

# Vertiv™ Cybex™ SC Switching System and Vertiv™ Avocent® SV Switching System

## Technical Note: Cursor Navigation Switching Issues After Microsoft Update

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### Resolving Cursor Navigation Switching Errors

In June, Microsoft issued two updates (KB5003635 and KB5003637) that inadvertently cause an incompatibility with the mouse functionality in Windows 10 required for Cursor Navigation Switching (CNS, or “video follows mouse”) to operate properly.

As a result, users that installed these updates may lose CNS functionality in Vertiv™ Cybex™ SC switches (SC800/900, SCM100 and SCKM100 series switches) and Vertiv™ Avocent® SV switches (SV200/300, SVM100 and SVKM100 series switches). Until the issue is resolved, Vertiv recommends that you uninstall the KB5003637 and KB5003635 updates if you wish to use CNS with your switches.