Keyboard doesn't work during Vision remote control sessions

Article Number: 473 | Last Updated: Tue, Jun 25, 2019 6:17 PM

Applies to: Vision & Vision Pro versions 9.4 - 9.6.0

To fix the issue run the following steps on your teacher machine. Â If it doesn't address the issue, then run it on problem student devices. Find the command prompt option in the start menu (usually under Start > All Programs > Windows system). Right click on the command prompt and tell it to 'run as administrator' and authenticate. In the black window that opens type *cd c:\windows\syswow64* and hit enter It should navigate to that folder. Â In the prompt type *regsvr32 /u meinput* and hit enter It should indicate the dll unregister succeeded. Â Reboot the device. Once it has rebooted, log back in and open the command prompt using the steps 1-3 above. In the command prompt when you are back at c:\windows\syswow64\ type *regsvr32 meinput* and hit enter Windows should indicate that the command succeeded. Â Reboot again. After it has rebooted, try to use the remote control feature again. Note: Â It is important to follow the commands precisely, especially the reboot and running he command prompt as an administrator. Â If you do not perform them in the correct sequence the fix will not resolve the issue.

Posted - Mon, Apr 23, 2018 6:35 PM.

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