

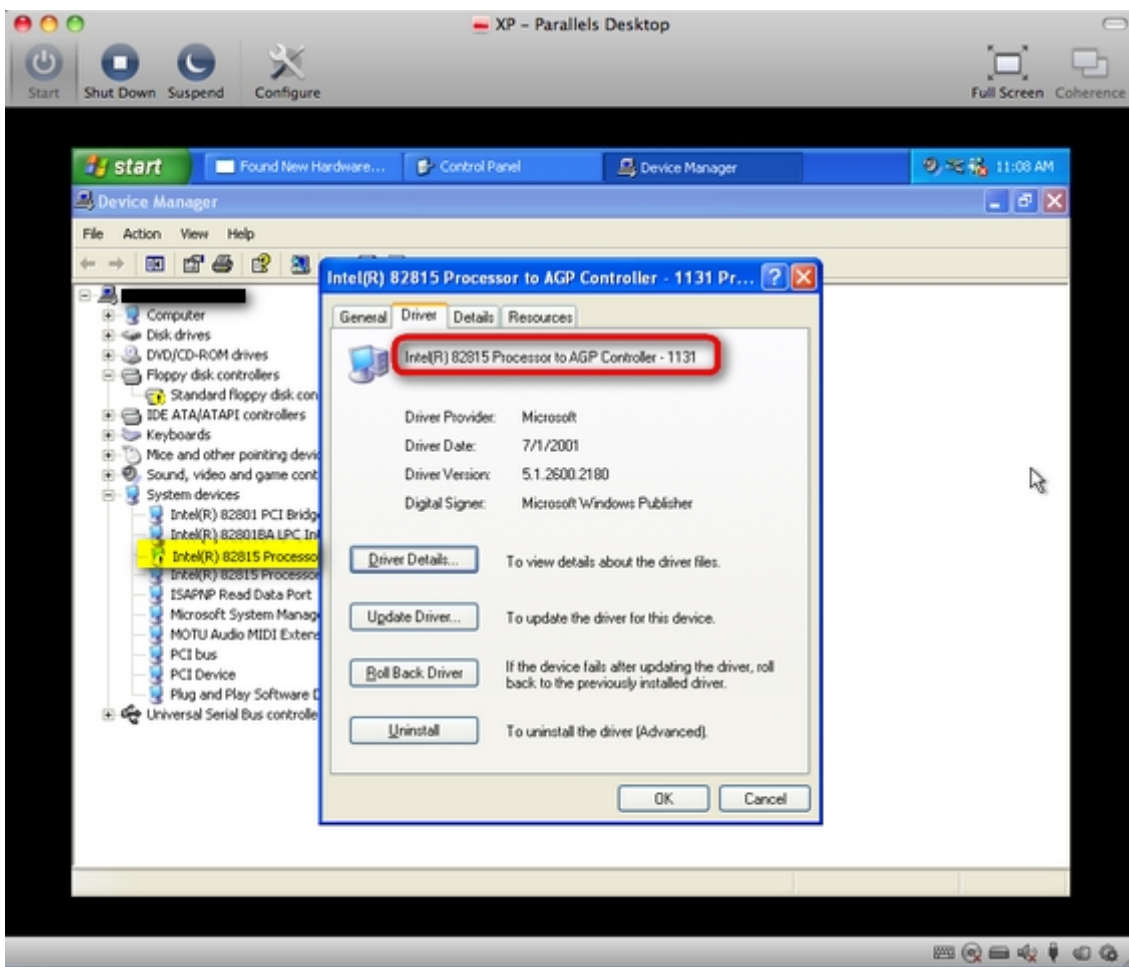
Mouse synchronization and screen resize do not work

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop

Symptoms

Mouse synchronization does not work and you need to press **Ctrl+Alt** to release the mouse or dynamic screen resolution does not work when the size of Virtual Machine window is changed.

In device manager you can see **Intel(R) 82815 Processor to AGP controller-1131** within System devices with exclamation mark, **Display Adapter** is missing among devices.



