
Please ensure that you have at least one working backup of the file – preferably two, before you uninstall.

The **uninstall** can be done as follows:

1. Select Start || Settings || Control Panel.
2. Double click Add/Remove Programs icon.
3. Select Quick Books from the list on this screen.
4. Click on the Add/Remove button.
5. Follow the on screen prompts.

Installing QuickBooks 2004 in Windows Safe Mode.

- 1) Minimise all windows and Exit all programs
- 2) Load your Quickbooks CD into the CD drive. (Close any autorun application that appears and open Windows Explorer)
- 3) Find and **Right mouse click** on the Quickbooks CD Icon in the window displayed.
- 4) Select **Copy** from the menu that appears
- 5) Minimise your current windows explorer window by **clicking once** on the top left corner of the explorer window your in and select **Minimise**.
- 6) Find and **Double click** on the **My Computer** Icon on your **desktop**
- 7) Find and **Double click** on the **C Drive** Icon
- 8) Find and **Double Click** on the **Windows** yellow folder
- 9) Find and **Double Click** on the **Temp** yellow folder
- 10) Select **Edit** from the explorer main menu that runs along the top of the window your in.
- 11) Select **Paste**. (Windows will start to copy files to hard disk)

WARNING !

Do Not Interrupt This Process
Wait until the files are copied to the hard disk

Shutting Down & Restarting The Computer In Safe Mode

- 1) Click the **Start** button
- 2) Select the **Shutdown** option
- 3) Select the **Restart** option and then select the **OK** button

While the computer is restarting...



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- 1) Press the **F8 key** on your keyboard at a rate of about 4 keystrokes per second (Keep pressing the **F8 key** on your keyboard until a menu appears)
- 2) Select option Number **3** from the menu (Start Windows in Safe Mode) by pressing the **3 key** on your keyboard and then pressing the **Enter Key**.

Windows will now start in **Safe Mode**

Wait for the message "**Windows is now running in safe mode**" to appear and then press the **OK** button to continue.

The word(s) **Safe Mode** will now appear in all four corners of the screen.

Follow the instructions outlined below to complete the QuickBooks Installation.

If Installing From CD

- 1) Find and **Double click** on the **My Computer** Icon on your **desktop** (usually the top left corner)
- 2) Find and **Double click** on the **C Drive** Icon
- 3) Find and **Double click** on the **Windows** Yellow folder
- 4) Find and **Double click** on the **Temp** Yellow folder
- 5) Find and **Double click** on the **QB2004** Yellow folder.
- 6) Find and **Double click** on the **QBooks** Yellow folder.
- 7) Find and **Double click** on the **Setup.exe** File (this file has a Icon of a small bluish computer)
- 8) Proceed to complete the installation of the Quickbooks program as per the installation Guide.

You may now restart the computer by...

- 1) Click the **Start** button
- 2) Select the **Shutdown** option
- 3) Select the **Restart** option and then Click on the **OK** button

When the computer restarts into windows again run Quickbooks.

You may have to re-register your Quickbooks program

Regards
Quicken Technical Support
