[Troubleshooting] Black screen with mouse cursor after Windows Update

In Windows 10, the Windows Update will automatically run in the background when the system is connected to the internet. During Window Update, any interrupt of the update might cause the black screen of death on the next system startup. If the black screen of death happens after signing into Windows 10 and only the mouse cursor can be seen, follow the steps blow and see if the desktop can be restored back normally.

Option A: Enter Task Manager and run the explorer

1. Press **CTRL+ALT+DELETE**.

2. Click on "**Task Manager**" from the menu that comes up.
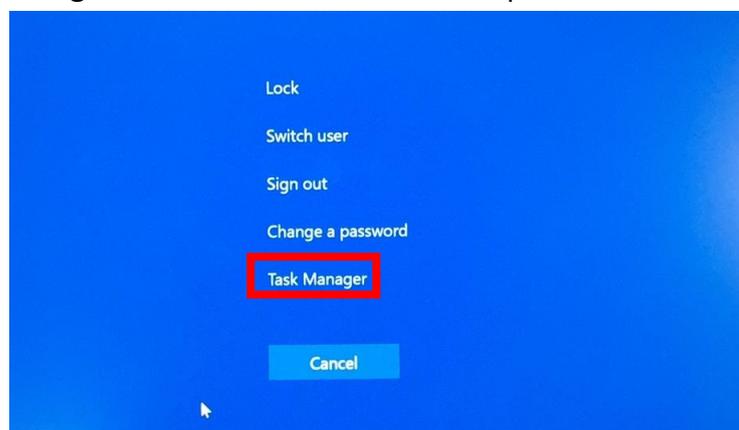
3. Click "**File**" on the upper left of Task Manager.
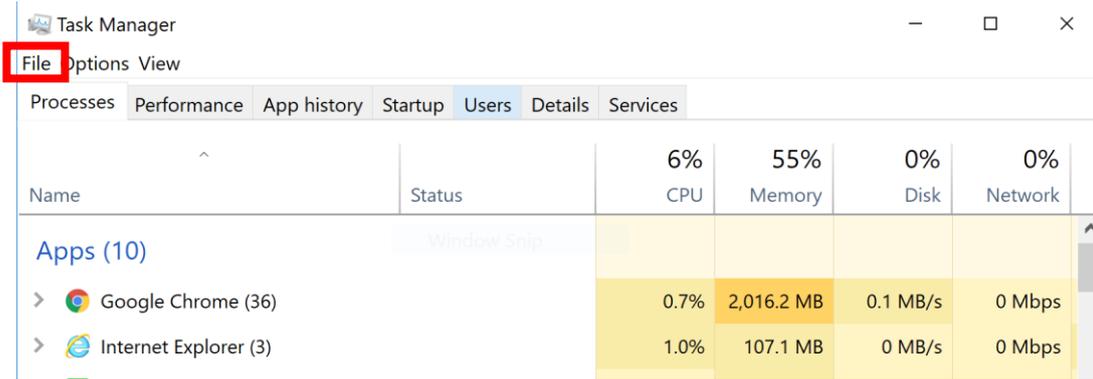
4. Click on "**Run new task**".
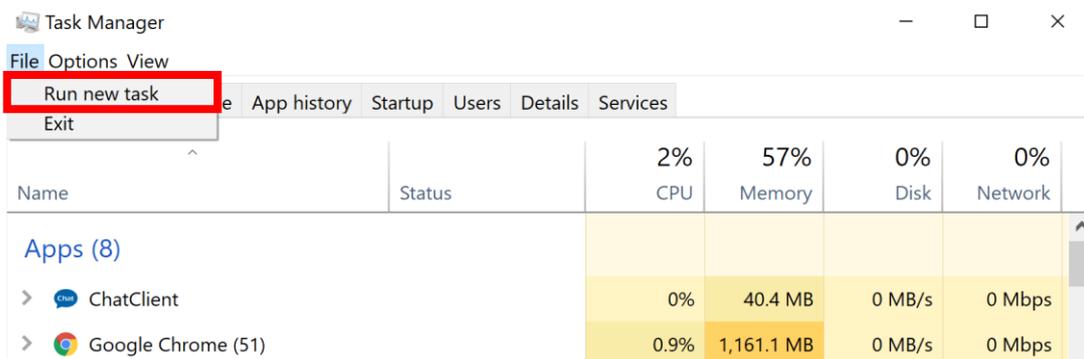
5. Type "**explorer.exe**" and click **OK**.
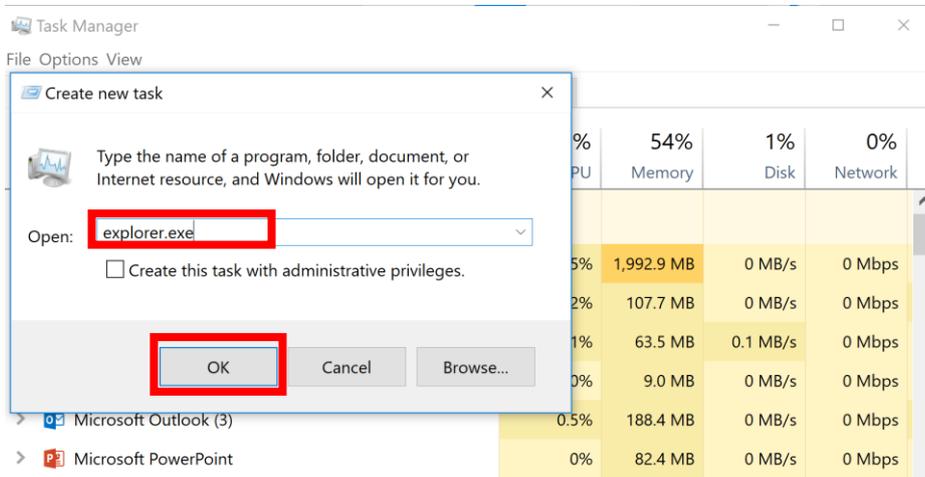
Option B: Open Device Manager and Roll back the previous display driver

1. Press **CTRL+ALT+DELETE**.