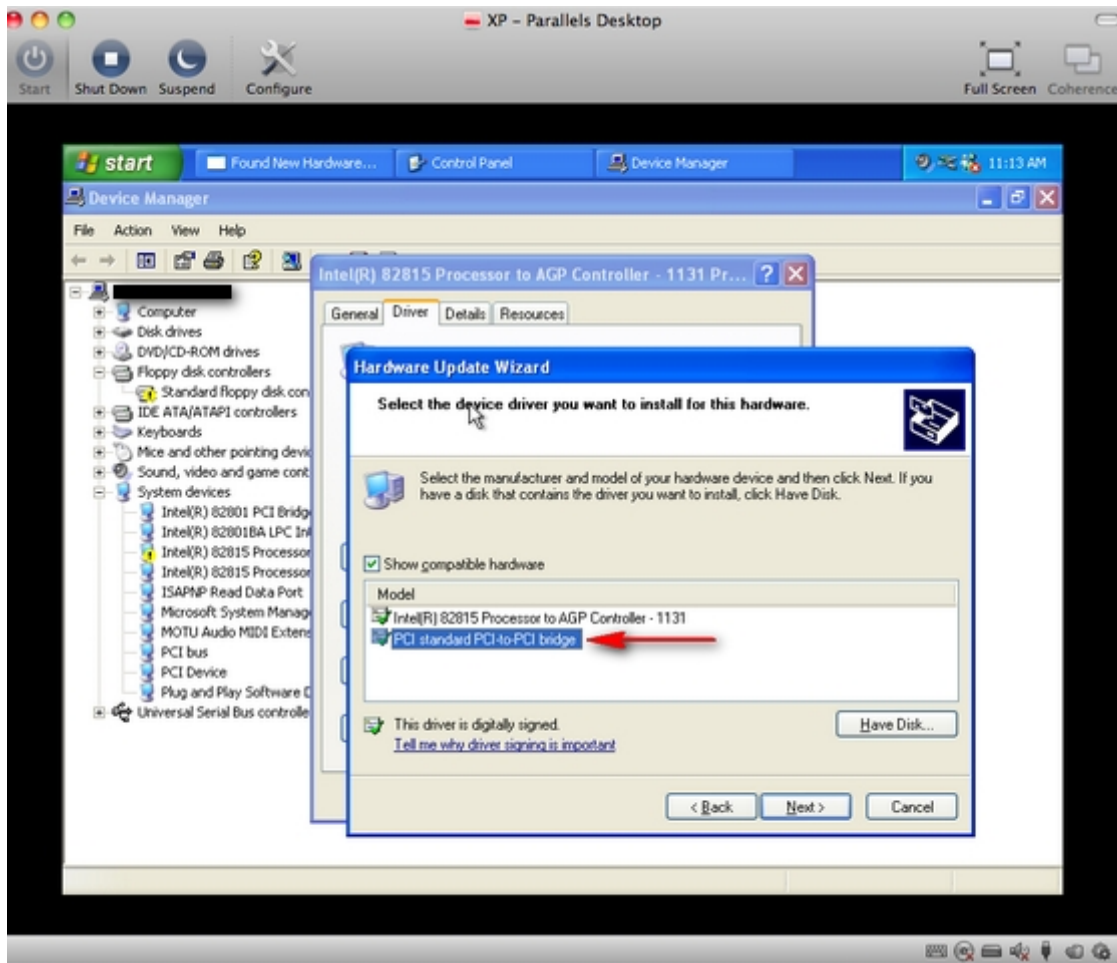
Cause

Emulated video adapter was recognized as device with AGP interface instead of PCI interface.

