

# NPSP: Uninstall NPSP

This article provides instructions for uninstalling a default version of NPSP from your Salesforce organization.





This article includes these topics:

- Overview
- Back Up Your Data
- Remove Profile Access to the NPSP App
- Remove NPSP Page Layouts
- Revert Button Overrides to Defaults
- Uninstall NPSP Packages in the Correct Order

**! IMPORTANT:** *If you're installing the latest version of the NPSP, you do not need to uninstall any previous versions. Additionally, you should only uninstall the NPSP if you no longer need to use it. Uninstalling will not help troubleshoot issues, and may result in data loss.*

## Overview

With earlier versions of NPSP, you could install and uninstall packages individually. With Nonprofit Success Pack, or any version of Nonprofit Starter Pack 3.0 or later, all packages, including the Nonprofit Success Pack or Nonprofit Starter Pack package, are required.

Installed Packages													
Action	Package Name	Publisher	Version Number	Namespace Prefix	Status	Allowed Licenses	Used Licenses	Expiration Date	Install Date	Limits	Apps	Tabs	Objects
Uninstall	 <a href="#">Contacts &amp; Organizations</a>	Salesforce.org	3.3	npe01	Active	Unlimited	0	Does not Expire	9/27/2016 10:08 AM	<input type="checkbox"/>	0	3	3
Uninstall	 <a href="#">Households</a>	Salesforce.org	3.5	npo02	Active	Unlimited	0	Does not Expire	9/27/2016 10:08 AM	<input type="checkbox"/>	0	4	4
Uninstall	 <a href="#">Recurring Donations</a>	Salesforce.org	3.4	npe03	Active	Unlimited	0	Does not Expire	9/27/2016 10:08 AM	<input type="checkbox"/>	0	2	5
Uninstall	 <a href="#">Relationships</a>	Salesforce.org	3.2	npe4	Active	Unlimited	0	Does not Expire	9/27/2016 10:08 AM	<input type="checkbox"/>	0	1	5
Uninstall	 <a href="#">Affiliations</a>	Salesforce.org	3.2	npe5	Active	Unlimited	0	Does not Expire	9/27/2016 10:08 AM	<input type="checkbox"/>	0	1	2
Uninstall	 <a href="#">Nonprofit Success Pack</a>	Salesforce.org	3.81	npnp	Free	N/A	N/A	N/A	9/27/2016 10:08 AM	<input type="checkbox"/>	1	12	23

❗ **IMPORTANT:** If you want to remove NPSP, you **MUST** uninstall all six packages following the step-by-step instructions below. **Failure to follow the steps in the correct order prevents packages from being removed successfully.**

If you uninstall only the Nonprofit Starter Pack or Nonprofit Success Pack package without removing the others, your instance may be left in an unstable state, as there is code and functionality in the Nonprofit Starter Pack and Nonprofit Success Pack packages that the other packages rely on.

## Back Up Your Data

When you uninstall a package, all of its custom fields and data are deleted from your Salesforce organization. Follow these directions (<https://powerofus.force.com/articles/Resource/maintaining-an-effective-salesforce-backup>) to save a local copy of your data should you wish to re-import that data to new custom fields.

## Remove Profile Access to the NPSP App

For the System Administrator profile and each custom profile, make sure that the NPSP isn't the default app.

1. From Setup, enter **Profiles** in the Quick Find box, then select **Profiles** under the Manage Users menu.
2. Click on the profile name, then click **Assigned Apps**.
3. In the Nonprofit Starter Pack or Nonprofit Success Pack row, make sure that **Default** is not selected. If it is, click **Edit** and select a different default app.

Profile Help for this Page ?

### System Administrator

Find Settings... | Clone | Edit Properties

[Profile Overview](#) > **Assigned Apps**

**Assigned Apps** Save Cancel

App Name	Visible	Default
App Launcher	<input checked="" type="checkbox"/>	<input type="radio"/>
Call Center	<input checked="" type="checkbox"/>	<input type="radio"/>
Community	<input type="checkbox"/>	<input type="radio"/>
Marketing	<input checked="" type="checkbox"/>	<input type="radio"/>
Nonprofit Success Pack	<input type="checkbox"/>	<input type="radio"/>
Sales	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>
Salesforce Chatter	<input checked="" type="checkbox"/>	<input type="radio"/>
Sample Console	<input type="checkbox"/>	<input type="radio"/>
Volunteers	<input checked="" type="checkbox"/>	<input type="radio"/>

4. Click **Save**.

## Remove NPSP Page Layouts

When you uninstall a package, you may get errors about items (such as page layouts) that are in use. These page layouts need to be removed before you can uninstall. Note that when you delete a page layout, ***no data is deleted***.

You must delete and replace these NPSP Page Layouts.

Object Name	Page Layout to Delete
Account	Household Layout
Account	Organization Layout
Campaign	NPSP Campaign Layout
Contact	Contact Layout
Opportunity	Donation Layout
Opportunity	Grant Layout
Opportunity	Membership Layout

1. From Setup, enter the object name in the Quick Find window, then select **Page Layouts**.
2. Click **Del** next to the page layout name.
3. To replace the layout you're deleting, select a non-NPSP Page Layout. If there isn't another page layout listed in the **Replace with Page Layout** menu, you may need to create one ([https://help.salesforce.com/apex/HTViewHelpDoc?id=customize\\_layoutcreate.htm](https://help.salesforce.com/apex/HTViewHelpDoc?id=customize_layoutcreate.htm)).
4. Click **Replace**.

