

# BACKSPACE or arrow keys do not work in MMC on a computer that is running Windows 7 or Windows Server 2008 R2

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## ISSUE

BACKSPACE or arrow keys do not work in MMC on a computer that is running Windows 7 or Windows Server 2008 R2.

Consider the following scenario:

- You have a computer that is running Windows 7 or Windows Server 2008 R2.
- You customize a Microsoft Management Console (MMC) that has the Group Policy Management Console (GPMC) snap-in.
- You select any Group Policy object (GPO), and then you click the **Settings** tab in the details pane.
- You select another node in the console tree, and then you use the BACKSPACE or arrow keys to perform some operations.

In this scenario, the BACKSPACE or arrow keys do not work. You have to use the mouse to perform operations.

## ENVIRONMENT

Windows 7  
Windows Server 2008 R2  
MMC

## RESOLUTION

A supported hotfix is available from Microsoft. However, this hotfix is intended to correct only the problem that is described in this article. Apply this hotfix only to systems that are experiencing the problem described in this article.

<http://support.microsoft.com/kb/2466373>

## METADATA

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Posted by: [Jim R. Webb](#) - Mar 3, 2014 at 2:13 PM. This article has been viewed 4360 times.

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