

Tech Bulletin TB00284: Mouse Not Visible When Connected to Virtual Machine

Products Addressed

This Tech Bulletin addresses a mouse-related display issue when connecting to a virtual machine from a ClientCube 2 containing a Belkin® Secure KM Switch.

Products involved include:

- ClientCube 2
 - Belkin Secure KM Switch
 - Any TERA-2 based zero client with TERA firmware 4.5 and above
 - Virtual machine (VM)
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Overview and Environment

The ClientCube 2 includes multiple zero clients and, optionally, a KM (keyboard/mouse) switch. In this configuration, users can connect to multiple remote compute resources (such as VMs) and share one keyboard and mouse connected to the KM switch among all connected VMs.

When connecting to a VM from a zero client (in the configuration noted above), the mouse pointer might not be visible (though the mouse functions and interacts with the operating system, it is not visible).

Resolution

Ensure that zero clients in the configuration noted above use TERA firmware 4.2.

This issue occurs only when zero clients use TERA firmware version 4.5 and above when connecting to VMs through a Belkin Secure KM Switch. Zero clients with TERA firmware 4.2 do not experience this display issue.

See *PC-over-IP System User's Guide* for information about installing TERA firmware. See *Central Administrator's Guide* for information about using Sentral to install TERA firmware. All documentation is available on the Support site.

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Contacting Support

The table below shows how to contact ClearCube Support.

Web	www.clearcube.com/support/
E-mail	support@clearcube.com
Toll-free	(866) 652-3400
Direct	(512) 652-3400