Page Layout Delete

### Household Layout

In order to delete a Page Layout, you must choose another Page Layout to replace it with.

Page Layout to be deleted

Household Layout

Replace with Page Layout

Non-NPSP Account Layout

Replace

Cancel

## Non-Standard NPSP Page Layouts

If you included any NPSP page elements (such as buttons or related lists) on non-standard NPSP Page Layouts (such as custom layouts), you must remove them as indicated below. Note that these are just some of the most common customizations that are possible.

### Account

Remove the **New Account Donation** button.

1. From the Setup menu, enter **Accounts** in the Quick Find box, then select **Page Layouts**.
2. Click **Edit** next to the page layout name.
3. On the Opportunities related list, click the wrench icon.
4. In the Buttons section, click **Revert to Defaults** to remove the custom **New Account Donation** button and enable the standard **New** button.

**Related List Properties - Opportunities**

Columns  
Buttons

**Standard Buttons:**  
Select standard buttons to display on the related list.

☒ New

**Custom Buttons:**  
Select custom buttons to display on the related list. You can also re-order the selected buttons.

**Available Buttons**  
Email Acknowledgments  
New Account Donation  
New Contact Donation

Add  
Remove

**Selected Buttons**

Up  
Down


OK Cancel **Revert to Defaults**

5. Click **OK**.
6. Click **Save**.

### Campaign

Remove the **Household Mailing List** button and the **GAU Allocations** related list.

1. From the Setup menu, enter **Campaigns** in the Quick Find box, then select **Page Layouts**.

2. Click **Edit** next to the page layout name.
3. Drag the **Household Mailing List** button from the Custom Button section to the field section at the top of the page.
4. Remove the **GAU Allocations** related list by clicking  on its title bar.
5. Click **Save**.


## Contact

Remove the **Relationships Viewer** and **New Contact Donation** buttons.

1. From the Setup menu, enter **Contacts** in the Quick Find box, then select **Page Layouts**.
2. Click **Edit** next to the page layout name.
3. Drag the **Relationships Viewer** button from the Custom Button section to the field section at the top of the page.
4. On the Opportunities related list, click the wrench icon.
5. In the Buttons section, click **Revert to Defaults** to remove the **New Contact Donation** button and enable the standard **New** button.
6. Click **OK**.
7. Click **Save**.

## Opportunities

Remove the **Matching Donation**, **Email Acknowledgment** and **Refresh Name** buttons and **GAU Allocations** and **Payments** related lists.

1. From the Setup menu, type **Opportunities** in the Quick Find box, then select **Page Layouts**.
2. Click **Edit** next to the page layout name.
3. Drag the **Matching Donation**, **Email Acknowledgment** and **Refresh Name** buttons from the Custom Button section to the field section at the top of the page.
4. Remove the **GAU Allocations** and **Payments** related lists by clicking  on their title bars.
5. Click **Save**.

Remove the **Email Acknowledgement** button from the Opportunities Search layouts.

1. In the Setup menu, select **Search Layouts** from the Opportunities menu.
2. Click **Edit** next to the Opportunities List View.
3. Click the left arrow to remove **Email Acknowledgment** from the Selected Buttons.
4. Click **Save**.

## Revert Button Overrides to Default

NPSP changes the behavior of these standard Salesforce buttons.

Object Name	Button Name
Account	View
Contact	Delete
Lead	Convert

Before uninstalling NPSP, you must restore the behavior to use default Salesforce pages.

1. In the setup menu, enter the object name in the Quick Find box, then select **Buttons, Links, and Actions**.
2. Click **Edit** next to the button name.
3. Select **No Override (use default)**.

Override Properties

Save Cancel

Label View  
Name View

Default Standard Salesforce.com Page

Override With

☒ No Override (use default)

☐ Custom S-Control --None--

☐ Visualforce Page ACCT\_ViewOverride [npsp\_\_ACCT\_ViewOverride]

Save Cancel

4. Click **Save**.
5. Repeat these steps for each button listed above.

## Uninstall NPSP Packages in the Correct Order

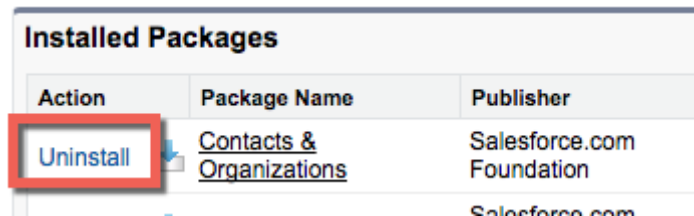
Now you should be able to uninstall the six NPSP Packages. **You must uninstall the NPSP Packages in this exact order:**

1. Nonprofit Starter Pack/Nonprofit Success Pack
2. Affiliations
3. Relationships
4. Recurring Donations
5. Households

## 6. Contacts & Organizations

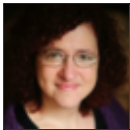
To uninstall a package:

1. From setup, enter **Installed Packages** in the Quick Find box, then click **Installed Packages**.
2. Click **Uninstall** next to the package name.



3. Check the box next to **Yes, I want to uninstall this package and permanently delete all associated components**. You can also select the option to save object data for 48 hours.
4. Click **Uninstall**.
5. Wait for an email that confirms that the uninstall was successful before moving on to the next package.

**Congratulations! You survived the uninstall experience - hopefully.**



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(/\_ui/core/userprofile/UserProfilePage?u=005800000008mIFIAAM) to contribute to the community.  
(/\_ui/core/userprofile/UserProfilePage?u=005800000008mIFIAAM) to contribute to the community.  
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