

Technical Brief

Microsoft Security Update KB912812

Restoring Functionality

How to restore functionality to a DSView 3® management software installation that was affected by Microsoft Security Update KB912812

Microsoft Corporation has recently provided a security update (MS06-13 KB912812) for Internet Explorer that adversely affects functionality of the Active XVideo Viewer used in DSView 3 management software versions 3.1.1 and earlier.

Software affected by this patch:

DSView 3 management software version 3.0.0 through versions 3.1.1.

Software NOT affected by the patch:

- DSView 3 management software version 3.2
- DSView 2 management software: all versions
- AVWorks® cross-platform management application: all versions
- Avocent branded DSR® switches using the on-board web interface

This patch modifies how ActiveX controls are initiated, making it appear to Internet Explorer users that keyboard and mouse control have been lost.

For further information on the update, please visit <http://msdn.microsoft.com/library/> and reference the Activating ActiveX Controls topic in the MSDN library.

To restore functionality:

Choose one of the following options to resolve this issue:

- For DSView 3 management software customers with active maintenance contracts, we recommend installing DSView 3 software version 3.2. Customers can download version 3.2 by visiting our web site at <http://www.avocent.com/support> and clicking the *DSView 3 Software Upgrade* link in the Popular Links table on the right. You will be asked to log into your ACE account prior to downloading the software.
- Users may activate the ActiveX control by right-clicking on the video viewer, selecting *properties* and clicking *ok*. The cursor will change to the hand icon. Using the hand icon, left-click anywhere on the video viewer and mouse control will be restored.
- Use an alternative browser such as Firefox to access the DSView 3 software. Firefox and Mozilla based browsers do not use ActiveX for the video viewer and are not affected by this security update.
- Install Microsoft Security Update KB917425. This is a patch provided by Microsoft to help overcome compatibility issues found by installing KB912812. Since this update reverses some of the fixes in KB912812, it is only recommended to be installed on clients that are actually affected.

If you have further questions about this security update and how to determine if it is installed on your clients, please contact Avocent Technical Support at support@avocent.com or by phone at 888-793-8765.

About Avocent Corporation

Avocent (NASDAQ: AVCT) is the leading worldwide supplier of KVM (keyboard, video and mouse) switching, remote access and serial connectivity solutions that provide IT managers with access and control of multiple servers and network data center devices. Avocent KVM solutions are distributed by the world's largest server manufacturers and installed in Fortune 100 companies around the world. Visit www.avocent.com for more details.