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Article applies to – All Aqua PC Models

ISSUE: NMEA Data detected as a Serial Mouse by Windows

In some situations Microsoft Windows incorrectly detects NMEA data being received on a serial or USB port as being an old style serial mouse. The fault symptoms are that the cursor will suddenly start moving randomly over the screen and application windows may start opening and closing.

This relatively old problem was very common on Windows XP but reports of this problem still happening on Vista and Windows 7 PCs, has prompted Digital Yacht to release a simple step by step guide of how to fix it. This fix should work for all PCs that experience this problem but if you still experience problems after following this guide please contact Digital Yacht's support team for more information.

Solution 1 - Start the Navigation Software Package before turning on the NMEA Equipment

This is a simple and effective work around but assumes that it is either easy or convenient to turn the NMEA Equipment off/on independently of the PC.

- Ensure the NMEA Equipment connected to the PC is turned off
- Turn on the PC and wait for it to fully boot
- Run the Navigation software package that you use to read the NMEA data
- Once the software package is running, it will now have control of the COM ports and you can turn on the NMEA equipment without Windows thinking a Mouse has been connected.

Solution 2 – Disable the "Mouse"

This solution provides a much more convenient long term fix to the problem.

- Make the problem occur and then switch off the NMEA device (don't unplug anything)
- Start the Device Manager
- Scroll down to the "Mice and other pointing devices," click the plus button to expand this list.
  You should see at least two items listed. One is your real mouse, and the other will be something like "Microsoft Serial Ball Point"
- Select the "Microsoft Serial Ball Point" or whichever entry is not your real mouse and disable it (Right click and select disable)
- Close the Device Manager and try to recreate the problem to make sure it is fixed