
Moving Cursor

Posted by David - 2007/06/29 23:18

My cursor has a mind of its own and moves rapidly around the screen. Anyone please have any ideas on how to remove this joke application.

HELP!!

David.

Re:Moving Cursor

Posted by Gareth - 2007/06/29 23:43

Hello David,

First, a couple of questions:

Are you using a mouse or a laptop-style trackpad?

Do you have a virus scanner or spyware scanner installed?

Are you fully up to date with your Windows updates

Does the cursor move randomly or does it look like someone is moving it?

I'd recommend cleaning the mouse as a first action - if you're using a standard ball mouse, unplug it from your PC and remove the bottom to pop out the ball, then remove the hair and debris which has built up around the rollers inside.

With a laptop, use a wet wipe or similar to wipe off the trackpad.

Next, run your virus and spyware scanners to make sure there are no nasties infecting your PC which could be causing the cursor movement.

If neither of those works, it sounds like you'll need a new mouse (\$15+installation/delivery) or a virus removal.

If you have a laptop we can repair the trackpad for you, or you can just install an external mouse.

Please give me a call right away if you'd like to arrange an appointment for me or one of my colleagues to come over and fix the problem.

Kind regards,

Gareth

Global Village Networks LLC

Post edited by: gareth, at: 2007/06/29 23:44

Re:Moving Cursor

Posted by david - 2007/06/30 00:47

Hi Gareth,

Cleaning the mouse seemed to work, there was a ton of junk in there.

Thanks for your help, will definitely call you if we have any trouble in the future.

David K
