

## Mouse cursor is invisible in virtual machine

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

### Symptoms

I would like to connect one mouse directly to the virtual machine and use it exclusively for controlling it while other mouse is used to control the Mac.

There is a problem: when virtual machine gains focus from ‘indirectly’ connected (shared) mouse and then subsequently loses it, the mouse which is connected directly is no longer visible inside virtual machine’s window.

So I can use directly connected mouse to control the virtual machine but the problem is that the cursor is invisible. This setup works only when 2 devices control the same cursor but when I try to desynchronize (make 2 cursors – 1 in a virtual machine and 1 in Mac), the cursor in virtual machine becomes invisible and never returns

### Cause

This type of configuration is not officially supported.

### Resolution

#### For Windows virtual machines

1. Shut Down virtual machine.
2. Open Virtual Machine configuration.
3. Go to **Hardware > Boot Order >** and paste in **Boot Flags** box:

```
video.hw_pointer=0
```

**Note:** The above solution will work fine when using a virtual machine for simple tasks such as document processing, but heavier usage (like games or 3D software) may work unreliably.

#### For macOS virtual machines

Click Apple logo > **System Preferences > Accessibility > Display > Cursor** and move the **Cursor size** slider slightly to the right.

**Note:** Due to technical limitations imposed by macOS, this solution may result in the performance degradation as well as visual artefacts. If this happens, there are no workarounds to mitigate it.

## For Linux virtual machines

Due to technical limitations, the only way to achieve this in Linux virtual machines is to uninstall Parallels Tools.

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