



Fix a mouse and keyboard not working after enabling the "Xbox Extended Feature Support" option in Steam

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

We're aware of the issue when a keyboard and mouse become unavailable for use inside a virtual machine after enabling the **Xbox Extended Feature Support** option in the Steam application.

Resolution

Note: This solution is available for you only if you have either Parallels Desktop Pro Edition or Business Edition.

To resolve this issue, simply perform the steps as per the following guideline below:

1. Run Windows virtual machine.
2. On the Mac side, open **Terminal** (Finder > Applications > Utilities > Terminal) and execute the following command:

```
prctl enter <VM_name_in_quotes>
```

Where <VM_name_in_quotes> is your virtual machine's name. For instance:

```
prctl enter "Windows 11 22000"
```

3. Then execute the following command:

```
reg delete HKLM\SYSTEM\ControlSet001\Control\Class\{745a17a0-74d3-11d0-b6fe-00a0c90f57da} /v  
LowerFilters
```

4. After being prompted with **Delete the registry value LowerFilters (Yes/No)?**, type "Y" and press Enter.
5. Restart the Windows virtual machine.

Alternative solution

If the solution above isn't not an option for you for some reason, the only solution is to do a system refresh:

1. Reset Windows three times in a row (**Actions > Reset**) to get into the **Windows Recovery menu**.
2. Select **Troubleshoot**.

3. Click **Refresh your PC without affecting your files**, and click **Get started**.

4. Follow the instructions on the screen.

It will reinstall Windows and keep your personal files and settings. The operation also keeps the apps that were preinstalled with your PC and the apps you installed from the Microsoft Store.

Note: third-party applications and settings will be removed.

© 2025 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.