



Mouse Synchronization and Black Box ServSelect IP

Issue:

The mouse on the target system will not synchronize with the pointer on the Black Box ServSelect IP

Solution:

For the Local pointer and target mouse to remain aligned, mouse acceleration must be removed from the target servers. This is done differently depending on what operating system is on the target servers.

Microsoft Windows NT 4.0 Default Mouse Drivers:

- Click on Start Menu, Settings, Control Panel.
- Select the Mouse Icon.
- Click on the Motion Tab.
- Adjust mouse speed to the slowest possible setting.
- Click OK. Use the Mouse Align/Screen Refresh button in ServSelect IP Client to resynchronize the mouse.

Microsoft Windows 2000 Default Mouse Drivers:

- Click on Start Menu, Settings, Control Panel.
- Select the Mouse Icon.
- Click on the Motion Tab.
- Verify pointer speed is set to the exact midpoint of the slider bar. (5 ticks on each side of the pointer)
- On the Acceleration setting, select the 'off' radio button.
- Click OK. Use the Mouse Align/Screen Refresh button in ServSelect IP Client to resynchronize the mouse.

Microsoft Windows XP Professional Default Mouse Drivers

- Click on Start Menu,
- Run the mouse over the Control Panel Menu
- Click on Mouse
- Click on Pointer Options Tab
- Verify the pointer speed slider is set to the exact midpoint of the slider bar.(5 ticks on each side of the pointer)
- Uncheck the Enhance pointer precision Checkbox
- Click OK. Use the Mouse Align/Screen Refresh button in ServSelect IP Client to resynchronize the mouse.

Microsoft Windows .Net Enterprise Server (Release Candidates 1 and 2) (Windows 2003)

- Click on Start Menu,
- Run the mouse over the Control Panel Menu
- Click on Mouse
- Click on Pointer Options Tab
- Verify the pointer speed slider is set to the exact midpoint of the slider bar.(5 ticks on each side of the pointer)
- Uncheck the Enhance pointer precision Checkbox
- Click OK. Use the Mouse Align/Screen Refresh button in ServSelect IP Client to resynchronize the mouse.

Intellipoint Drivers:

- Click on Start Menu, Settings, Control Panel.
- Select the Mouse Icon.
- Cycle through the Tabs until the pointer speed slider is displayed.
- Verify pointer speed is set to the exact midpoint of the slider bar.
- Click the Advanced button.
- Uncheck the Acceleration check box to turn off acceleration.
- Click OK. Use the Mouse Align/Screen Refresh button in ServSelect IP Client to resynchronize the mouse.

Red Hat Linux:

- Select the Mouse settings from the Desktop Controls.
- Set Acceleration to 1.0
- Click OK. Use the Mouse Align/Screen Refresh button in ServSelect IP Client to resynchronize the mouse.