

# Re: Microsoft Natural Ergonomic Keyboard 4000 doesn't work

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2007-06/msg00142.html>

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- *From:* [cpuhack@xxxxxxxxxx](mailto:cpuhack@xxxxxxxxxx)
  - *Date:* Wed, 06 Jun 2007 17:49:11 -0000
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I'm experiencing this exact same thing. I've pulled (what little) hair I have out trying to solve it. To avoid suggestions, here's what I've done:

- Tried IntelliType Pro 5.2, 5.5, and 6.x software versions...every time a "driver is not installed" for the device is what I'm left with in Device Manager
- Delete all keys from the following registry trees:

HKLM\System\CurrentControlSet\Enum\HID  
HKLM\System\CurrentControlSet\Enum\USB

- Tried connecting the keyboard via a PS/2 port
- Tried clearing the contents of "C:\Windows\System32\wbem\Repository" and rebooting

Every other USB or PS/2 keyboard I connect works just fine. The change on this system was a motherboard replacement. It was unobtrusive enough that even a "Repair" of Windows XP SP2 (32-bit) was unnecessary. It booted the first time, and, I've already uninstalled/installed the new motherboard drivers...

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