

USB Keyboard issue

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2006-08/msg01569.html>

- *From:* "Dudley Henriques" <dhenriques@xxxxxxxxxxxx>
 - *Date:* Thu, 24 Aug 2006 10:05:59 -0400
-

I'm trying to troubleshoot a keyboard issue with little success and need some help if possible.

I've purchased a new Microsoft Comfort Curve 2000 keyboard that is USB 2.0. My system is a fairly new computer with a clean XP Home Edition with SP2 and all updates. No issues at all with either XP, the system, or the prior PS/2 keyboard.

I've tried using the new Microsoft USB keyboard several times with the same result. There is no software supplied with the keyboard. Its upposed to be completely plug and play.

Installation process was as follows;

Starting with the system shut down, I installed to the USB port and booted the system. XP recognizes the board and installs it normally with the driver for it in the XP data base. Device manager check reveals the proper HID and USB entries all there and intact.

The issue occurs when coming out of standby. The system recovers from standby, but the keyboard does not. The mouse functions and everything else loads normally out of standby. Just the keyboard doesn't load and work.

Does anyone have an idea what might be causing this? One suggestion I've gotten is to go into CMOS and change the legacy setting to "enable". This setting is now on "auto".

Since my system is fairly new, I'm not sure how this Legacy setting affects the keyboard or even if I should change it from "auto".

Can someone possibly shed some light on this. I have switched back to a PS/2 port keyboard and everything is fine coming out of standby.

If someone has some idea of what might be causing this issue, I'd really appreciate being able to solve it. I like the USB board and would like to be able to use it.

Thank you very much
Dudley Henriques