



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.

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