2. Click on "**Task Manager**" from the menu that comes up.
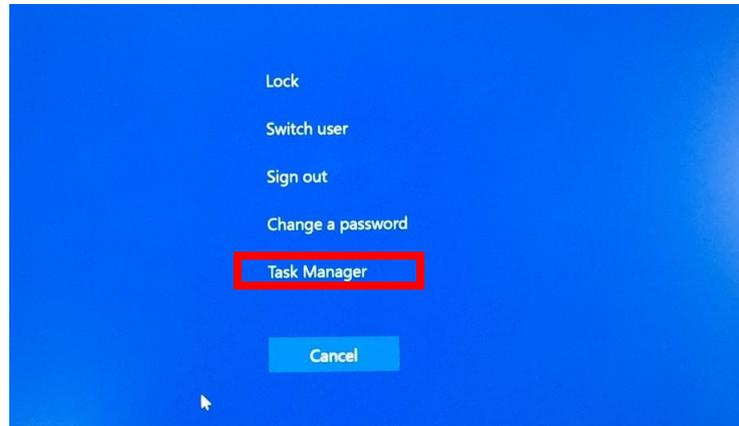
3. Click "**File**" on the upper left of Task Manager.
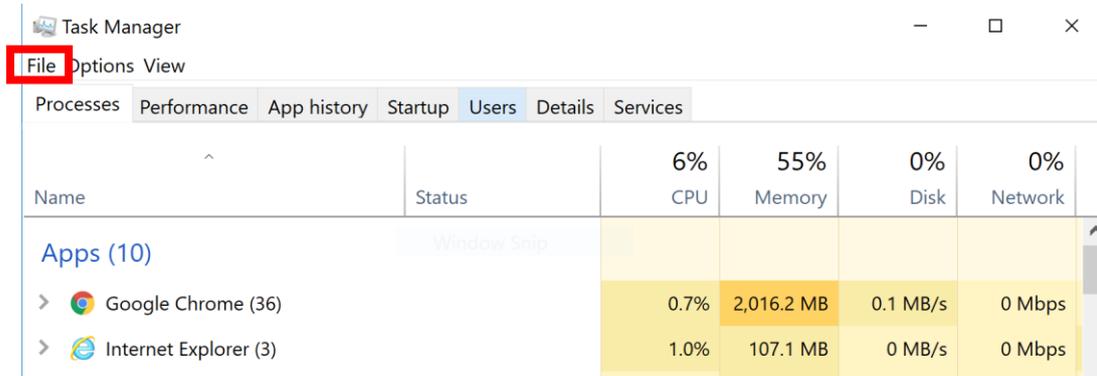
4. Click "**Run new task**".
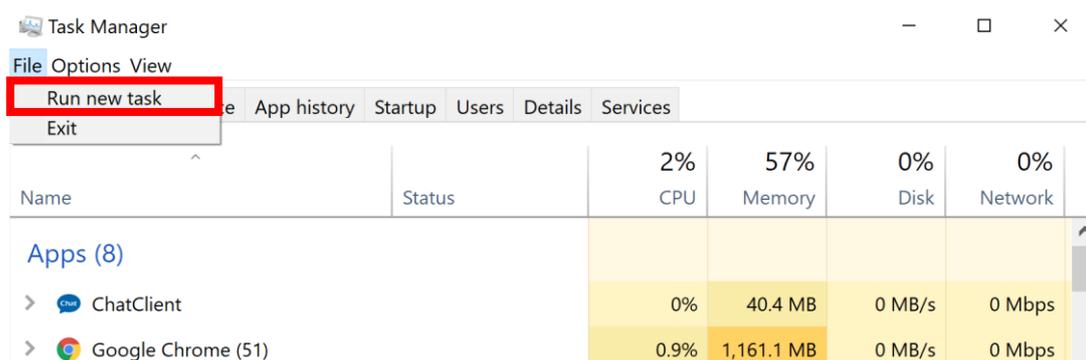
5. Enter "**devmgmt.msc**" and press **OK** to open the device manager.
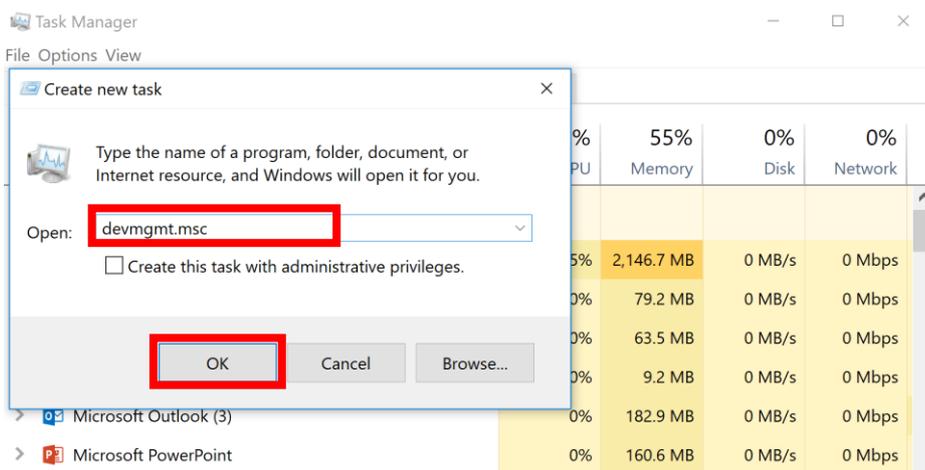
6. Double click on "**Display adapters**" to expand the menu.
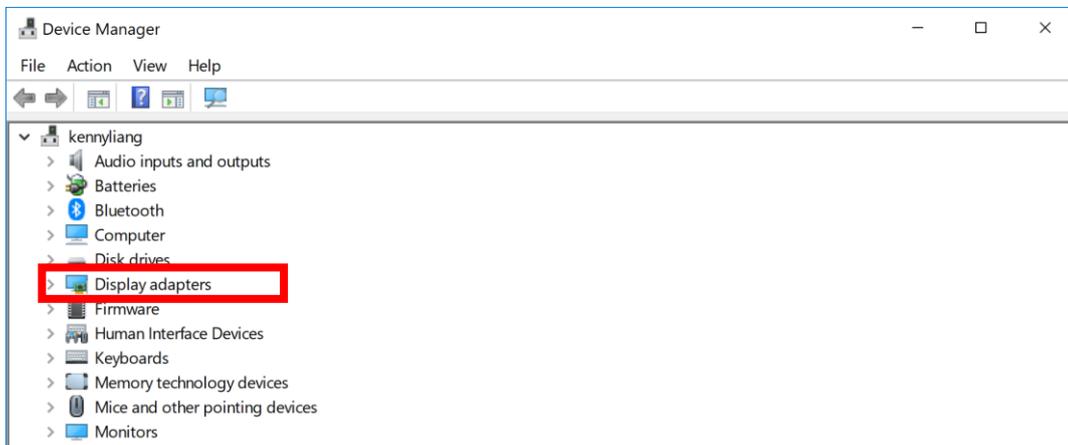
