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BG [Brij GopalVyas](#)

Created on December 24, 2018

My mouse and keyboard is not working in windows 10

How can I solve it. I become very sad because I can't solve it from a day

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Question Info

Last updated December 19, 2020

Views 930

Applies to:

 [Windows 10 / Devices & drivers](#)

Replies (3) ▾



Smittychat.

Volunteer Moderator

Replied on December 24, 2018

Hi, Bru,

What is the make/model of the computer?
Try using a different USB keyboard and mouse?
Do the secondary keyboard and mouse work?

You may have to use a Recovery USB to reinstall Windows 10.
Create the Recovery media using this tool.
<https://www.microsoft.com/en-us/software-downlo...>

Pat

As a responsible member of the community, please mark the reply that has resolved your issue. Thank you.

1 person found this reply helpful · [Was this reply helpful?](#)

[Yes](#) [No](#)



Kapil Arya [Directly]

Replied on December 24, 2018

Hello,

See if this fix helps you:

www.thewindowsclub.com/keyboard-mouse-not-working-windows

Let us know if this helps!

Note: This is a non-Microsoft website. The page appears to be providing accurate, safe information. Watch out for ads on the site that may advertise products frequently classified as a PUP (Potentially Unwanted Products). Thoroughly research any product advertised on the site before you decide to download and install it.

Helping Windows users, since 2010 · Please remember to mark replies as answers, if they helps!

Was this reply helpful? [Yes](#) [No](#)



Andre for Directly

Independent Advisor

Replied on December 24, 2018

Hi Brij

Try these steps to see if they help:

Mouse:

Press Windows key + X

Click Device Manager

Expand Mice and other pointing devices.

Right click on the Mouse and click uninstall

Press Alt + F4

Press the Windows key + X

Press the letter U

Press the letter R

Restart in Normal mode and see if the mouse works.

It was an issue with the Synaptics drivers for my touchpad. I had to disable some Palm Check sensitivity, which I had read about a few days ago, but could not find the option.

OR

Press Windows key + X
Press the 'M' key
Press tab once
Use the down arrow to select Mice and other pointing devices.
Press the right arrow to expand Mice and other pointing devices.
Use the down arrow again to select your HID-Compliant mouse
Press the right click menu key on your keyboard (usually located between the Alt and Control keys)
Select uninstall
Hit Enter

Press Alt + F4
Press the Windows key + X
Press the letter U
Press the letter R

Restart

Other things you can try.

Method 1: Run the Hardware and Devices troubleshooter. This troubleshooter finds and fixes common problems with devices on your computer.

Click Start.
Type Troubleshooting, and select Troubleshooting in the results.
In the new window, click Hardware and Sound.
In the list of options, click on Hardware and Devices.
Click Next and follow the on-screen instructions.

Method 2: Use the System File Checker tool to repair missing or corrupted system files. This allows users to scan for corruptions in Windows system files and restore corrupted files.

Open Start, type: CMD
Right click CMD
Click Run as administrator

Type in at the prompt OR Copy and Paste these one at a time :
(Hit enter after each)

Dism /Online /Cleanup-Image /CheckHealth

Dism /Online /Cleanup-Image /ScanHealth

Dism /Online /Cleanup-Image /RestoreHealth

Also run the System File Checker utility:
Open Start, type: CMD
Right click CMD

right click CMD

Click Run as administrator

At the Command Prompt, type: sfc/scannow

This will check for any integrity violations

Restart your system

Keyboard

Restart your computer a few times to see if it helps.

Open Start > Settings > Update & security > Troubleshoot

Scroll down

Click Keyboards

Click Run the Troubleshooter

When complete, restart to see if the problem is resolved.

Try connecting the keyboard to a different USB port if its a USB wired keyboard.

Press Windows key + X

Click Device Manager

Expand Keyboards

Right click keyboard

Click Uninstall

Exit Device Manager then restart

Reset your BIOS defaults:

<https://www.groovypost.com/howto/reset-pc-bios-...>

Try the keyboard with another computer to see if it works.

Check for the latest driver updates for your computer.

Try disabling the RAID settings in the BIOS If you have that configured.

Links included in this reply are sourced from a trusted Microsoft MVP Blog.

Best regards,

Andre Da Costa

Independent Advisor for Directly

Was this reply helpful? [Yes](#) [No](#)

What's new

- Surface Duo
- Surface Laptop Go
- Surface Pro X
- Surface Go 2
- Surface Book 3
- Microsoft 365
- Windows 10 apps
- HoloLens 2

Microsoft Store

- Account profile
- Download Center
- Microsoft Store support
- Returns
- Order tracking
- Virtual workshops and training
- Microsoft Store Promise
- Financing

Education

- Microsoft in education
- Office for students
- Office 365 for schools
- Deals for students & parents
- Microsoft Azure in education

Enterprise

- Azure
- AppSource
- Automotive
- Government
- Healthcare
- Manufacturing
- Financial services
- Retail

Developer

- Microsoft Visual Studio
- Windows Dev Center
- Developer Center
- Microsoft developer program
- Channel 9
- Office Dev Center
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