

KYE Corporation Service Advisory			No. of DOC DOC-2016K002
Released Date 2016/12/22	Version A01	Model Keyboard or Mouse	Affected P/N All
Title Solve Smart Genius app which is stucking at "Uninstalling".			Referred DOC
Category <input type="checkbox"/> Hardware Related <input type="checkbox"/> S/W Related <input type="checkbox"/> Field Capture <input type="checkbox"/> Purge Notice <input type="checkbox"/> Special Notice <input checked="" type="checkbox"/> Others	Location <input checked="" type="checkbox"/> WW ASP <input checked="" type="checkbox"/> WW Distributor	Effective Date 2016/12/22	

Description:

When uninstalls the Smart Genius app, it is stuck at "uninstalling" but nothing more happens.

Removing procedure:

- Update Windows 10 to ver.1607 (OS Build14393)
SmartGenius 1.1 would have the problem while uninstalling the application ,
please remove it by manual operation ◦



PC name [REDACTED]

Rename PC

Organization WORKGROUP

[Connect to work or school](#)

Edition Windows 10 Pro

Version 1607

OS Build 14393.576

Product ID 00330-80000-00000-AA168

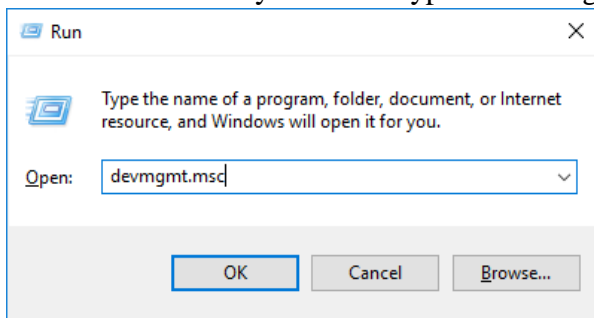
Processor Intel(R) Core(TM) i7-2600 CPU @ 3.40GHz 3.40 GHz

Installed RAM 4.00 GB

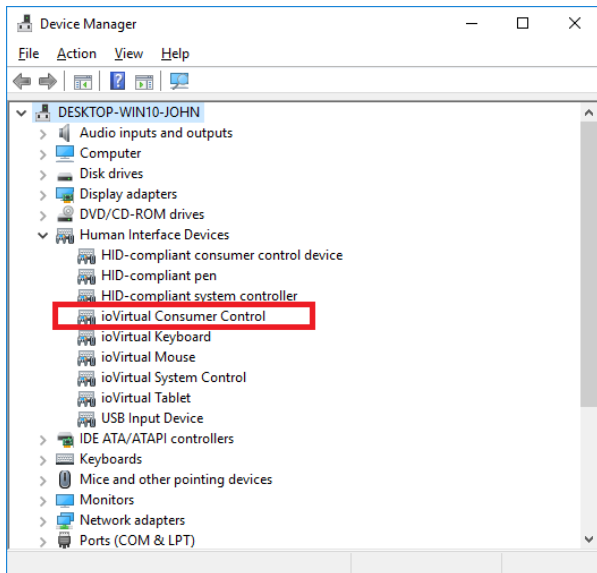
System type 64-bit operating system, x64-based processor

Pen and touch No pen or touch input is available for this display

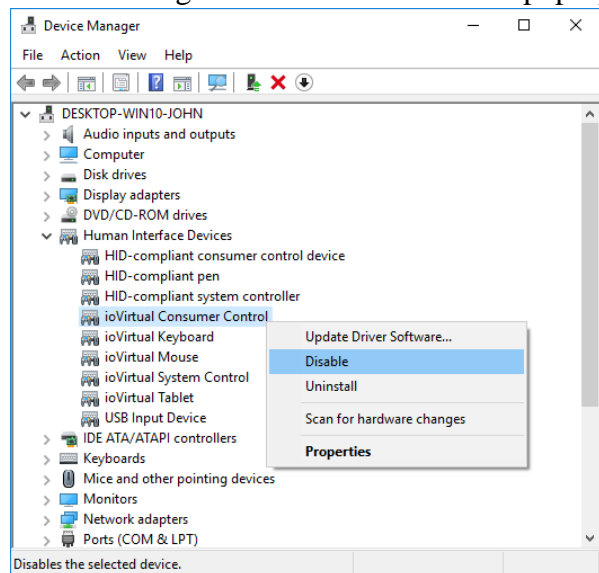
- You have to reboot the laptop/PC in the process.
Press “Win Key” +” R” , type in “devmgmt.msc” , then press “OK”



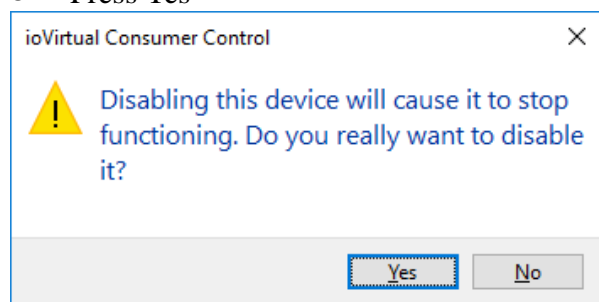
- Choose “Human Interface Devices” , Click “ioVirtual Consumer Control”



