

Error Message - Solution found at www.microsoft.com

"Device Driver for the Standard 101/102-Key or Microsoft Natural PS/2 Keyboard" Error Message When You Try to Enter Standby"

SYMPTOMS

When you try to put your computer into standby, you may receive the following error message:

The device driver for the "Standard 101/102-Key or Microsoft Natural PS/2 Keyboard" device is preventing the machine from entering standby. Please close all applications and try again. If the problem persists, you may need to update this driver.

CAUSE

This issue may occur if Adobe Type Manager is installed on your computer. Certain versions of Adobe Type Manager (version 4.0, for example) may not be compatible with the power management features of Windows XP.

RESOLUTION

To resolve this issue, remove (uninstall) Adobe Type Manager. To do so, follow these steps:

1. Click START, click CONTROL PANEL and then click Add/Remove Programs.
2. Under Currently installed programs, click Adobe Type Manager, and then click Change/Remove.
3. Follow the on-screen instructions to complete the process.
4. Restart your computer.

MORE INFORMATION

To look for updated versions of Adobe Type Manager, visit the following Adobe Web site:

<http://www.adobe.com/products/atm/mainwin.html>

(<http://www.adobe.com/products/atm/mainwin.html>)

Microsoft provides third-party contact information to help you find technical support. This contact information may change without notice. Microsoft does not guarantee the accuracy of this third-party contact information.

The third-party products that are discussed in this article are manufactured by companies that are independent of Microsoft. Microsoft makes no warranty, implied or otherwise, regarding the performance or reliability of these products.

APPLIES TO: MS Win XP Home and MS Win XP Pro