7. Double click on the display adapters. (Try to roll back the driver for both Intel and NVIDIA graphics one at a time)
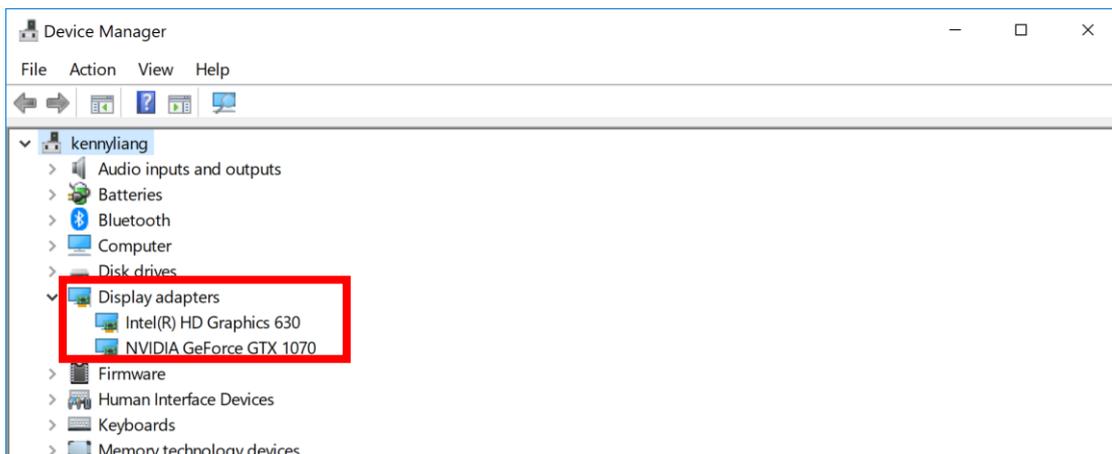
8. Select the "**Driver**" tab and click on "**Roll back Driver**".
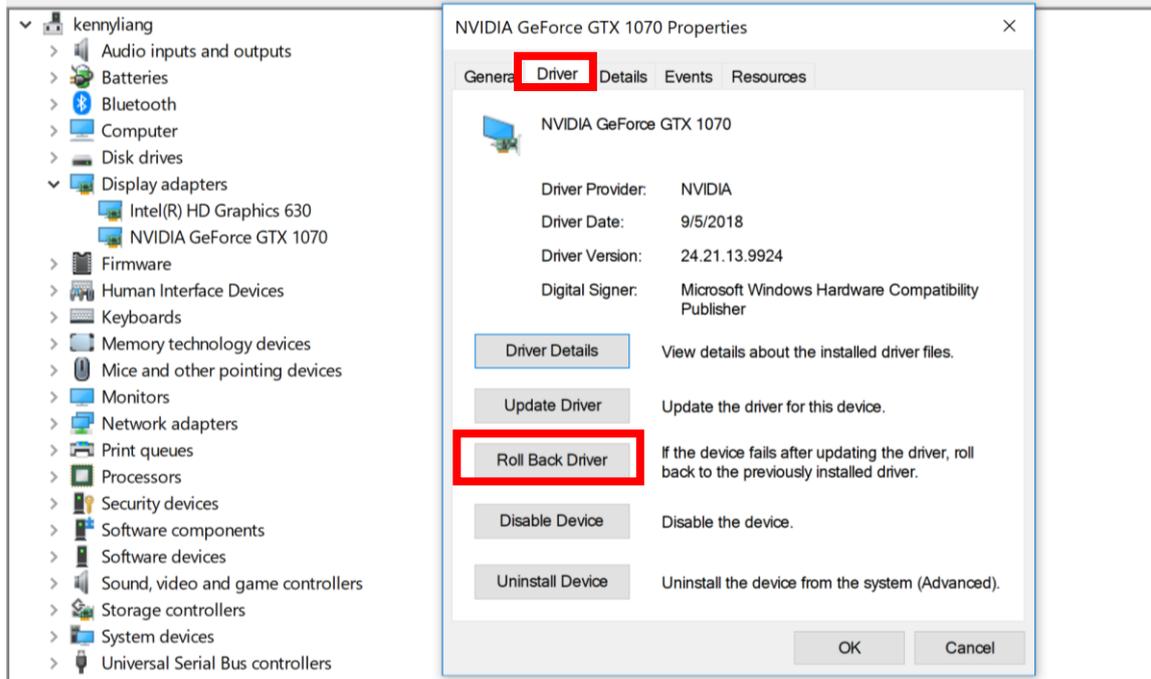
9. After the graphics driver rolled back complete, press **CTRL+ALT+DELETE** again.

10. Click on the **power icon** located on the lower right corner and select restart to restart the system. (Return to step 1 again