## || Parallels<sup>®</sup>

## Mouse cursor randomly stuck while using macOS/OS X virtual machines

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

**Note:** The issue has been fixed in <u>Parallels Desktop 14.1.1 (45476)</u> build. Therefore, it is advised to update Parallels Desktop to the <u>latest build</u> of version 14 or upgrade to the most <u>recent version</u>.

## Symptoms

While using macOS®/OS X® virtual machine, the mouse cursor randomly freezes. To unfreeze it again, it is necessary to suspend the virtual machine and then resume it.

## Resolution

Next time the cursor freezes, simply perform scrolling using the mouse.

© 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.