

## [INTERNAL] Unable to use mouse and keyboard in Windows virtual machine.

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

### Symptoms

Mouse and keyboard are not working on the virtual machine (cannot log in after Windows boot).

### Cause

Conflict between Windows registry files and 3rd party drivers.

### Resolution

1. Download **Microsoft Remote Desktop Connection Client for Mac** and install it:

[Download Microsoft Remote Desktop Connection Client for Mac](#)

2. Start the virtual machine.
3. Open **Finder > Applications > Utilities > Terminal** and execute the following command:

```
prlctl list -a
```

This will give you the list of all virtual machines. Please copy the virtual machine **UUID** (it should be at the running state) and in **Terminal** window run the following command:

```
prlctrl enter UUID
```

Where **UUID** is the unique ID of the virtual machine.

Example:

```
prlctl enter {46f023a2-e4c8-4872-b589-b5ecc6a0a5bc}
```

4. Launch **Microsoft Remote Desktop Connection Client for Mac** and choose **New**.
5. In **Terminal** execute:

```
ipconfig
```

6. In output find **IPv4Address** which is 10.24.37.223 for this particular virtual machine.

7. In **Microsoft Remote Desktop Connection Client for Mac** locate **PC name**, paste your IP address to this field and ask customer to enter his credentials in **User name** and **Password** fields.

It should look something like this:

8. In **Terminal** execute the command:

```
reg add "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Terminal Server" /v fDenyTSConnections
```

9. And then execute:

```
netsh advfirewall firewall set rule group="remote desktop" new enable=Yes
```

10. Connect to the virtual machine by right clicking on the appeared **Desktop** and choosing **Start** in **Microsoft Remote Desktop Connection Client for Mac**.
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