OSX Administration - Bug #869

Problem With Mouse Not Clicking or Keyboard Not Responding on Mac OS9

11/11/2016 01:45 PM - Daniel Curtis

Status:	Closed		**Start date:**	11/11/2016
Priority:	Normal		**Due date:**	
Assignee:	Daniel Curtis		**% Done:**	100%
Category:			**Estimated time:**	0.50 hour
Target version:	OS9		**Spent time:**	1.50 hour

Description

I recently encountered a problem while setting up a Mac OS9 workstation. After a clean installation and booting into the desktop, I was unable to use the mouse to click on any icons or menu items, and the keyboard was unresponsive to commands.

After poking around a bit online, I decided to boot the workstation up in Safe Mode. This can be done by booting the machine while holding the **Shift** key, this will disable all unnecessary extensions.

When the workstation booted up to the desktop environment, I was able to click and use they keyboard in a normal manner. So it would appear that there was an issue with one of the extensions, but I did know which one.

From Safe Mode, go to **Apple-icon -> Control Panels** and open up **Extensions Manager**. Once the Extensions Manager is open, scroll down to the Extensions section.

Since I did not know which extension was causing the problem, I disabled the following extensions:

- ~~AirPort AP~~
- ~~AirPort AP Support~~
- ~~AirPort Driver~~
- ~~AppleShare~~
- ~~Classic RAVE~~
- ~~DVD AutoLauncher~~
- ~~DVD Navigation Manager ATI~~
- ~~DVD Navigation Manager NV~~
- ~~DVD Region Manager~~
- ~~DVD Video Interface~~
- ~~DVDRuntimeLib~~
- ~~NVIDIA 2D Acceleration~~
- ~~NVIDIA Driver~~
- ~~NVIDIA DVD Accelerator~~
- ~~NVIDIA Engine~~
- ~~NVIDIA OpenGL~~
- ~~OpenTpt Remote Access~~
- ~~OpenTpt Serial Arbitrator~~
- ~~QD3DCustomElements~~
- ~~QuickDraw 3D~~
- ~~QuickDraw 3D IR~~
- ~~QuickDraw 3D RAVE~~
- ~~QuickDraw 3D Viewer~~
- ~~QuickTime FireWire DV Enabler~~
- ~~QuickTime FireWire DV Support~~
- ~~QuickTime~~
- ~~QuickTime MPEG Extension~~
- ~~QuickTime Musical Instruments~~
- ~~QuickTime PowerPlug~~
- ~~QuickTime VR~~
- ~~Remote Only~~
- ~~Web Sharing Extension~~
- **NOTE**: I found the extension causing the problem was the **ATI Video Accelerator** extension, disabling that fixed the issue. Disabling the above extensions did also fix the issue, I am assuming there was a conflict of extensions.

Then click on **Restart** to apply the changes. Once rebooted, I was able to click on icons and use the keyboard in a normal manner.

Resources

- https://discussions.apple.com/thread/237986

History

#1 - 11/11/2016 01:45 PM - Daniel Curtis

- Status changed from New to Resolved

- % Done changed from 0 to 100

#2 - 11/14/2016 10:57 AM - Daniel Curtis

- Description updated

#3 - 12/03/2016 12:50 PM - Daniel Curtis

- Status changed from Resolved to Closed

#1 - 11/11/2016 01:45 PM - Daniel Curtis

- Status changed from New to Resolved

- % Done changed from 0 to 100