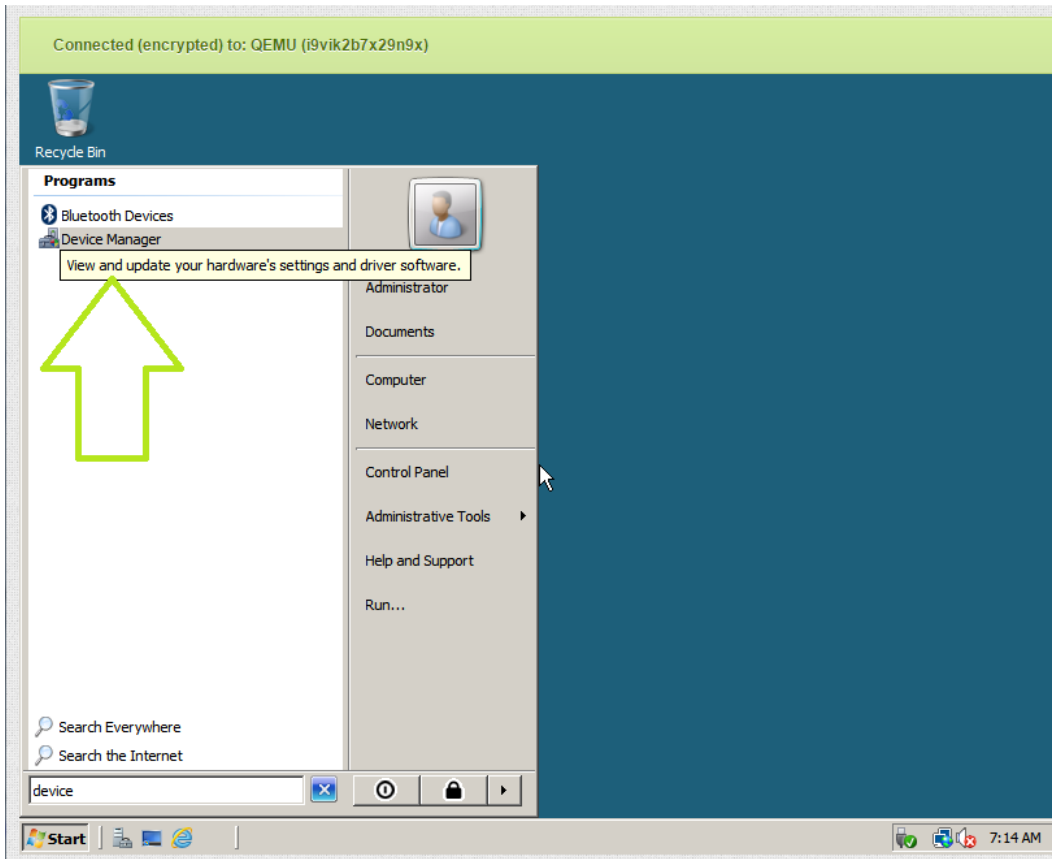


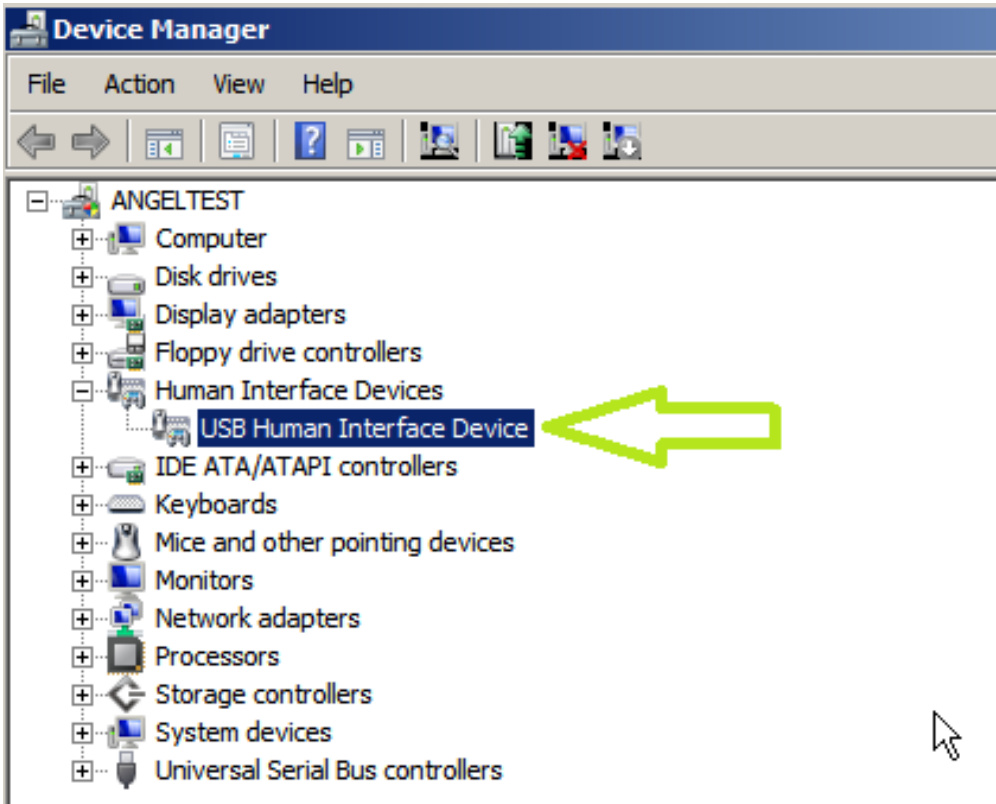
Why doesn't my mouse work in my Windows 2008/2012 Cloud Server?