if the situation remains the same and try to roll back the second display adapter. Otherwise, the windows desktop should be shown properly afterward)
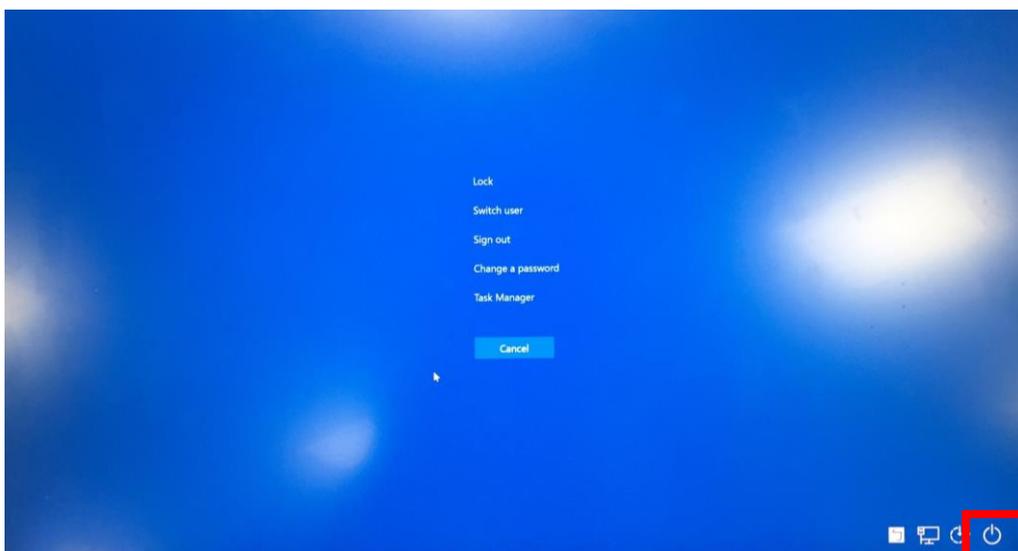
*Note：An incomplete Windows Update might cause the system unstable and show unkown issues, it is highly recommended to get the latest Windows 10 build via Windows Media Creation tool after the BSoD (Black Screen of Death) has been fixed. Please refer to KB_2410 for the step by step guidance.