
Client loses the mouse pointer

Posted by arobbio - 2004/04/21 13:46

I installed go-global host on a Win 2000 Adv Server machine that has Terminal Services, Netmeeting Remote Desktop and pcAnywhere host.

When I run MS Word through go-global, I lose the mouse pointer and then any other application and even go-globals desktop don't show the pointer anymore.

If I only run one of our own applications, it works fine, but it also loses the pointer after running Word.

What could be happening?

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Re: Client loses the mouse pointer

Posted by willow - 2004/04/21 14:18

Thank you for posting to our forum.

There could be an issue if you do not have a mouse physically installed on the server. If you do have a mouse installed on the server, I will need to research/investigate further and would need you to send the APS log to ggws@graphon.com. The APS log resides in the graphon\go-global server\log folder.

Thanks.

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Local mouse not installed

Posted by arobbio - 2004/04/21 14:55

Willow,

Thanks for your reply. In fact the server has no local mouse attached to it. I also noticed that the process "hidserv.exe" started to use 99% of the CPU when a user connects through go-global. I researched hidserv.exe and it seems to be a USB related service in charge of the mouse among other things.

I'll connect a local mouse to the server and see what happens.

Thanks!

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Solved!

Posted by arobbio - 2004/04/21 16:45

Willow,

You were right, after connecting a local mouse to the server, Word doesn't lose the mouse pointer anymore.

One weird thing, though: on Word I can't see the vertical scrollbar on the right side...

My client machine has multiple monitors attached, just in case this might be related.

Thanks!

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Re: Client loses the mouse pointer

Posted by arobbio - 2004/04/23 17:44

hidserv.exe keeps going up to 100% CPU usage after connecting through go-global a couple of times, this slows down every process considerably.

Any ideas?

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