On rare occasions when using the console, Cloud Servers running Windows OS will have the mouse functionality cease to work. In order to apply a work-around to resolve this, using the windows key, arrows, and or tab key to navigate. Please follow the following steps:

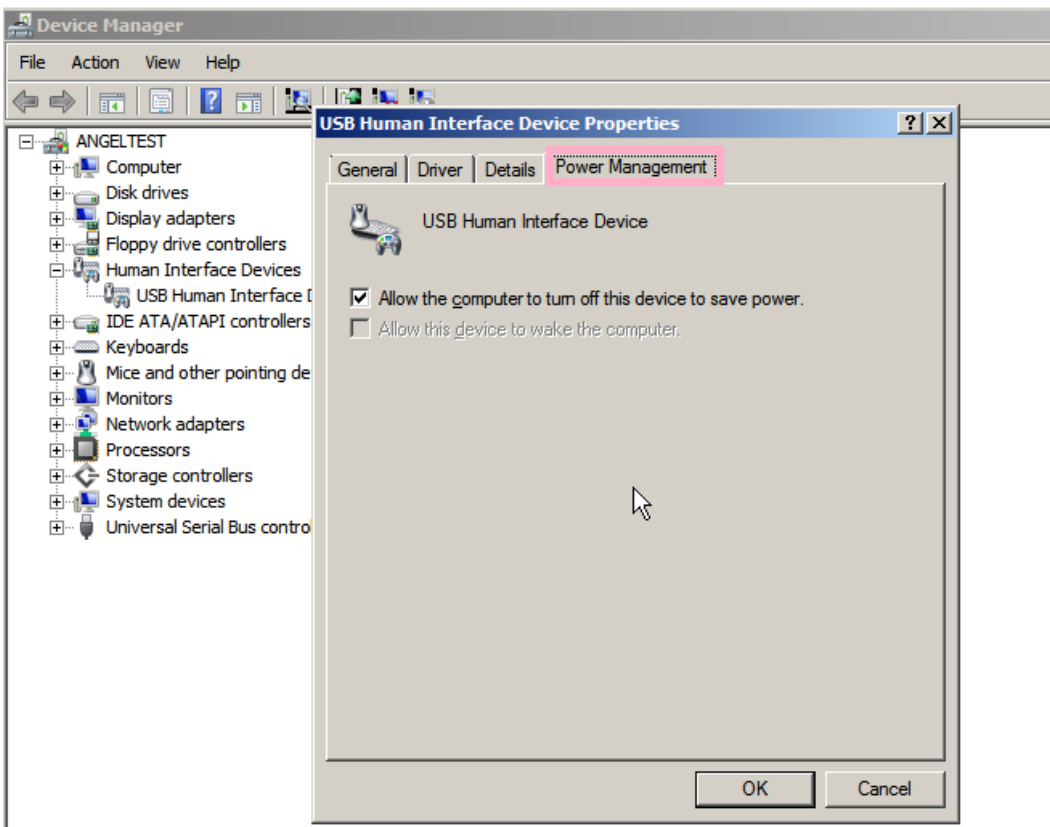
1. Open the "Device Manager" once you are logged in.



