Mouse synchronization does not work between Mac OS and virtual machine

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition

Symptoms

Mouse cursor does not automatically get captured when moving over virtual machine window.

Cause

One of the probable reasons for this problem is that the Smart Mouse option is set to "Optimize for games". It is the very feature that determines, whether mouse pointer is hovering over Virtual Machine window and automatically switches, if necessary, the area of its operation.

Resolution

1. Click on **Actions** in the top menu bar **> Configure**...
2. Go to **Hardware > Mouse & Keyboard**

   Set **Smart Mouse** option to "Auto-detect for games" or "Don't optimize for games"

If the issue persists then follow the below mentioned steps.

1. Please update Parallels Desktop to the latest build:

   From the top menu bar, go to the **Parallels Desktop** menu, click **Check for Updates**.
2. Uninstall and reinstall Parallels Tools
3. In Windows go to **Start > Control Panel > Mouse > Pointers** tab/**Pointer Options** tab.

   Make sure standard Windows scheme is set.

   Make sure Display pointer trail is not enabled.
4. For more mouse troubleshooting instructions please visit KB 115306

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