intuit\QuickBooks POS XX
- C:\Program Files (x86)\Intuit\QuickBooks POS XX
- C:\Program Files (x86)\Common Files\Intuit\Entitlement Client\v8
- C:\ProgramData\Intuit\Entitlement Client\v8

Delete the QBPOSDBSrvUser Windows user

- a. Click Windows Start and select **Control Panel**.
- b. Click **User Accounts** and choose **Manage another account**.
- c. In the User Account Control window, click **Continue**.
- d. Select QBPOSDBSrvUser and click **Delete the account**.
- e. Confirm the folder has been deleted.
- f. Reboot the computer.

3. ▼ Reinstall Point of Sale

Please see: [Install QuickBooks Desktop Point of Sale](#).

4. ▼ Restore your company file

Note: If you were unable to make a backup, restore the qbpos.db file located in the data folder pasted in your desktop.

- a. Open QuickBooks Desktop Point of Sale, create a new company file with the name you want to use, and restore the backup created.
- b. After the file is restored and you have verified it is the right set of data, verify you can close and reopen Point of Sale without errors, connect with other POS machines, and connect with QuickBooks Desktop(if applicable).
- c. Register QuickBooks Desktop Point of Sale again.

Important: POS and QuickBooks Desktop share some licensing files. Make sure you can still open QuickBooks Desktop and register if prompted. If you like to remove the data folder from the desktop, move it to another folder such as Public Documents or Shared Documents but do not delete it.

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