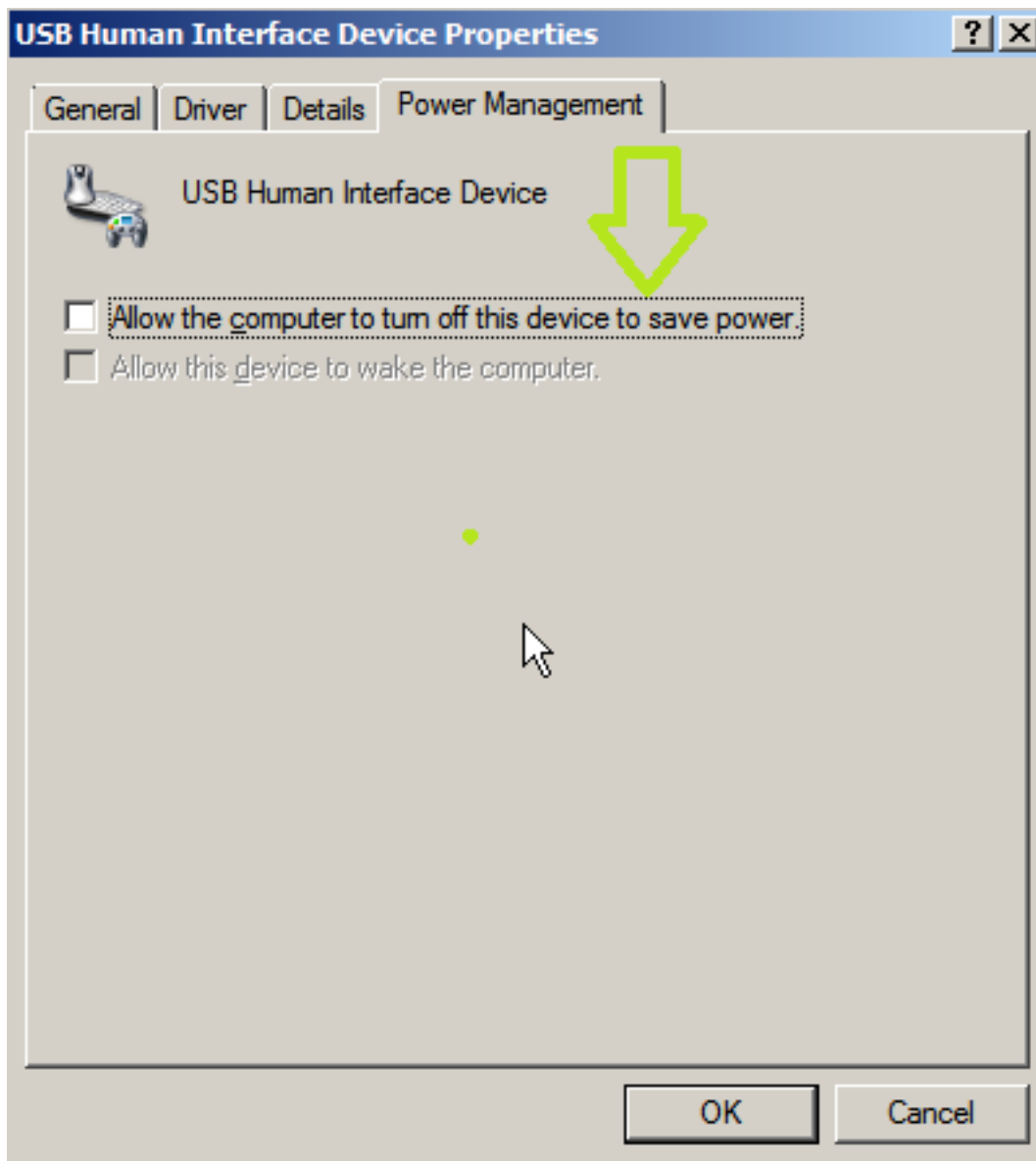
2. Locate and expand "Human Interface Devices". Move to "USB Interface Device" and press Enter.



3. After entering "USB Interface Device, navigate to "Power Management"



4. In the Power Management Tab, there will be a checkbox that says "Allow the computer to turn off this device to save power". Make sure that this checkbox is blank, and press OK.



5. The Mouse should begin to work again inside the Server!