

Re: Slow Broadband

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-08/msg08825.html>

- *From:* "R. McCarty" <PcEngWork-NoSpam @xxxxxxxxxxxxxxxx>
 - *Date:* Mon, 15 Aug 2005 07:43:00 -0400
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Do you know if your modem is set for "Bridging" mode ? essentially it becomes a pass through device and your connection is controlled by the LinkSys router. Which vendor/model is your modem ? Are you connecting to Comcast via PPPoE ? Have you updated the firmware in your LinkSys Router to the latest available ?

"Frank" <Frank@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:DB63FF38-3CB3-4386-9BF3-8B369526B98A@xxxxxxxxxxxxxxxxxxxx>

> Hi, I apologize upfront if I have placed this post in the wrong forum...

>

> I have Windows XP Professional. I am experiencing a slower internet access

> and I believe that the problem is something that I must be causing and am

> not

> aware of how to fix it..

>

> I should start out by mentioning that I access my internet through

> Comcast.

> Over the past several months, I noticed (thru accessing various broadband

> test sites) that my download speeds were only ranging between 2.4 and 2.8

> kbps. Comcast advertises speeds up to 6.0 kbps. I contacted comcast who

> came

> out to my home to troubleshoot the problem. After a good couple hours of

> changing cable wires and splitters, etc. the technician diagnosed the

> problem

> to be a faulty cable modem (it was about 4 years old).

>

> Sure enough, when he installed the new modem, the speed was greatly

> increased (even past 6.0 kbps). We thought we had the problem solved. Now

> for

> the tricky part..

>

> I have a Linksys Wireless G router attached to the system and also an HP

> Wireless Printer. Oh and my system is brand new - Dell; pentium 4; 3.6

> mghz.

> Before the tech left, I had him reinstall the router and we then checked

> the

> speed again. There was little or no difference at all and I was still

> getting

Re: Slow Broadband

> around 6.0 kpbs of speed. I thought for sure the problem was fixed when
> the
> modem was replaced and I was a happy guy.
>
> The technician left and I then powered the system down. When I turned the
> system back on about two hours later, I noticed a large degradation in
> speed
> again. I ran the broadband speed test and saw that I was back at where I
> was
> before the modem was replaced, which was about 2.4 – 2.8 kbps.
>
> So I am perplexed. I contacted comcast who is willing to come out to my
> home
> again, but I honestly feel they are not causing this issue, and that it
> must
> be something inherent in my system that is causing the speed flucuations.
> My
> gut keeps pointing me back to the Linksys Wireless G Router or the HP
> Printer, but yet there were no issues with this equipment when the
> technician
> reinstalled them yesterday when we were running at 6.0 kpbs.
>
> Finally, I also want to point out that an error message popped up a couple
> times yesterday which said the following – IEXPLORE.EXE – Application
> Error.
> The instruction at "0x10003e8d" referenced memory at "0x10003e8d". The
> memory
> could not be "written". I don't know if this is relevant to my situation
> or
> not.
>
> So with all that said, I am wondering if anyone out there can help me or
> give me some troubleshootig tips. Sorry for the long post

• *Follow-Ups:*

◆ *Re: Slow Broadband*

◇ *From:* Frank

• *References:*

◆ *Slow Broadband*

◇ *From:* Frank

- Prev by Date: *Re: irq in windows xp media center*
- Next by Date: *Windows seems to "forget"*
- Previous by thread: *Slow Broadband*
- Next by thread: *Re: Slow Broadband*

Re: Slow Broadband

- Index(es):
 - ◆ *Date*
 - ◆ *Thread*