- Press Right Button on it , it would pop-up a Menu , change to “Disable”

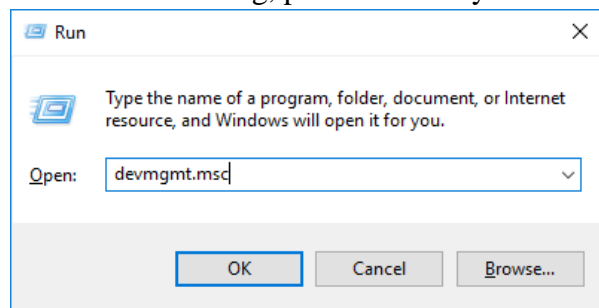


- Press Yes

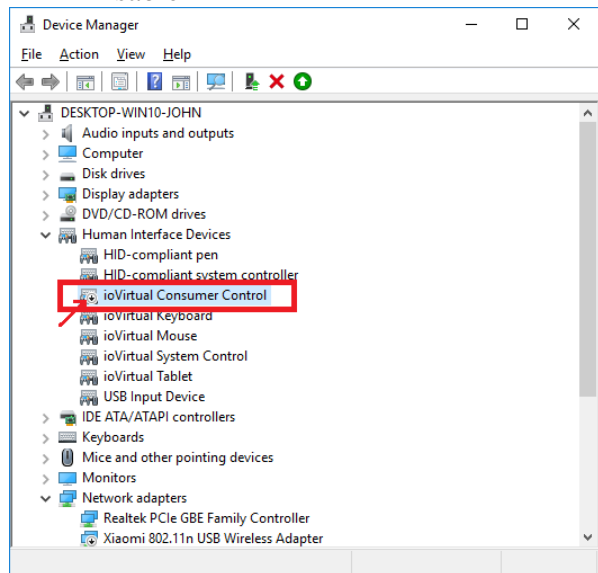


- Reboot the laptop/PC , press Power Button of laptop/PC if you cannot reboot it in the system.

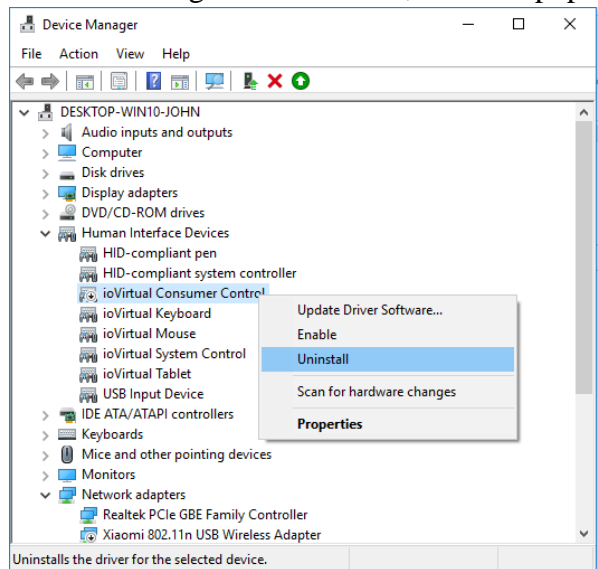
- After rebooting, press “Win Key + R” , type in “devmgmt.msc” , then press “OK”



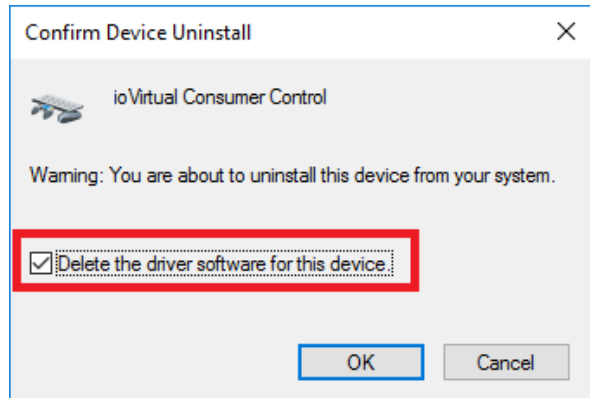
- Choose “Human Interface Devices” , Click “ioVirtual Consumer Control” , the device should be displayed “Disable”



- Press “Right Button” on it, it would pop-up a Menu , choose “Uninstall”



- Press “OK”



- There are three methods to remove SmartGenius.
 1. Windows Setting – Application and Function – SmartGenius –Uninstall.
 2. Control Panel – Programs – Uninstall – SmartGenius.
 3. Download the latest driver from our website.

KYE Contact Gary_Kao@geniusnet.com.tw Ben_Chen@geniusnet.com.tw	Originator Gary Kao	Approved By Olive Tsai
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