

User Guide: Qiomem Deletion Tool

This guide provides step-by-step instructions on how to use the **Qiomem Deletion Tool** to safely remove the "QIOMEM" driver from your system.

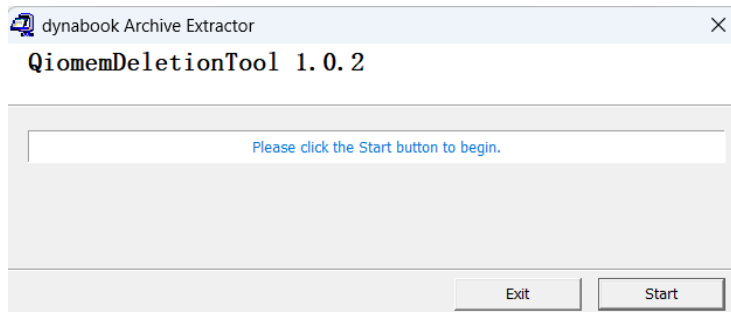
Important Prerequisites:

- **Administrator Privileges Required:** You must have administrative access to the computer to run this tool.
- **System Environment:** This tool only supports the currently running operating system scenario. Other environments—such as Push-Button Reset (PBR) or Hard Disk Drive Recovery (HDDR)—are not supported.
- **Automatic Reinstallation:** If you reinstall specific utility applications (such as the *Toshiba Password Utility*) after running this tool, the driver will be installed back onto your system.

Step-by-Step Instructions

1. Prepare and Launch the Tool

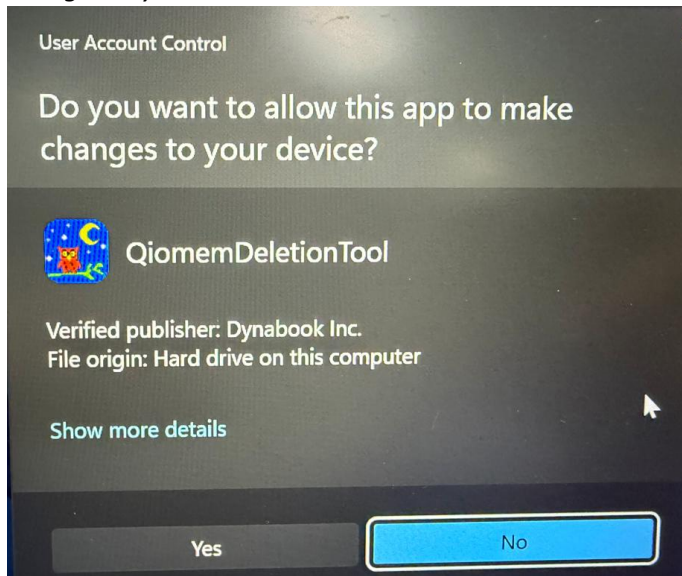
- Download and save the QiomemDeletionTool_v3_20260603.exe file to your local drive.
- Double-click the executable file to launch it.



- In the *dynabook Archive Extractor* window that appears, click the **Start** button at the bottom right.

2. Confirm the User Account Control (UAC) Prompt

- A Windows User Account Control prompt will ask: *"Do you want to allow this app to make changes to your device?"*

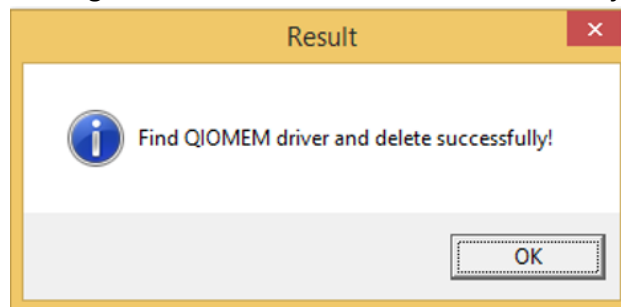


- Click **Yes** to proceed.
- *Note:* If you are not logged in as an administrator, you will be prompted to enter the credentials of an administrator account at this stage.

3. Execution and Process Results

Please wait a moment while the tool executes in the background. Once finished, one of the following three result windows will be displayed:

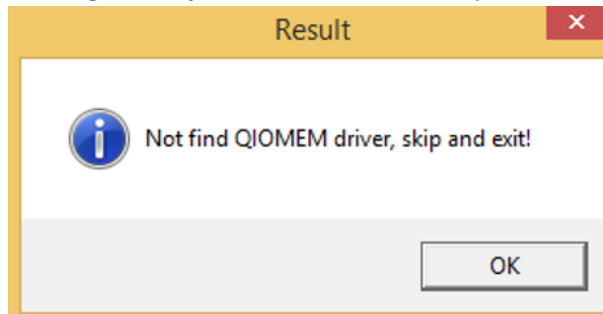
- **Scenario A: Success**
 - **Message:** *"Find QIOMEM driver and delete successfully!"*



- **Meaning:** The tool successfully located and removed the driver from your computer.
- **Action:** Click **OK** to exit the tool.

- **Scenario B: Skipped**

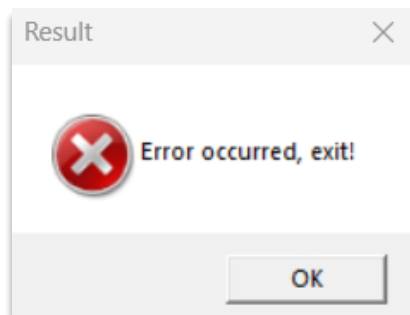
- **Message:** *"Not find QIOMEM driver, skip and exit!"*



- **Meaning:** The driver was not found on your system, so no action was required.
- **Action:** Click **OK** to close the tool.

- **Scenario C: Error**

- **Message:** *"Error occurred, exit!"*



- **Meaning:** An unexpected issue prevented the tool from completing the deletion.
- **Action:** Click **OK** to exit. Make sure you are running the tool with full administrator rights and try again.

How to Verify the Removal (For Advanced Users)

If the tool ran successfully, you can verify the results using the following expected behaviors:

1. In Device Manager:

- Open the Windows Device Manager and select **Show hidden devices** from the *View* menu.
- The "*Generic IO & Memory Access*" device should now be listed as an **unknown device**.

2. In the File System:

- Confirm that no qiomem driver files remain in any of the following directories:
 - C:\Windows\System32\drivers
 - C:\Windows\System32\DriverStore\FileRepository
 - C:\Windows\System32\inf

Good to know: Even after a PC reboot, the driver files will remain deleted from those folders, and the component will continue to show up as an unknown device.

Technical Appendix (For IT Administrators / Automation)

- **Silent Mode:** The tool supports a silent installation flag via the command line using the `-a` parameter.
- *Note:* Even when utilizing the silent parameter, the graphical user interface (UI) will briefly appear on screen during execution.