

<b>Document Name</b>	Unreliable USB ADSL connections		
<b>Document Type</b>	Operating System Issue		
<b>Product or Technology related</b>	USB / ADSL / Windows XP		
<b>Document Number</b>	EMEA CSO 0010	<b>Document Date</b>	14/01/02

**The information in this article applies to**

- ADSL USB connection under Microsoft Windows XP Home Edition
- ADSL USB connection under Microsoft Windows XP Professional
- XP compatible U.S.Robotics ADSL USB driver 1.11.0007Q

**Symptoms**

During heavy data transfers using the ADSL USB modem under Microsoft Windows XP, the user may experience unstable connections and degraded throughput, especially with FTP sessions.

**Cause**

This issue occurs because Windows XP is dropping frames on the USB bus during isochronous transfers.

**Resolution**

Microsoft acknowledged this to be a problem within Windows XP in an article discussing one of its most visible effects, a distorted sound when USB speakers are used. This issue is related to the USB management by Windows XP and can be experienced with a number of other USB devices. Updating Windows XP with the XP Service Pack 1 should solve this issue.