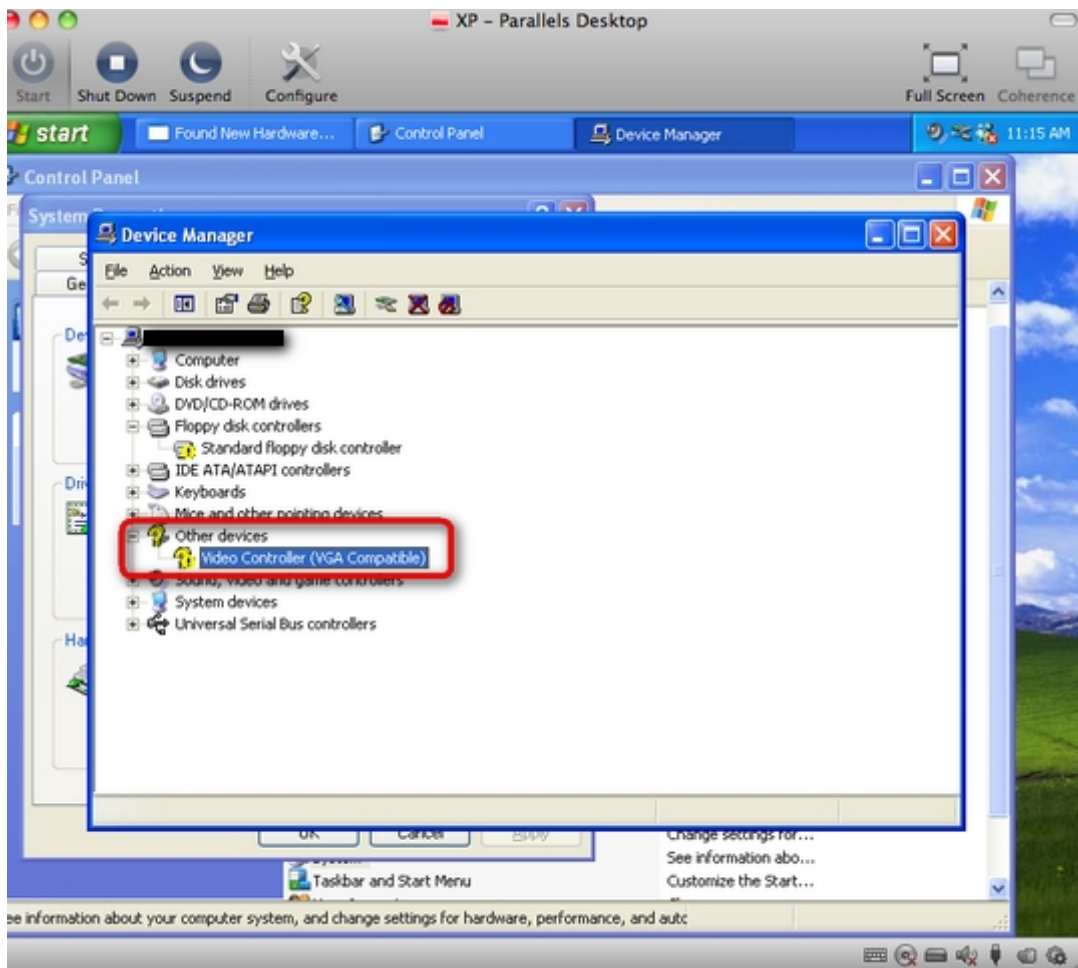
Resolution

1. Right-click on **Intel(R) 82815 Processor to AGP controller-1131**, in the drop down menu choose **Update driver**.
2. In the **Hardware Update Wizard** window choose, **No, not this time --> Install from a list or a list or specific**

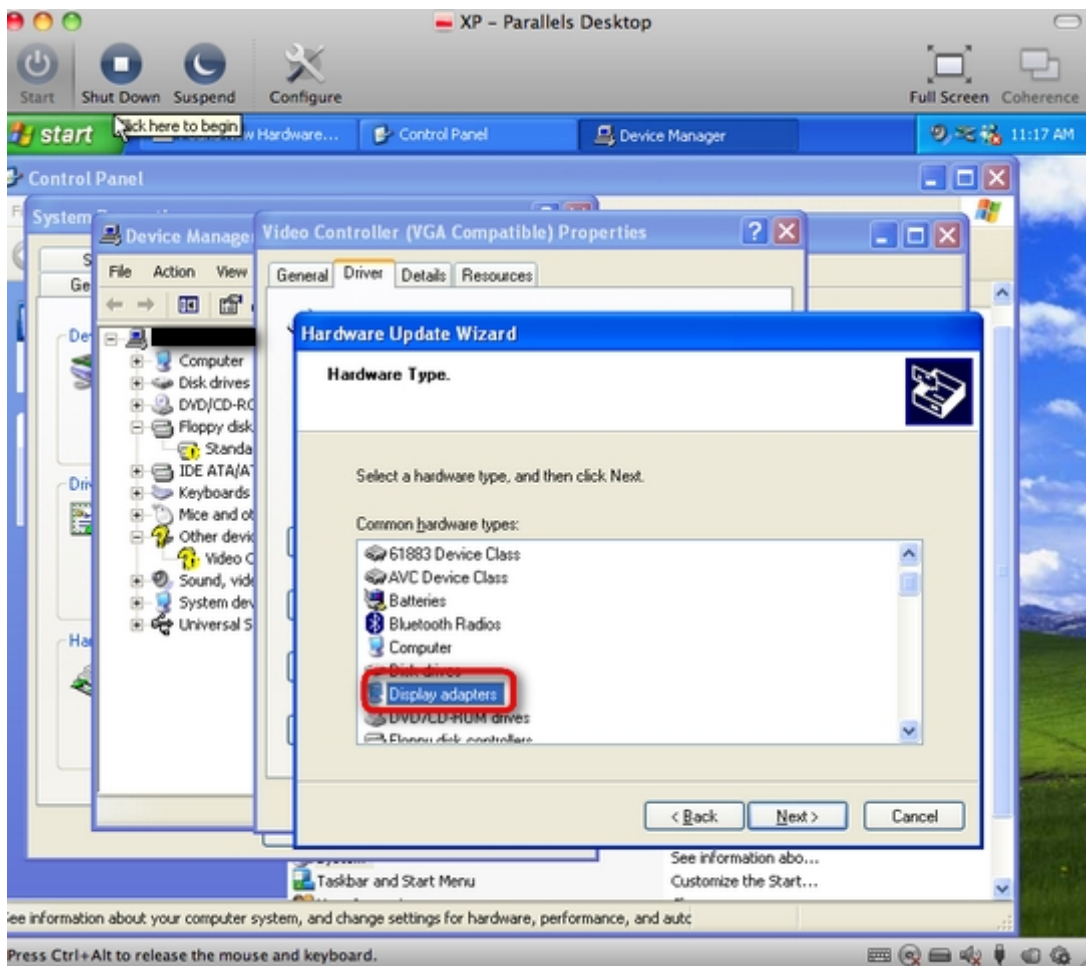
location (Advanced)--> Don't search. I will choose the driver to install --> check **PCI standard PCI-to-PCI bridge** in the list hardware devices:



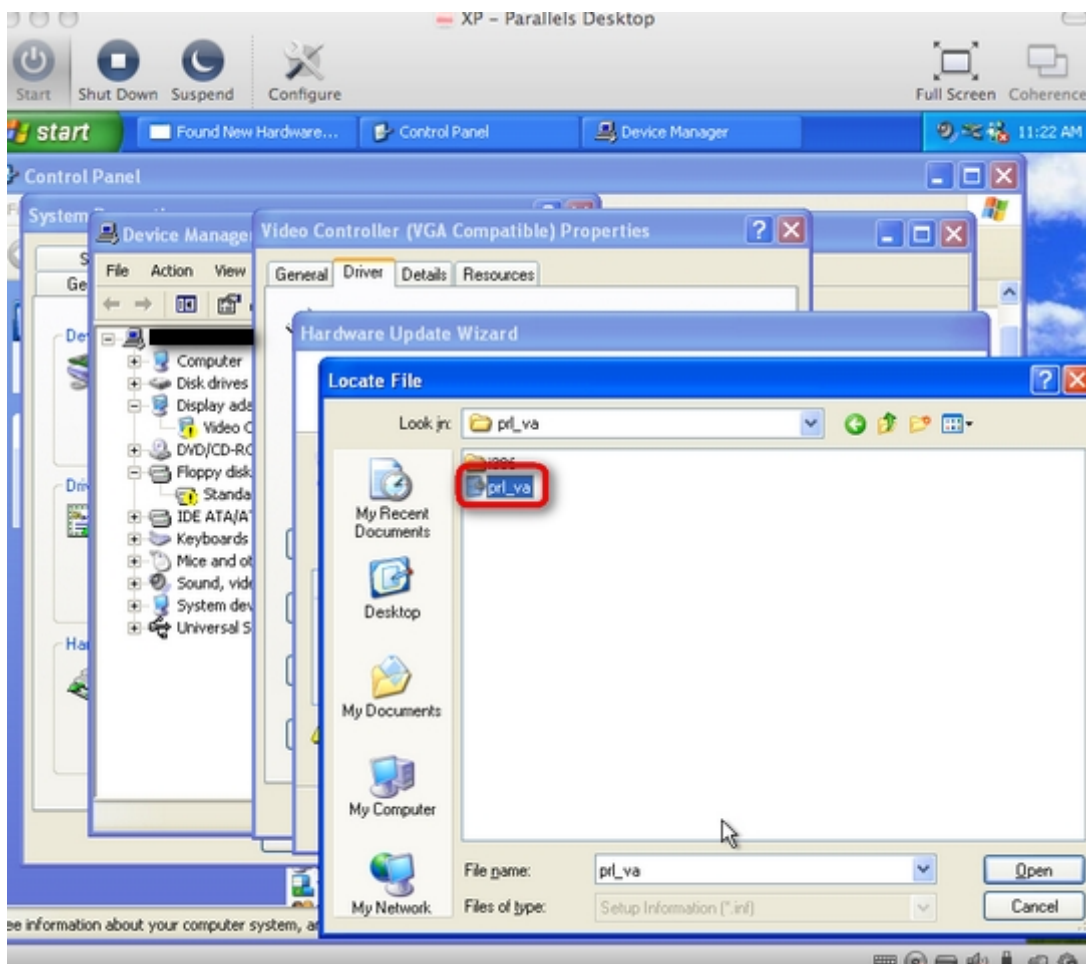
3. Click **Next**. Accept the prompt to reboot the windows.
4. After reboot **Video Controller (VGA compatible)** with exclamation mark should appear in device manager.



5. Right click on **Video Controller** --> **Update driver** --> In the **Hardware Update Wizard** window choose **No, not this time** --> **Install from a list or a list or specific location (Advanced)** --> **Don't search**. I will choose the driver to install --> choose **Display adapters** in the list of hardware type:



6. In the next **Hardware Update Wizard** window click "**Have Disk**" button --> browse and locate "**C:\Program Files\Parallels\Parallels Tools\Drivers\prl_va\prl_va.inf**"



7. Click **Open** --> **Next**. Follow the prompt to reboot the windows.

Note: After Windows is rebooted all features like *dynamic screen resolution*, *automatic mouse capture* and *Coherence* will work in your virtual machine.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.